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GARGAON COLLEGE
NAAC accredited with 'B' Grade

4.2.1. Support Document for Integrated Library Management Software

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Sl. No. CONTENTS

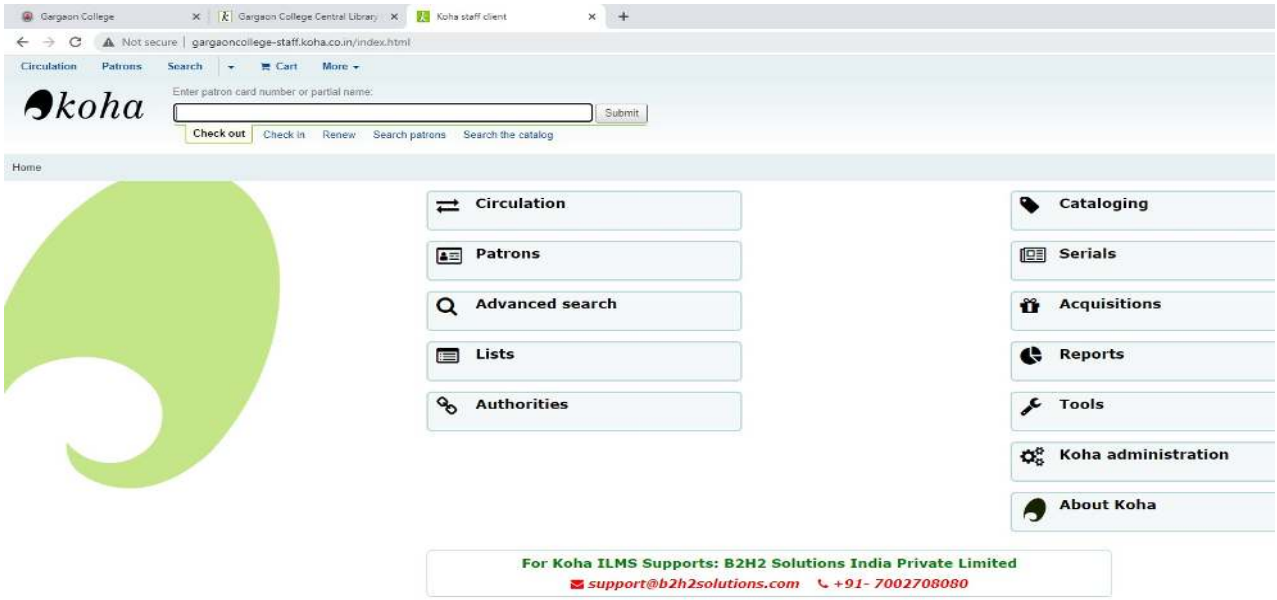
1. Library Software menus

2 Library Software MOU

3 Library Profile link

4 Library Various Sections

Snapshot of Integrated Library Management Software KOHA



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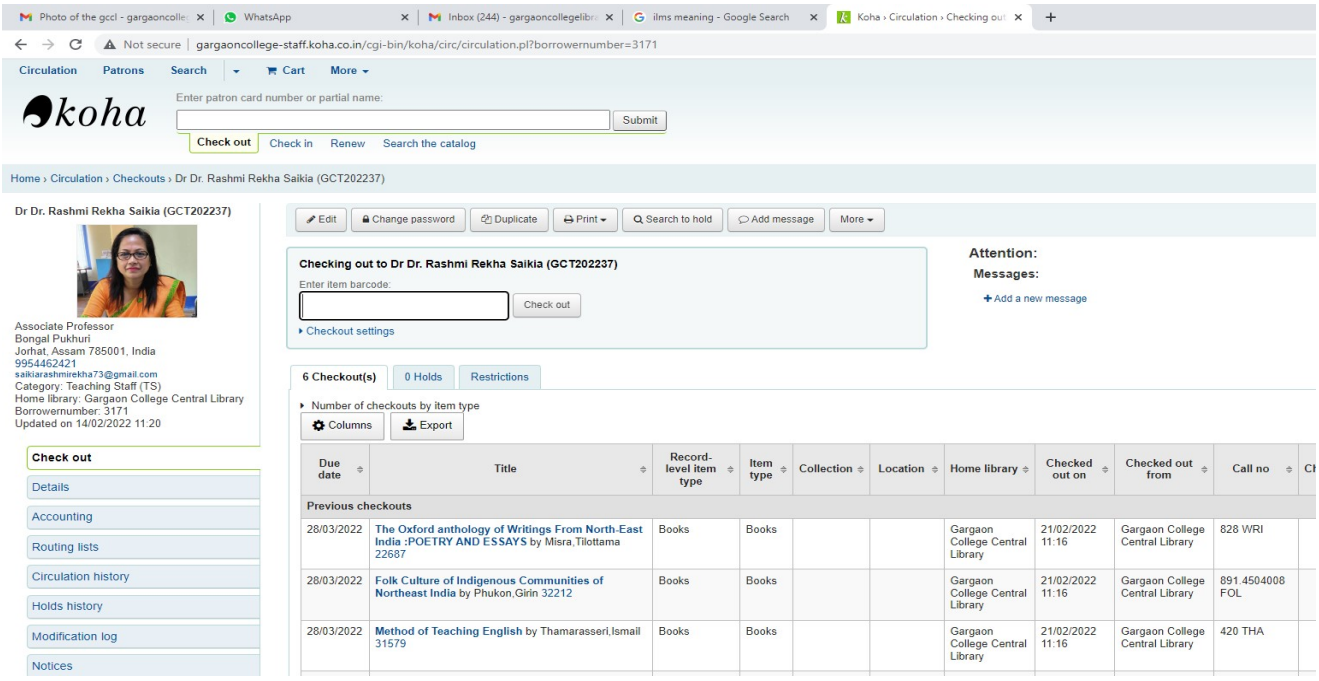

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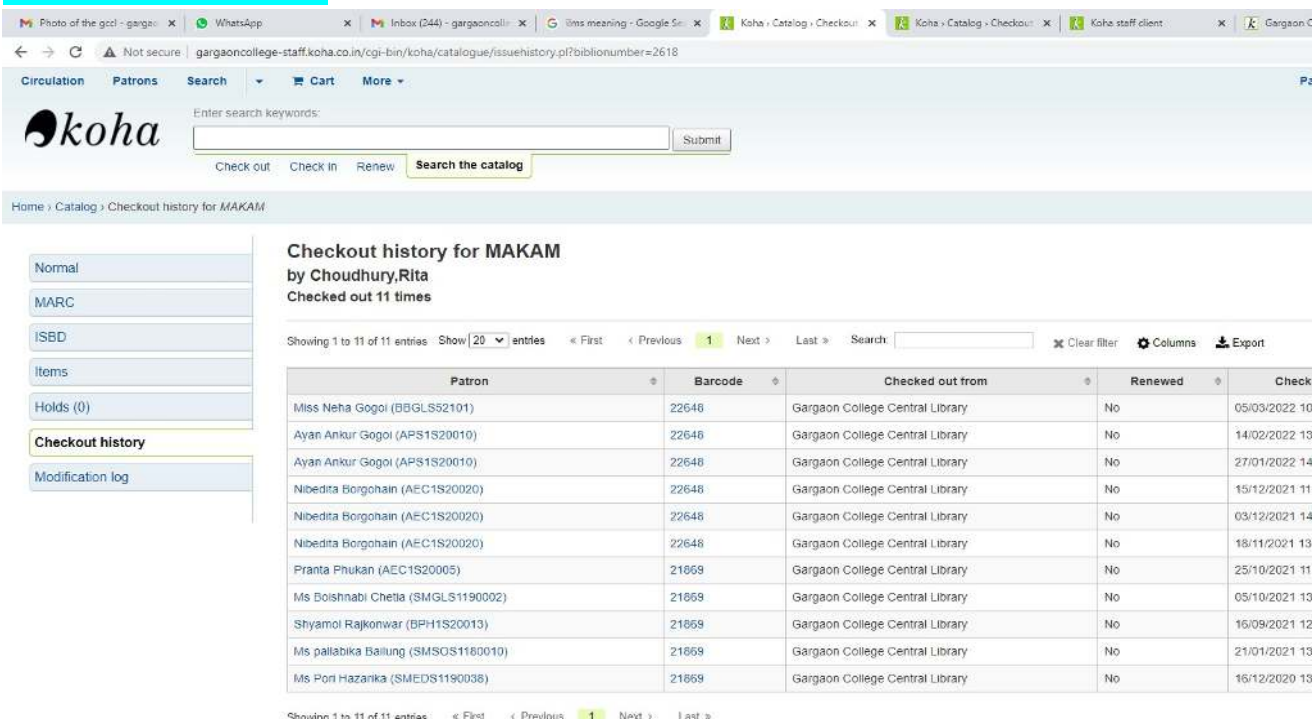
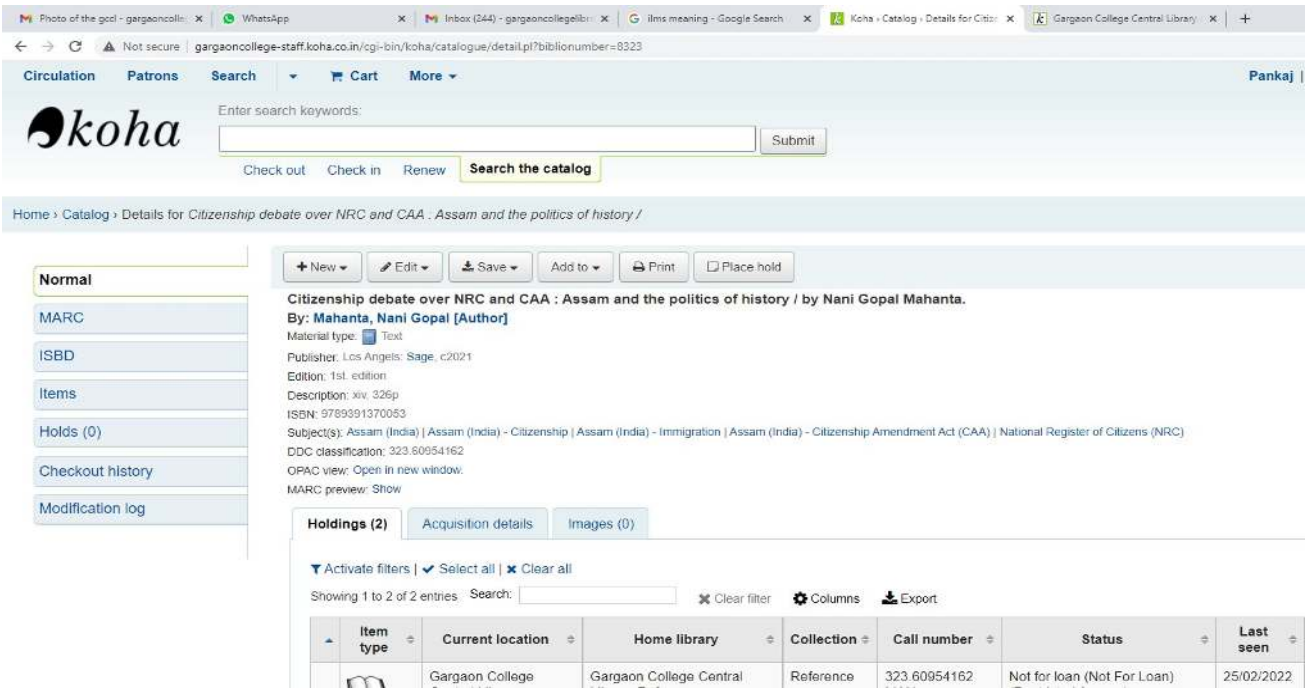


SEARCH CATALOGUE



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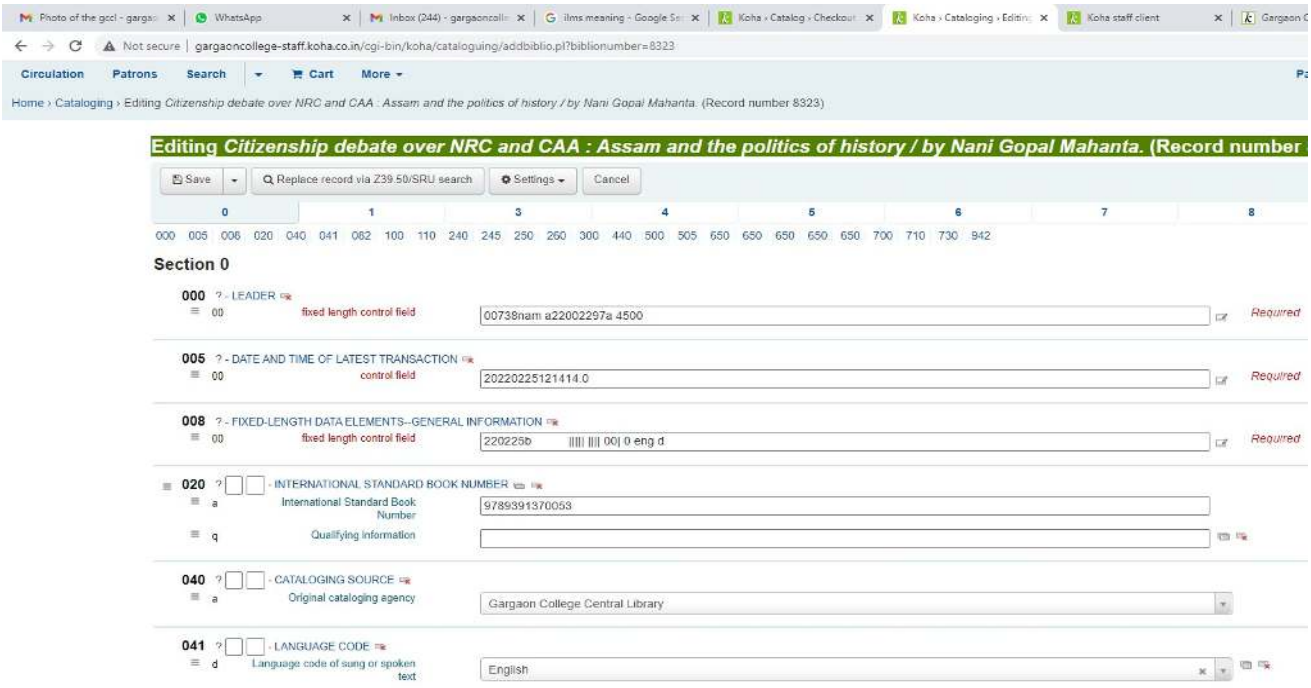
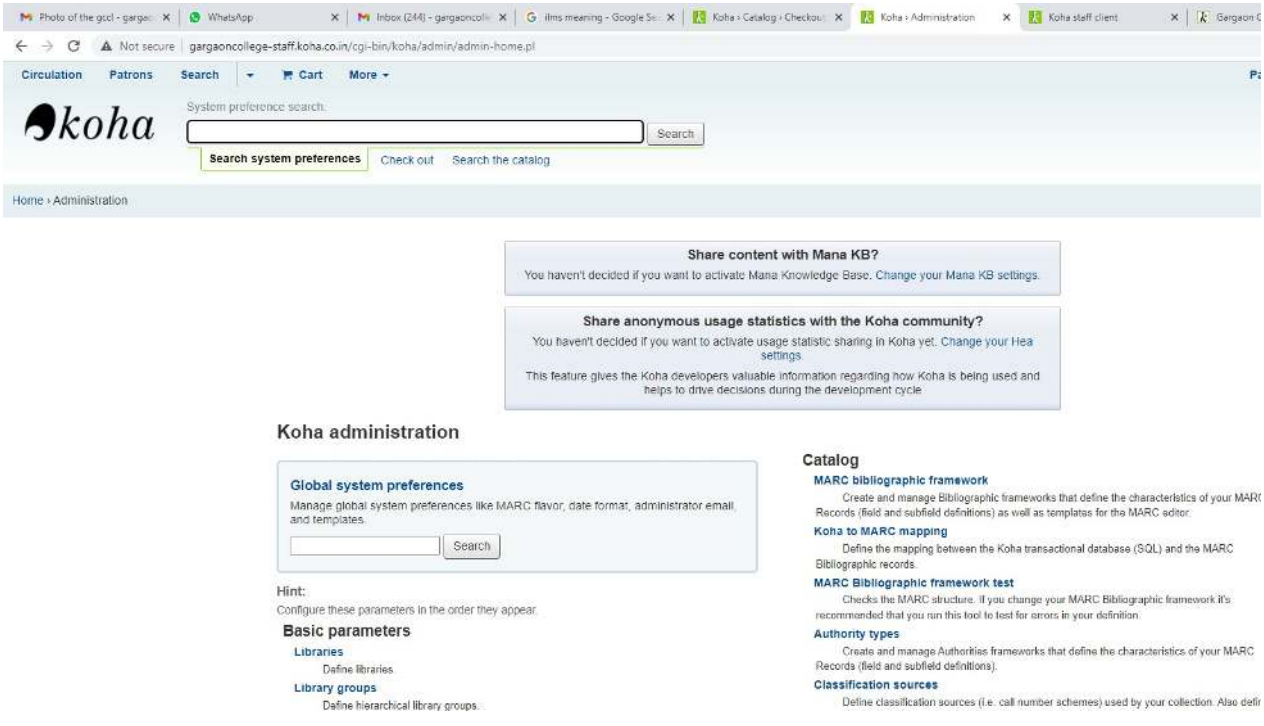
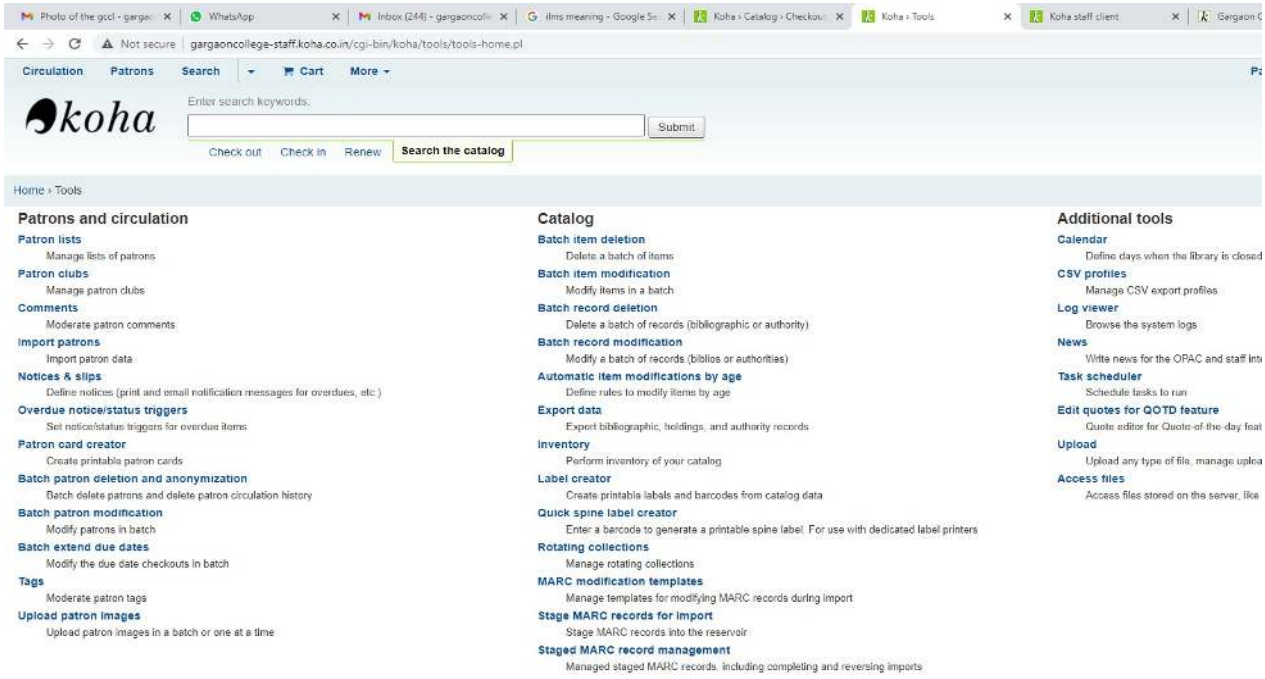
BOOK DATA ENTRY –EDIT MANUE



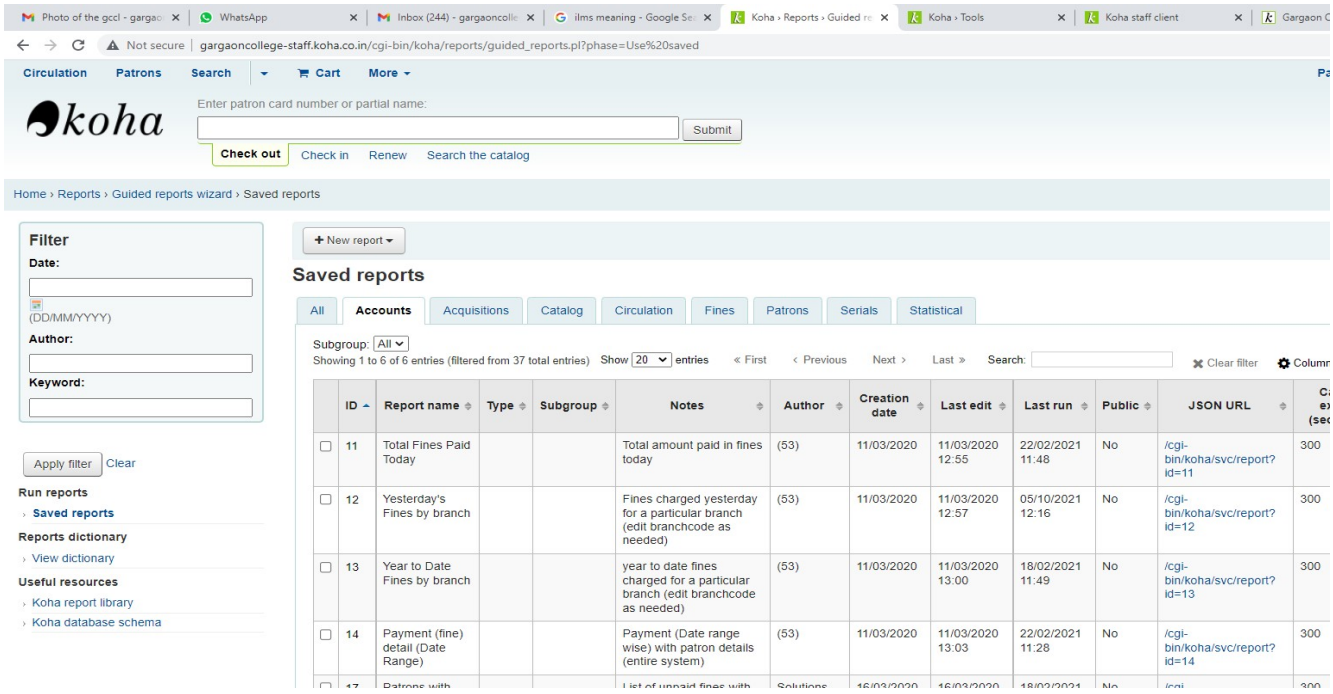
KOHA ADMIN



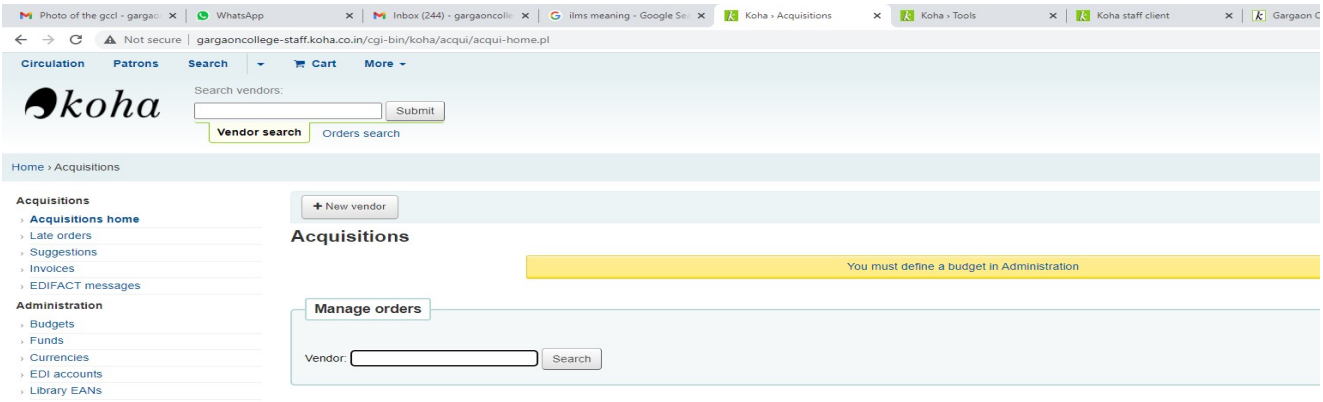
KOHA TOOLS



KOHA REPORTS

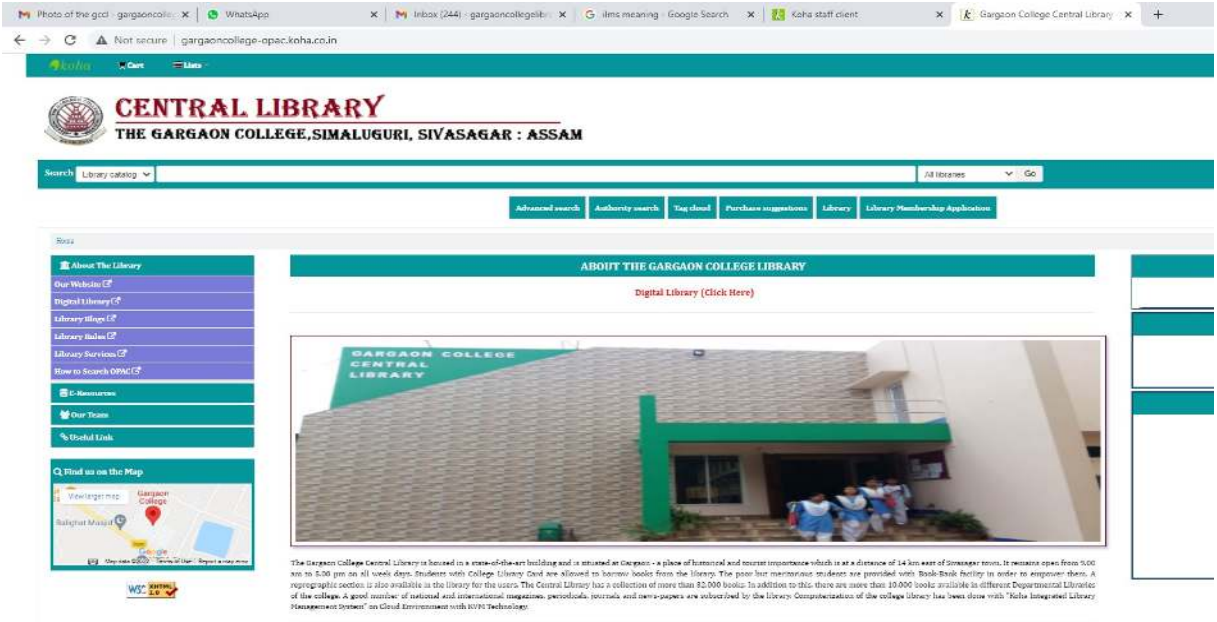


KOHA ACQUISITION

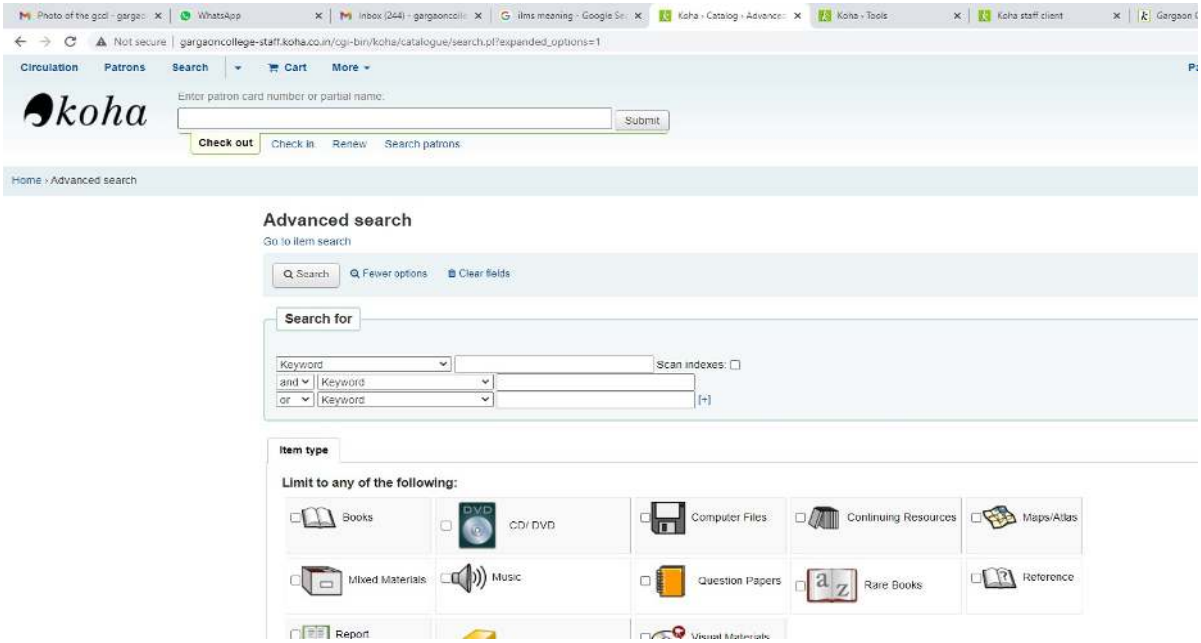


Web OPAC Link: http://gargaoncollege-opac.koha.co.in/

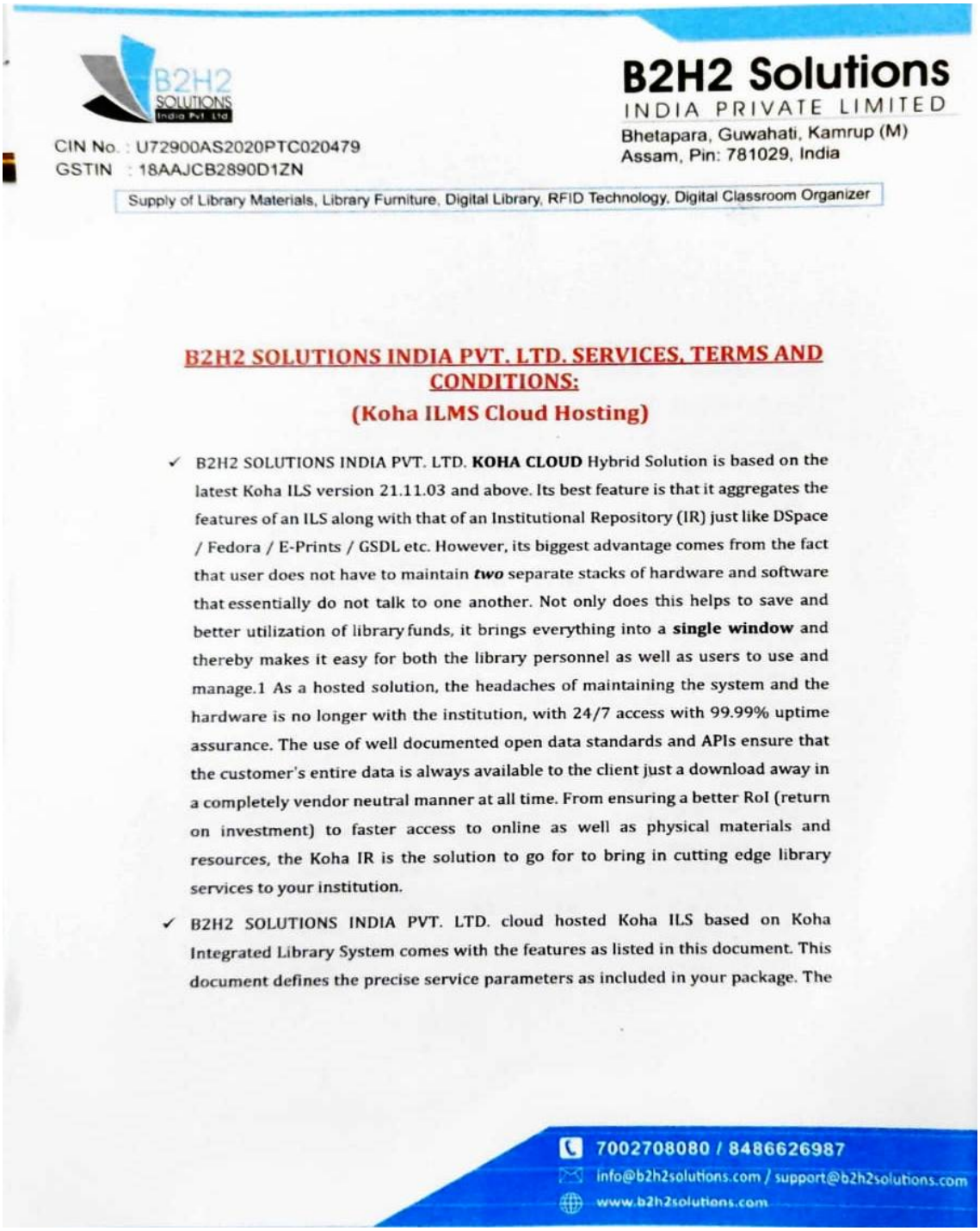
Web OPAC (Online Public Access Catalogue)



KOHA ADVANCED SEARCH



Library Software: Agreement



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INDIA PRIVATE LIMITED
Bhetapara, Guwahati, Kamrup (M)
Assam, Pin: 781029, India

CIN No. : U72900AS2020PTC020479
GSTIN : 18AAJCB2890D1ZN

Supply of Library Materials, Library Furniture, Digital Library, RFID Technology, Digital Classroom Organizer

B2H2 SOLUTIONS INDIA PVT. LTD. SERVICES, TERMS AND CONDITIONS:

(Koha ILMS Cloud Hosting)

- ✓ B2H2 SOLUTIONS INDIA PVT. LTD. **KOHA CLOUD** Hybrid Solution is based on the latest Koha ILS version 21.11.03 and above. Its best feature is that it aggregates the features of an ILS along with that of an Institutional Repository (IR) just like DSpace / Fedora / E-Prints / GSDL etc. However, its biggest advantage comes from the fact that user does not have to maintain ***two*** separate stacks of hardware and software that essentially do not talk to one another. Not only does this helps to save and better utilization of library funds, it brings everything into a **single window** and thereby makes it easy for both the library personnel as well as users to use and manage.1 As a hosted solution, the headaches of maintaining the system and the hardware is no longer with the institution, with 24/7 access with 99.99% uptime assurance. The use of well documented open data standards and APIs ensure that the customer's entire data is always available to the client just a download away in a completely vendor neutral manner at all time. From ensuring a better RoI (return on investment) to faster access to online as well as physical materials and resources, the Koha IR is the solution to go for to bring in cutting edge library services to your institution.
- ✓ B2H2 SOLUTIONS INDIA PVT. LTD. cloud hosted Koha ILS based on Koha Integrated Library System comes with the features as listed in this document. This document defines the precise service parameters as included in your package. The

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1 "Setting up a MARC21 ETD Framework in Koha" -

2 "Responsibility" means who will be in charge of maintaining the system, the associated dataassets and operations, on both one-time as well as on day-to-day basis.

3 Collections with more than 30,000 volumes are advised to upgrade their hosting package optionfor performance reason.

4 Includes management of library branches, item types, cataloguing activities, patron management,circulation, holds, fines etc.

5 Minimum guaranteed time around time (TAT) for request resolution – NBD6 Minimum guaranteed time around time (TAT) for request resolution – NBD

Sl. No.	FACILITIES / SERVICE PARAMETERS	INCLUDED	RESPONSIBILITY
17	Monthly data-transfer of 1 TB (1000GB) included	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
18	Storage space included separately for IR hosting– 3GB (or 500 files)	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
19	24/7/365 OPAC search during subscription period	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
20	OPAC optimized for mobile devices – phones, tablets etc.	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
21	User self-managed library accounts using hosted OPAC	Yes	Customer Managed
22	Availability information in searches in sync with real time database status	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.

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23	Facility to add custom pages about your library on the OPAC	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
24	Addition of custom pages about your library on the OPAC	Yes	Customer Managed
25	No additional software / server required (i.e. DSpace / Java / Tomcat etc.)	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
26	Perl template customization	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
27	Custom database schema	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
28	Default Koha ILS database schema support	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
29	Customized OPAC color scheme as per your existing institutional website	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
30	Sub-domain linking to your existing website for enhanced branding	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.
31	2 hours online training via TeamViewer, Skype	Yes	B2H2 SOLUTIONS INDIA PVT. LTD.

✓ B2H2 SOLUTIONS INDIA PVT. LTD. follows a WYGIWYG (what you give is what you get) policy when it comes to hosting customer data, unless the customer has separately contracted with us for a data quality audit. As such it does not take any responsibility for the consequences of errors or omissions in the data provided by you to us for hosting at any point during your use of the system. Neither B2H2 SOLUTIONS INDIA PVT. LTD., nor its employees, experts, sponsors or syndication partners are liable for any losses including loss of data hosted on the server and/or damages arising from and during your use of this hosting due to any faulty data upload or wrong operation performed by you on your hosted instance. These

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individuals and organizations exclude all warranties and representations, express or implied,in respect of your use of the Koha instance and its content. To put it in plain English, think of it as B2H2 SOLUTIONS INDIA PVT. LTD. Providing you with an office space on rent, what you do once you rent it is for youto decide and manage.

- ✓ Normal, non-emergency support would be provided during standard business hours (i.e. Monday- Friday between 10:30 AM - 4:30 PM IST) on days that are not a scheduled holiday under National Instruments Act or Holiday calendar as published by Audit Branch, Finance Department, and Government of Assam.
- ✓ This is a hosting only service pack. It includes centralized remote support necessary to maintain the infrastructure (IaaS) i.e. operating system and Koha ILS (as released by the Koha Community). This specific package does not include (a) custom Perl programming; (b) development of any custom features for Koha ILS; (c) support for day-to-day operation of Koha ILS by librarians or patrons; (d) user training in library management functions of Koha; (e) data migration; (f) data entry; (g) retro-Conversion; (h) onsite support etc. If you are in need such support, you may opt for a different supportpack / add-on pack.
- ✓ The user needs to first file a support ticket in order to avail of the support. This may be done online. The user needs to attach relevant screenshot of the issue at hand while filing the support request. Following the filing of support ticket B2H2 SOLUTIONS INDIA PVT. LTD. department will respond to it no later than by the next business day (NBD). Next business day (NBD) is defined as per clause #c above.
- ✓ A ticket will be deemed resolved when the issue is either fixed / addressed or it is identified as an extant Koha ILS problem that is currently not yet fixed upstream. Effort will be made to effect a resolution within 2 business days after responding to

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the ticket.

- ✓ Phone lines for support calls are (i) +91-7002708080 (for Assamese, English or Hindi language support)
- ✓ For billing, support or admin inquiries, please send email to info@b2h2solutions.com & support@b2h2solutions.com. If you are escalating a support ticket, please refer to the docket number of the ticket in question in the subject line of your email.
- ✓ Once your hosting subscription period expires, you have two options:
  - Renew your contract with us for 1/5/10/15/20 Years and continue with our service.
  - Download a copy of your data and host it yourself either on premise or otherwise. You have a window of 60 calendar days during which you can download your data at any time. After 60 days have elapsed from the day your trial offer ends, we will remove the data and terminate your access after notifying you over email. If you choose to not continue with our hosting service and wish to download your data off our servers, our services will remain restricted to providing you with necessary support to export your databases from our server(s). Any additional work, such as re- importing it into your local system or on another hosted system not supported by us, will remain outside our scope of service. If you need such support you may need to entire into a separate technicalservices contract with us. Such additional contract will remain outside the scope of this hosting service offer.
- ✓ By opting to go for B2H2 SOLUTIONS INDIA PVT. LTD. hosted Koha service, you acknowledge that your use of this service will be in accordance and in compliance

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any balance of fees on your hosting accounts shall stand forfeited and you shall be permanently barred from re-enlisting B2H2 SOLUTIONS INDIA PVT. LTD. Services

- ✓ Force Majeure clause applies for all and any disruptions that may result from unforeseen situations or 'Acts of God'.
- ✓ In case of any difference or dispute related to this hosting service offer or arising out of its interpretation, the same shall settled by arbitration by an arbitrator to be appointed by B2H2 SOLUTIONS INDIA PVT. LTD. and the proceedings shall be held in accordance with the Indian Arbitration and Conciliation Act, 1996. The place of arbitration shall be Assam, India and the same shall be conducted in English language
- ✓ The terms of service (ToS) are subject to change at the sole discretion of B2H2 SOLUTIONS INDIA PVT. LTD. As anexisting user of the service you will be notified via email as recorded in this document, so that you may choose to accept or decline such changes to the ToS. Users' agreement to the offered ToS is required for their continued access to the service

Seal & Signature
of the Librarian
Gargaon College, Gargaon,
Sibsagar

Librarian
GARGAON COLLEGE
Simaluguri, Assam

Seal & Signature
of the Principal
Gargaon College, Gargaon,
Sibsagar

Principal
Gargaon Coll...
Simaluguri, Sivasagar (Assam)

Seal & Signature
of the Director
B2H2 Solutions India Pvt. Ltd.
Bhetapara, Guwahati-29

B2H2 Solutions India Pvt. Ltd. Assam, India

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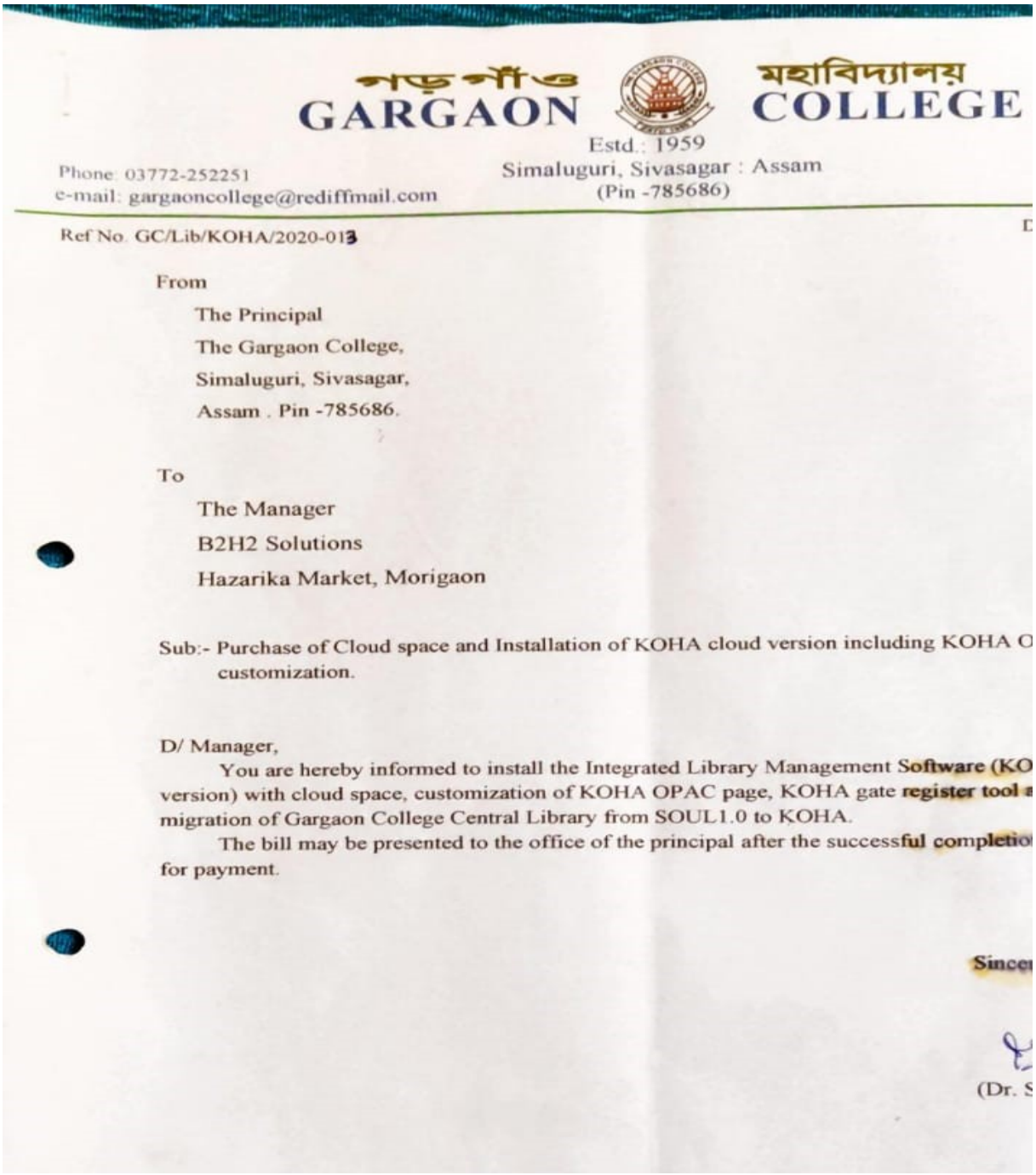
KOHA Purchase order



গড়গাঁও GARGAON মহাবিদ্যালয় COLLEGE

Estd.: 1959

Phone: 03772-252251
e-mail: gargaoncollege@rediffmail.com

Simaluguri, Sivasagar : Assam
(Pin -785686)

Ref No. GC/Lib/KOHA/2020-013

From

The Principal
The Gargaon College,
Simaluguri, Sivasagar,
Assam . Pin -785686.

To

The Manager
B2H2 Solutions
Hazarika Market, Morigaon

Sub:- Purchase of Cloud space and Installation of KOHA cloud version including KOHA C
customization.

D/ Manager,

You are hereby informed to install the Integrated Library Management Software (KO
version) with cloud space, customization of KOHA OPAC page, KOHA gate register tool a
migration of Gargaon College Central Library from SOUL1.0 to KOHA.

The bill may be presented to the office of the principal after the successful completio
for payment.

Since

(Dr. S

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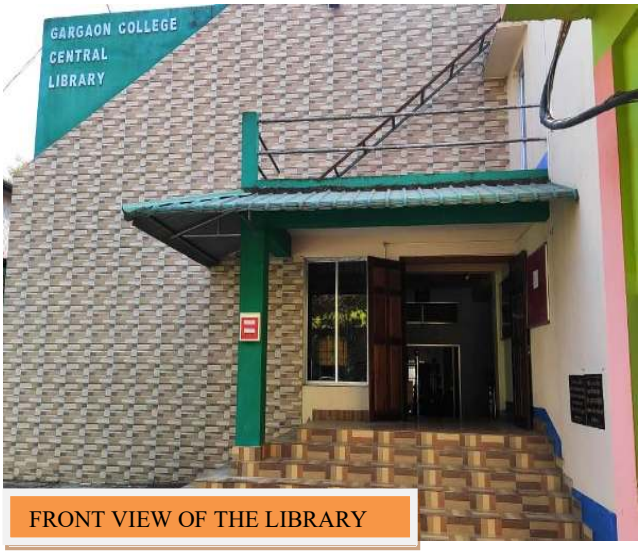
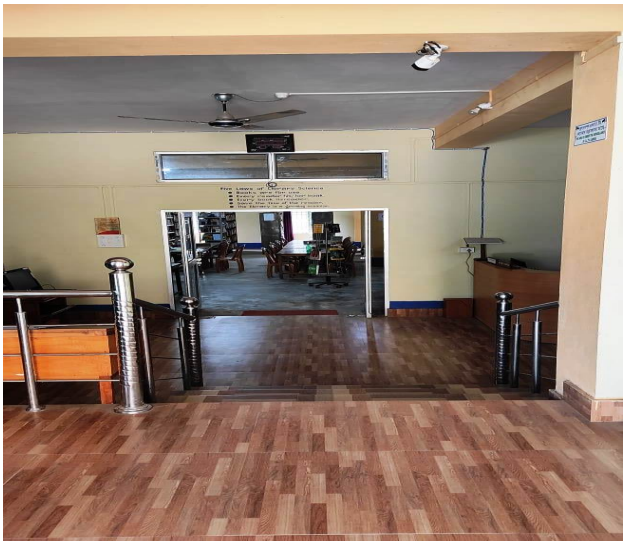
Library Profile Link

https://gargaoncollege.ac.in/library.html

LIBRARY INFRASTRUCTURE



FRONT VIEW OF THE LIBRARY



USER ENTRY GATE

OPAC

NEWS PAPER READING SECTION

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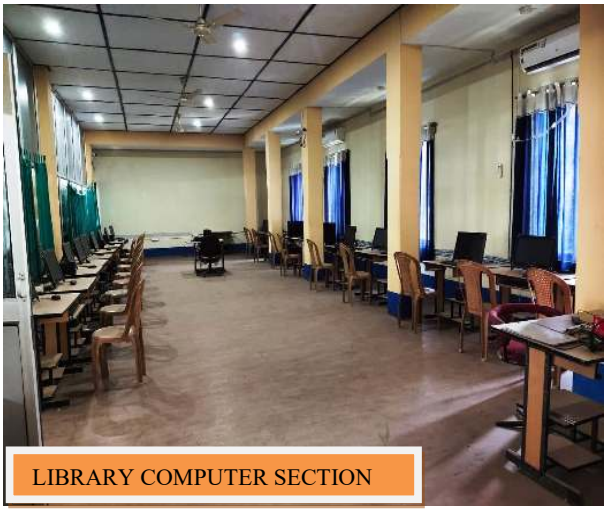
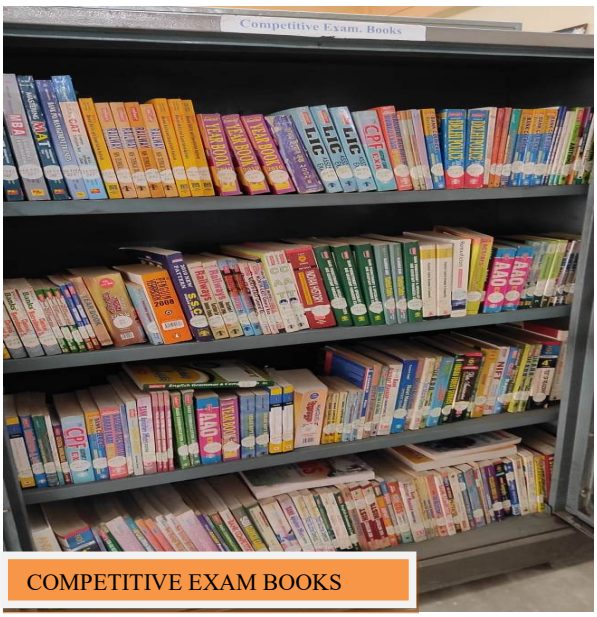


LIBRARY COMPUTER SECTION

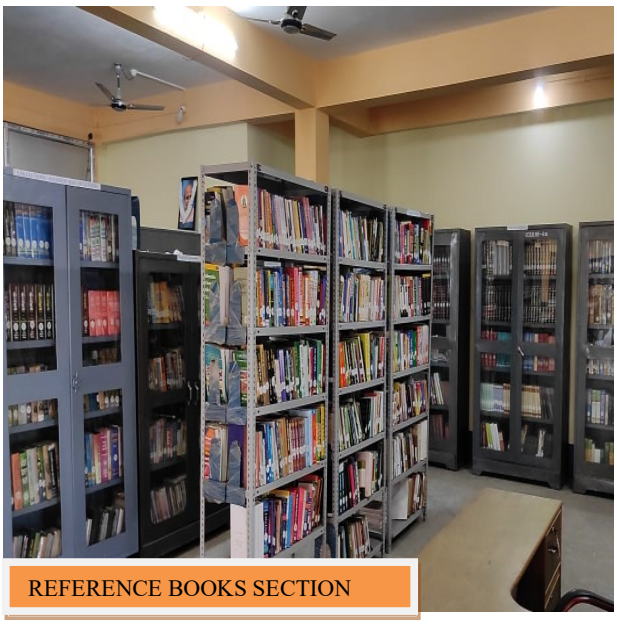
LIBRARY SERVER ROOM

LIBRARY RETURN COUNTER

LIBRARY ISSUE COUNTER



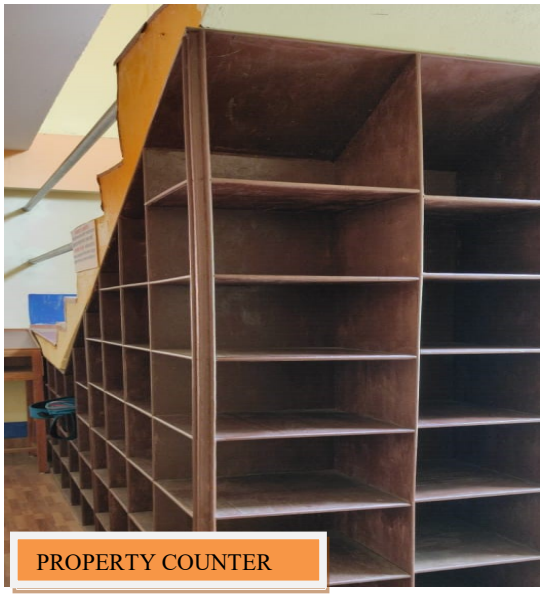
COMPETITIVE EXAM BOOKS



REFERENCE BOOKS SECTION

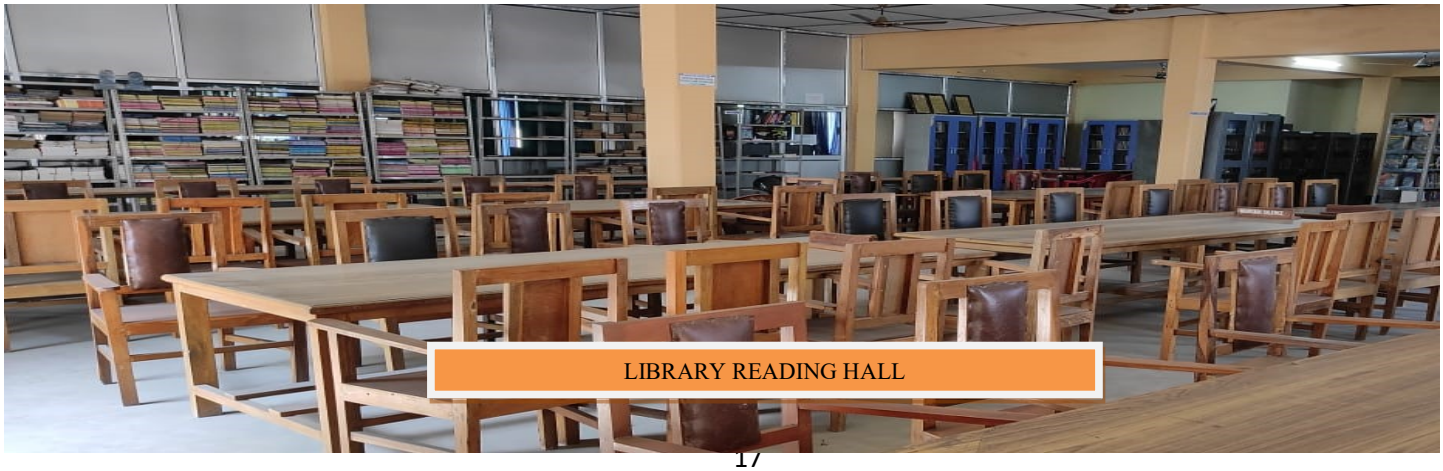
SOUVENIR COLLECTION

LENDING SECTION ARTS



PROPERTY COUNTER

LENDING SECTION SCIENCE



LIBRARY READING HALL

SILENCE PLEASE