



EnvisionWare eCommerce Summary
 ILS Operations / Technology Policy Joint Committee

08-21-2008

SELCO—ONE-TIME COSTS—REQUIRED HARDWARE AND SOFTWARE

Component	Component Type	Cost	Supplier	Function	Notes
eCommerce Server software	Software	\$25,000	EnvisionWare	Communicate with Horizon.	One license required for entire region.
Server for eCommerce Server software	Hardware	\$0 <i>(plan to use existing hardware)</i>	SELCO, working with outside vendor	Run eCommerce Server software	Existing hardware at SELCO should be sufficient to run this server.
eCommerce Web Module software- Consortium Edition	Software	\$0 <i>(bundled with other software)</i>	EnvisionWare	Maintain webpage to accept payments.	One license required for entire region.
Server for eCommerce Credit Card Payment Module software (virtual servers)	Hardware	\$10,000 <i>(estimated)</i>	SELCO, working with outside vendor	Run eCommerce Credit Card Payment Module software (virtual servers)	One of these hardware servers will be required for every 10 to 15 participating Online Libraries.
eCommerce Windows Client software- Consortium Edition	Software	\$0 <i>(bundled with other software)</i>	EnvisionWare	Accept credit card payments in person at the Online Library service desk.	Optional—for Online Libraries that wish to take credit cards in person.
Credit card scanning hardware	Hardware	\$500 <i>(estimated)</i>	SELCO, working with outside vendor	Scan credit cards for payments made in person at the library service desk.	Optional—for Online Libraries that wish to take credit cards in person.
Online Library credit card scanner installation	Hardware installation	\$480 <i>(estimated)</i>	SELCO	Installation of scanning hardware.	One session required for each participating Online Library that wishes to take credit cards in person. Carried out by SELCO technicians
SELCO HARDWARE AND SOFTWARE COSTS		\$35,980			

ONLINE LIBRARY—ONE-TIME COSTS—REQUIRED HARDWARE AND SOFTWARE

Component	Component Type	Cost	Supplier	Function	Notes
eCommerce Credit Card Payment Server Module software (virtual servers)	Software	\$3,729	EnvisionWare	Pass credit card payments to the Online Library's merchant processor.	One license required for each participating Online Library with a unique merchant processor account. While a separate instance of this server software is required for each Online Library, these will be deployed as virtual servers in the SELCO office.
ONLINE LIBRARY HARDWARE AND SOFTWARE COSTS		\$3,729			

ONLINE LIBRARY—ONE TIME COSTS—OPTIONAL HARDWARE AND SOFTWARE

Component	Component Type	Cost	Supplier	Function	Notes
Credit card scanning hardware	Hardware	\$500 <i>(estimated)</i>	SELCO, working with outside vendor	Scan credit cards for payments made in person at the library service desk.	Online Library must purchase scanners through SELCO for system integration and compatibility.
Online Library credit card scanner installation	Hardware installation	\$480 <i>(estimated)</i>	SELCO	Installation of scanning hardware.	One session required for each participating Online Library that wishes to take credit cards in person. Carried out by SELCO technicians
ONLINE LIBRARY OPTIONAL COSTS		\$980 <i>(estimated)</i>			

SELCO & ONLINE LIBRARY—ONE TIME COSTS—INSTALLATION

Service	Service Type	Cost	Supplier	Notes
eCommerce Services - Web Configuration	Software configuration	\$795	EnvisionWare	An EnvisionWare technician working remotely with SELCO staff to configure the Web Module.
Collaborative Remote Installation of eCommerce Server	Software installation	\$995	EnvisionWare	An EnvisionWare technician working remotely with SELCO staff to install the eCommerce server software.
EnvisionWare Remote Installation Service		\$995	EnvisionWare	
Server installation	Hardware installation and configuration	\$1,280 <i>(estimated)</i>	SELCO	SELCO technicians installing and configuring the hardware server for the Credit Card Payment virtual servers
SELCO COSTS PER LIBRARY FOR INSTALLATION		\$4,065		
ONLINE LIBRARY COST FOR INSTALLATION		\$340		

SELCO—ONE TIME COSTS—TRAINING

Service	Service Type	Cost	Supplier	Notes
Training curriculum development (one time)	Training development	\$640 <i>(estimated)</i>	SELCO	SELCO trainers developing the curriculum for Online Library training.
Profiling (per site)	Gathering profile information on each participating Online Library	\$1,280 <i>(estimated)</i>	SELCO	SELCO technicians working with Online Libraries to fill out profiling documents.
Training (per site)	Training for Online Library staff	\$480 <i>(estimated)</i>	SELCO	One training session required for each participating Online Library, carried out SELCO trainers.
SELCO TRAINING COSTS		\$1,760 <i>(estimated)</i>		

SELCO & ONLINE LIBRARY—ONGOING MAINTENANCE COSTS

SELCO MAINTENANCE COSTS	\$4,255 per year
ONLINE LIBRARY MAINTENANCE COSTS	\$215 per year (second and subsequent years)

MERCHANT PROCESSORS

Each participating Online Library must have an account with a merchant processor to handle credit card payments. There are many options; numerous banks and companies offer this service. EnvisionWare makes no recommendations but does supply a list of known merchant processors. Most merchant processors charge a percentage of transactions as their fee. It is possible to use one merchant processor for all participating Online Libraries but sharing a single account will greatly reduce the reporting capabilities of the merchant processor; this option is probably not feasible for SELCO.

PAYMENT OF FEES/FINES

- Horizon fees/fines are paid based on the iPac profile used to access the payment page. For example, using the Austin Public Library iPac profile page causes payment to go to that library. Borrower Location, Item Location, and Location of original checkout are irrelevant. This is very similar to our process for cash payments.
- Payments are made for all fines/fees owed by a given patron –or– for a given dollar amount. It is not possible for a patron to pay fines/fees for a specific item. This functionality is being promised in a future upgrade but it is not recommended that we base our decision on promised functionality not yet in place.
- If the patron chooses to pay only part of his/her fines/fees, EnvisionWare reports the Item Location for the oldest fine/fees in the group. It should not be assumed that Horizon reports can fill this gap.
- SELCO will accept payment for Online Libraries that do not wish to purchase the full EnvisionWare service. Those libraries will direct their patrons to the SELCO iPac profile where they may make the payment. Funds collected in this manner will be distributed among the Online Libraries using this option. Details of the redistribution formula will be worked based on the information we can get through Horizon and EnvisionWare. Every effort will be made to make the redistribution formula equitable while also covering SELCO administrative costs. Like the full EnvisionWare service, this option will be made available as a Value Added Service.
- EnvisionWare only processes fees/fines created in Horizon only. There is no way to take donations or other fees not created in Horizon.