# SCHEDULE 13
## Relais Interlibrary Loan
## "Relais ILL"

## Section 1  Description

**Relais ILL** streamlines interlibrary loan (ILL) request management by offering end user requesting and tracking as well as electronic delivery to the requester.  Relais ILL's configurable, rule-based workflows ensure an efficient ILL operation, and its use of standards provides interoperability with other library systems.

## Section 2  Definitions

All capitalized terms not defined herein shall have the same meaning ascribed to them in the Framework Agreement.

## Section 3  Provision of Services

Subject to this Schedule and the MSA, OCLC will provide Institution with the Products and Services as specified in the agreed upon pricing document.

## Section 4  Service Level Agreement

**4.1**   This Service Level Agreement sets forth the service level and performance objectives of OCLC in providing the Hosted Services (as listed in Section 2 of this SLA) to Institution (the "Systems"). OCLC will use commercially reasonable efforts to meet the following service level and performance objectives to support the operation of the Systems.

**4.2**   **Uptime Commitment**

a) **Availability**.  OCLC will use commercially reasonable efforts to ensure that the Systems are available 98% of the time (the "Uptime Commitment"). Availability will be measured as follows:

   **(1)**   Availability = (T-D)/(T) * 100%; where

   **(2)**   T = the total number of minutes in the respective month, and

   **(3)**   D = the total number of minutes of downtime in the month excluding planned outages for scheduled maintenance, telecommunications or power disruptions caused by third parties, any other causes beyond OCLC's reasonable control, and excluding other times described herein.

b) **Notice Required.**  OCLC will notify Institution promptly of any factor, occurrence, or event coming to its attention likely to affect OCLC's ability to meet the Uptime Commitment, or that is likely to cause any material interruption or disruption in the Covered Services.

c) **Scheduled Maintenance.**   Scheduled maintenance may occur any Sunday during a 4-hour window and may occasionally be extended.  Notice of scheduled maintenance shall occur 3 days prior to scheduled downtime. In the event planned emergency maintenance is required, OCLC will make commercially reasonable efforts to notify Institution in advance.

**4.3**   **Systems Management**

a) **Monitoring.**  OCLC will monitor and maintain the Systems in working order each day (24 x 7).

b) **Maintenance.**  OCLC will operate and administer all servers, applications, and networks supporting the Systems. In order to provide such coverage, OCLC may utilize a mixture of on-site and on-call support staff, automated server monitoring, and automated paging technology.

c) **Change Control.**  OCLC will install new equipment, software, releases, upgrades, fixes, patches, and other items necessary to maintain the Systems to industry standards. OCLC will proactively gather information from appropriate server, peripheral, operating system, or database vendors regarding upgrades, defect patches, or fixes.