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Top Ten: How to Evaluate Library App Vendors

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1. Experience in libraries (must understand libraries and library systems)
2. Market Share (especially in libraries of various sizes)
3. Features and functions of the app (is it complete and do they offer anything unique?)
4. Look and feel of the app (aesthetics matter)
5. Does it integrate any third party functions?
6. Responsiveness to bugs and quirks
7. Up-time of the service (good quality fast servers and modern IT Operations)
8. Performance of the service - slow and sluggish or fast
9. Responsiveness to changes by the ILS vendors
10. Responsiveness to new trends and new tech both in libraries and outside libraries.

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