AASLH Technical leaflet 286:
Choosing a Collections Management System (Spring 2019)

To access the full leaflet, please visit the AASLH Online Store at aaslh.org.

Appendix

Appendix I: Terminology and Definitions

API (Application Programming Interface) – a set of routines, protocols, and tools for building software applications. An API specifies how software components should interact. They are used when programming graphical user interface components.

CMS (Collections Management System) – software used by collecting institutions to manage information about a museum's collections, avoid record duplication, and improve communication between departments. At the core of every CMS is a cataloging system that contains record surrogates of the museum's objects and images to illustrate them. Systems range from very basic to highly complex and may include the ability to track information relating to provenance, history, exhibition, conservation, loans, publications, and other details related to objects in the collection. In many cases, a CMS also plays a vital role in supporting a museum's goals of making collections available to the public electronically.

DAMS (Digital Asset Management System) – a content management system that centrally stores and manages all digital files produced by an institution, department, or entity. It allows an organization to control and centralize management of digital content or data that is accessed or shared by staff members or other users.

OPAC (Online Public Access Catalog) – an online database of materials held by a library, or group of libraries, that is available to the public. An OPAC is an electronic version of a card catalog, serving as an entry point to collections for the public. It is accessed through a computer or other electronic device and helps users locate the resources they seek.

RAM (Random Access Memory) – the physical hardware inside a device that temporarily stores data, serving as the device's "working" memory. Additional RAM allows a computer to work with more information at the same time, which usually improves total system performance. RAM is found in servers, PCs, tablets, smartphones, and other devices.

RFID (Radio Frequency Identification) – RFID tags are intelligent bars codes that can talk to a networked system to track objects. Unlike traditional bar codes that can be cumbersome and

time consuming, RFID tags can allow a museum to track and manage items without unnecessary handling. The tag needs to pass near a reader, but does not need to be in sight, meaning the

object does not need to be moved. Information such as object name, accession number, photo, description, and location can be quickly accessed.

RFP (Request for Proposal) – a document issued by a business or organization to request vendor bids for products, solutions, and services. It outlines the project or program in question, as well as the bidding process and contract terms. An RFP provides guidance to vendors on how the bid should be formatted and presented.

ROI (Return on Investment) – a performance measure used to evaluate the efficiency of an investment or compare the efficiency of a number of different investments. ROI tries to directly measure the amount of return on a particular investment, relative to the cost. To calculate ROI, the benefit (or return) of an investment is divided by the cost of the investment.

ROM (Read-Only Memory) – a type of storage medium that permanently stores data on PCs and other electronic devices. It contains the programming needed to start a computer, which is essential for boot-up. ROM performs major input-output tasks and holds programs or software instruction. It is read-only, and cannot be changed.

SEO (Search Engine Optimization) – the practice of increasing the quantity and quality of traffic to your website through search engine results.

TCO (Total Cost of Ownership) – an estimation of the expenses associated with purchasing, deploying, using, and retiring a product. The TCO not only takes into consideration the purchase price of an asset, but also the costs of operation.

UGC (User Generated Content) – any form of content such as video, blogs, discussion form posts, digital images, audio files, and other forms of media created by consumers or end-users of an online system or service that is publicly available to other consumers and end-users.

APPENDIX II: ROI AND TOC

Anytime you purchase new equipment or establish new systems, you will want to consider the return on investment (ROI), meaning, quite literally, what you are getting in return for the initial investment. In terms of a CMS, you will want to return to the original calculation of real costs, as well as your operating budget, to best understand the original costs of the CMS purchase and expenses with its ongoing maintenance. Together, these figures constitute the total cost of ownership of your CMS system, or TCO. In order to calculate an ROI, a museum should consider all the ways in which the organization has benefited from the CMS. This can include collections data, such as the number of objects catalogued and digitized, and can also include financial benefits, such as the reduction of staff hours needed to oversee outdated or redundant files, or

lowered maintenance needs because your systems are more current. Other figures, such as increased traffic to your website or visits to your site for research purposes, can prove useful. It is

important to keep in mind that an ROI can, in most cases (such as reduced expenses and increased efficiencies and visitor traffic/attendance), equal a monetary value; in others, like an enhanced professional climate and behaviors, the benefit is not data-reliant but equally important.

APPENDIX III: CHIN RESOURCE LINKS

CHIN – RFP Guidelines
www.canada.ca/en/heritage-information-network/services/collections-management-systems/request-proposals-collections-management.html

CHIN – CMS Criteria Checklist
www.canada.ca/en/heritage-information-network/services/collections-management-systems/software-criteria-checklist.html

CHIN – CMS Vendor Profiles

www.canada.ca/en/heritage-information-network/services/collections-management-systems/collections-management-software-vendor-profiles.html

APPENDIX IV: POTENTIAL QUESTIONS TO ASK A CMS COMPANY

SYSTEM

- Is the CMS hosted on site or cloud based?
- Is the vendor actively developing updates/new modules?
  - also indicates longevity of product
- If the vendor's product is open source, what is its support model? Consortium?
- Is the CMS compatible with PC and/or Mac?
- Is the CMS tablet (mobile) friendly?
- Does the CMS have the capability to work offline, or is an internet connection required?
- How many users does the CMS allow?
- Is the CMS designed for cultural institutions (history, art, science, zoo, etc.)?
- What kind of API does the CMS have for interaction with other applications or software?

USER END

- What training options are available?
- Are there varied data fields for museum, library, and archival collections?
- Can the product be customized?

- What are the capabilities of the front end? How is information displayed?
- Can users reclaim their data from the CMS if they decide to stop using it or switch to another system or you go out of business? How easy is it to do?

- Is there an online component for researchers? What does it look like and how customizable is it?

COST

- What are start-up and long-term maintenance costs?
- Are there add-ons that have additional costs?
- Is the cost scalable to the number of users or collection size?

OTHER

- How large is the vendor's customer base? (may speak to company longevity)
- What kinds of people/ institutions use the vendor's product? Who makes up the bulk of the vendor's user profile? What kinds of users does the vendor target?
- How long has the vendor's product been on the market?

APPENDIX V: CMS COMPANY RESPONSES TO TASK FORCE QUESTIONNAIRE (AS RECEIVED)

Archivetech

https://archivetech.net/

- Open or closed source: Partly open
- Cloud based or server: Cloud based since 2001
- PC or Mac or both: ALL; Using browser, and in stand-alone version: using local browser
- # of users (unlimited, scalable): unlimited
- Collection types supported: (Yes or no)
  - o Archive: YES
  - o Art: YES
  - o Artifact: YES
  - o Library: YES
  - o Natural history: Made to measure (like imports of thesauri)
  - o Oral history: YES
- Add-ons available:
- Reporting:
- Loan management: YES
- Exhibition management: YES
- Contact management: YES
- Digital image & media: YES

- Tablet/smart phone friendly:
- Customization available: YES
- Training available: YES
- Organizations currently using the product(s):

  - see some at https://archivetech.net/page/10/clients and
  - users as supported by the Cultural Heritage foundation https://culturalheritage.cc/engine?app=md&service=classmanager:7293&cmd=open&id=136

ArtsystemsPro

www.artsystems.com/product/art-gallery-software-art-collection-management-software/

- Open or closed source: Closed
- Cloud based or server: Either (we have two versions -- cross-platform Pro on desktop and web-based Artsystem5, launched soon).
- PC or Mac or both: Both
- # of users (unlimited, scalable): unlimited -- licensed by seat or login
- Collection types supported: (Yes or no)
  - Archive: Yes
  - Art: Yes
  - Artifact: Yes
  - Library: Yes
  - Natural history: Perhaps
  - Oral history: Perhaps
- Add-ons available: Yes
- Reporting: Yes
- Loan management: Yes
- Exhibition management: Yes
- Contact management: Yes
- Digital image & media: Yes
- Tablet/smart phone friendly: Yes (new web version)
- Customization available: Yes (limited)
- Training available: Yes
- Organizations currently using the product(s):
  - See https://www.artsystems.com/company/clients/collection-software-clients/

Axiell Collections

https://alm.axiell.com/

- Open or closed source: EMu operates on a proprietary software called Texpress.
- Cloud based or server: currently only server based for North American customers.
- PC or Mac or both: PC, but can connect from Mac with the use of Citrix client.
- # of users (unlimited, scalable): All Axiell products operate on a concurrent user license model which is charged per license and is scalable in nature. Site licenses are available – these are charged at a premium
- Collection types supported: (Yes or no)
    - Archive: yes
    - Art: yes
    - Artifact: yes
    - Library: yes – non-circulating.
    - Natural history: yes
    - Oral history: yes – full multimedia support
- Add-ons available: yes
- Reporting: yes
- Loan management: yes
- Exhibition management: yes
- Contact management: yes
- Digital image & media: yes
- Tablet/smart phone friendly: in conjunction with add on product
- Customization available: yes
- Training available: yes
- Organizations currently using the product(s):
    - You can view a list of our customers on our website here: https://alm.axiell.com/customers/customer-list/

Collection Harbor

https://collectionharbor.com/

- Open or closed source: Closed
- Cloud based or server: Cloud based
- PC or Mac or both: Both
- # of users (unlimited, scalable): Unlimited, Scalable
- Collection types supported: (Yes or no)
    - Archive - Yes

- o Art - Yes
- o Artifact - Yes
- o Library - Yes
- o Natural history - Yes
- o Oral history - Yes
- Add-ons available: Yes, custom features available at custom pricing, including web-based publishing.
- Reporting: Yes, custom reports available as standard feature
- Loan management: Yes, available as standard feature
- Exhibition management: Yes, available as standard feature
- Contact management: Yes, available as standard feature
- Digital image & media: Yes, available as standard feature
- Tablet/smart phone friendly: Yes
- Customization available: Yes
- Training available: Yes, included in all plans.
- Organizations who are currently using your product(s):
  - o New to market as of February 2019.

CollectiveAccess

www.collectiveaccess.org/

- Open or closed source: CollectiveAccess is open-source collections management and presentation software designed for museums, archives, and special collections also increasingly used by libraries, corporations and non-profits. It is designed to handle large, heterogeneous collections that have complex cataloguing requirements and require support for a variety of metadata standards and media formats. CollectiveAccess is a collaboration between Whirl-i-Gig and partner institutions in North America and Europe with projects in 5 continents. The software is freely available under the open source GNU Public License, meaning it's not only free to download and use but that users are encouraged to share and distribute code.
- Cloud based or server: CollectiveAccess can be run locally, on your institution's intranet. Or it can be hosted in the cloud, either through Whirl-i-Gig, or with a third party hosting provider that can accommodate the server requirements of the software. Details regarding Whirl-i-Gig's hosting options can be found here: https://collectiveaccess.org/hosting
  If you're hosting on your local server or with another hosting provider, you'll need to bear the following in mind. The basic requirements for Providence include at least 1gig of memory for typical uses and small media, adequate data storage to accommodate your media, and any modern CPU. Linux, Windows (Server 2003, Server 2008, Windows XP

and Windows 7 verified to work), Solaris 9+, and Mac OS X 10.5+ are all acceptable operating systems

- PC or Mac or both: Both
- # of users (unlimited, scalable): CollectiveAccess was built to accommodate collections at arbitrarily large sizes and has been successfully deployed for collections containing well over 300,000 files and/or records. Speed and performance is entirely dependent on the adequate provisioning of server infrastructure and the quality of available networks. It is crucial that the chosen server is configured with adequate CPU, memory and storage. The same applies with regards to the number of users. The only limitation to the number of users is server performance; as long as your servers are appropriately specced, there is no limit to the number of users. And of course, being open source and free, there are no related licensing fees to worry about!
- Collection types supported: The flexibility of CollectiveAccess makes it a great choice for a variety of organizations, particularly those wishing to illustrate relationships between different types of records. In addition to supporting different metadata standards, it also accommodates an array of external data sources and services such as the Library of Congress Subject Headings, the Getty Art and Architecture Thesaurus, Google Maps, and other descriptive and geospatial services. It can also handle a broad spectrum of digital media formats. As a result, it can accommodate traditional library collections as well as more idiosyncratic collections. The focus of a collection need not be objects - CollectiveAccess could center on exhibitions, collections, entities, etc. depending on your project's needs. It also supports a wide variety of metadata standards (or a custom combination of your choosing). Examples of organizations that have benefitted from CollectiveAccess include art museums, historical societies and museums, institutional archives, mixed collections, film archives, natural history archives, fine art collections, and more. Because it is a web-based system, CollectiveAccess is also useful for projects that need to be accessed remotely by multiple users. Furthermore, because it includes an optional front-end application, CollectiveAccess is an excellent choice for organizations wishing to offer public access to collections.
- Add-ons available: The two main components of CollectiveAccess are Providence, the core cataloguing and data management application, and Pawtucket, an optional "front-end" publication and discovery platform. Providence provides a relational approach to cataloging that allows users to create and describe relationships between different record types, and construct hierarchical relationships for complex collections. Nuanced search and browse tools, advanced display and reporting tools, batch edit and import capabilities, superior media-handling and more enable users to catalogue almost anything. For publicly accessible collections, Pawtucket offers the web presentation tools that can bring an archive to light. Highlights of the many features available to CollectiveAccess users can be found here: https://collectiveaccess.org/features
- Reporting – Yes

- Loan management - Yes
- Exhibition management - Yes
- Contact management – Please note: CollectiveAccess does not have a specific module for membership records. However, as a general database for all sorts of people and organizations, it could include contact management, too. But it's not designed specifically as a membership database.
- Digital image & media - Yes
- Tablet/smart phone friendly: For the front end (Pawtucket), CollectiveAccess is tablet and smart phone friendly. Because of the nature of our users' work, the back end (Providence) is not tablet and smart phone friendly. Given the complexity typically associated with cataloging, our users don't usually catalog "on the fly".
- Customization available - see above re configuration
- Training available: yes
- Organizations currently using the product(s):
    - Examples of organizations that have benefitted from CollectiveAccess include art museums, historical societies and museums, institutional archives, mixed collections, film archives, natural history archives, fine art collections, and more. Because it is a web-based system, CollectiveAccess is also useful for projects that need to be accessed remotely by multiple users. Furthermore, because it includes an optional front-end application, CollectiveAccess is an excellent choice for organizations wishing to offer public access to collections.
    - For specific examples, please see https://collectiveaccess.org/projects https://collectiveaccess.org/clients https://docs.collectiveaccess.org/wiki/Public_sites_using_CollectiveAccess

Collector Systems

www.collectorsystems.com/index.html

- Open or closed source: Collector Systems (CS) is a propriety closed source software as a service application.
- Cloud-based or server: CS is a fully cloud-based system
- PC or Mac or both: CS will work on any browser and therefore works on all platforms including PC and MAC.
- # of users (unlimited, scalable): CS can handle unlimited users and has infinite scalability
- Collection types supported: (Yes or no)
    - Archive - Yes
    - Art - Yes
    - Artifact - Yes
    - Library - Yes

- o Natural history - Yes
- o Oral history - No
- Add-ons available: Yes
- Reporting: Yes
- Loan management: Yes
- Exhibition management: Yes
- Contact management: Yes
- Digital image & media: Yes
- Tablet/smartphone friendly: Yes
- Customization available: Yes
- Training available: Yes
- Organizations who are currently using your product(s):
    - o South Street Seaport Museum, New York
    - o Stearns History Museum, Minnesota
    - o Riverside Art Museum, California
    - o Nodaway Valley Historical Museum
    - o Masterworks Museum of Bermuda Art
    - o City of Tacoma, Washington
    - o University of New Hampshire
    - o University of Hartford, Connecticut
    - o University of Texas, San Antonio
    - o Eastern Connecticut State University
    - o Fullerton Museum of Art, California State University

Gallery Systems

www.gallerysystems.com/

- Open or closed source: Gallery Systems operates on an Open Access policy. All users of our solutions can freely and openly access/export their data on command. We have a larger community which openly shares report generations, data models, system configurations, all encourages through our company and the cultural community.
- Cloud based or server: Gallery systems offers both cloud bases and server-based solutions.
- PC or Mac or both: Gallery Systems application is supported on both MAC and PC.
- # of users (unlimited, scalable): Gallery Systems supports a concurrent user level and well as an unlimited user level model.
- Gallery Systems supports collection type:
    - o Archive: YES

- - Art: YES
  - Artifact: YES
  - Library: YES
  - Natural history: YES
  - Oral history: YES
- Add-ons available: YES
- Reporting: YES, both SSRS and Crystal reporting functions
- Loan management: YES
- Exhibition management: YES
- Contact management: YES
- Digital image & media: YES
- Tablet/smart phone friendly: YES
- Customization available: YES
- Training available: YES
- Organizations currently using the product(s):
  - Gallery Systems supports over 800 clients worldwide. Among our list of clients there are over 200 institutions willing to share their names.
  - The Smithsonian
  - New York Historical Society
  - Chicago History Museum
  - City of Tempe History Museum

History IT

https://platform.historyit.com/

- Open or closed source: Proprietary based on open source software
- Cloud based or server: Cloud based
- PC or Mac or both: Platform agnostic
- # of users (unlimited, scalable): Basic (5), Standard (10), Advanced (15), Pro (Unlimited)
- Collection types supported: (Yes or no)
  - Archive: Yes
  - Art: Yes
  - Artifact: Yes
  - Library: Yes
  - Natural history: Yes
  - Oral history: Yes
- Add-ons available: Yes
- Reporting: Yes
- Loan management: Coming very soon

- Exhibition management: Coming very soon
- Contact management: No, coming
- Digital image & media: Yes
- Tablet/smart phone friendly: Yes
- Customization available: Yes
- Training available: Yes
- Organizations currently using the product(s):
  This is a representative sample.
    - University of Indianapolis
    - Osher Map Library and Smith Center for Cartographic Education
    - New Albany Floyd County Public Library
    - Historical Society of Washington, D.C.
    - Historic Annapolis
    - Evanston History Center
    - Pro Rodeo Hall of Fame
    - Great American Songbook Foundation
    - Kappa Kappa Gamma
    - Sigma Alpha Epsilon
    - University Presbyterian Church of Austin
    - First United Methodist Church of Evanston

Keepthinking

www.keepthinking.it/qi-the-universal-content-management-solution

- Open or closed source: Closed
- Cloud based or server: Cloud based
- PC or Mac or both: Both
- # of users (unlimited, scalable): Unlimited
- Collection types supported:
    - Archive: Yes
    - Art: Yes
    - Artifact: Yes
    - Library: Yes
    - Natural history: Yes
    - Oral history: Yes
- Add-ons available: Yes
- Reporting: Yes
- Loan management: Yes
- Exhibition management: Yes

- Contact management: Yes
- Digital image & media: Yes
- Tablet/smart phone friendly: Yes (we also have a movement control app).
- Customization available: Yes
- Training available: Yes
- Organizations currently using the product(s):
    ### USA/Canada
    - Dia Art Foundation: Collections management, website, shop
    - Shaker Museum: Collections, archive and library management
    - Asia Society: Collections management, online collections website
    - Kramlich Collection: Collections management
    - Clyfford Still Museum: Archive and Collections Management
    - University of St Thomas: Collections Management, Website
    - Arizona State Museum: Collections Management, Website
    - City of New York: Collections Management, Website
    - Confederacy of Mainland Mi'kmaq (Canada): Collections Management
    ### UK
    - Lloyds Register: Collections management, website
    - Fleming Collection: Collections management, website
    - Sainsbury Archive: Archive management, website
    - British Council: Website, Collection, Archive, Library
    - Shakespeare Birthplace Trust: Archive, library, collection, event management, website
    - White Cube Gallery: Collections management, website
    - Courtauld Institute of Art: Archive management, website
    - Ashmolean Museum: Multiple website management, collections online
    - Horniman Museum: Website, Collections Online, Intranet, Tickets, Membership
    - William Morris Gallery: Website, Collections Management
    - Wedgwood Museum: Website, Collections Management, Archive Management
    - The Burlington Magazine: Website, Library management, Archive management, Shop
    - Art UK: Collections management and multiple websites
    - Paul Mellon Centre: Collections management and multiple websites
    - House of Illustration: Website, Shop, Collections Management
    - Mucha Foundation: Website, Collections Management
    - Pallant House Gallery: Collections Management
    - GlaxoSmithKline: Archive Management and website
    - Private collections (under NDA): Collections Management
    - Burg House Museum: Collections Management and website
    - De Lazlo Archive Trust: Collections Management and website

- o Holkham Hall: Collections Management
- o University of Oxford: Collections Management and website with crowdsourcing
- o Fitzwilliam Museum: Website
- o Artist Collecting Society: Collections Management
- o Contemporary Art Society: Collections Management
- o Sephardi Collection: Collections Management
  Hong Kong
- o Asia Art Archive: Archive and website management - multilingual
- o West Kowloon Cultural District: Website management - multilingual
- o K11 Art Foundation: Collections Management System
  Rest of the world
- o Media Majlis (Qatar): Collections management, website
- o Diva Museum (Belgium): Collections Management and website
- o Charlie Chaplin Archive (Italy): Archive Management, Website
- o Flander Region (Belgium): Collection and Archive Management
- o Olafur Eliasson (Germany): Collections Management
- o Dubai Expo 2020 (UAE): Collections and Archive Management

Lucidea

https://lucidea.com/argus/

- Open or closed source: Closed source
- Cloud based or server: Cloud based
- PC or Mac or both: Both
- # of users (unlimited, scalable): Unlimited (limited administrators)
- Collection types supported: (Yes or no)
    - o Archive: yes
    - o Art: yes
    - o Artifact: yes
    - o Library: yes
    - o Natural history: yes
    - o Oral history: yes
- Add-ons available: Out of the box solution, all modules will be included.
- Reporting: yes
- Loan management: yes
- Exhibition management: yes
- Contact management: yes
- Digital image & media: yes

- Tablet/smart phone friendly: yes (web-based, works on all devices with browser/internet connection)
- Customization available: yes
- Training available: yes
- Organizations currently using the product(s):
  - History Colorado
  - Denver Art Museum
  - Sydney Opera House
  - Bank of America Corporate Art Program
  - TriMet
  - For an extended list speak to a product specialist

Lyrasis

www.collectionspace.org/

- Open or closed source: Open source
- Cloud based or server: Either, depending on institutional preference. CollectionSpace can be installed on in-house servers, on cloud-servers controlled by the implementing institution, or on cloud servers controlled by a third-party hosting service.
- PC or Mac or both: Both
- # of users (unlimited, scalable): Unlimited
- Collection types supported: (Yes or no)
  - Archive - Partial
  - Art: Yes
  - Artifact: Yes
  - Library: Partial
  - Natural history: Yes
  - Oral history: Yes
- Add-ons available: Yes
- Reporting: Yes
- Loan management: Yes
- Exhibition management: Yes
- Contact management: Yes
- Digital image & media: Yes
- Tablet/smart phone friendly: Tablet yes, Available but not optimized for smart phones
- Customization available: Yes
- Training available: Yes
- Organizations currently using the product(s):
  - Ohio History Connection

- o Oakland Museum of California
- o Hearst Museum of Anthropology
- o Litchfield Historical Society
- o Birthplace of Country Music
- o Plimoth Plantation
- o Longer list available online: http://www.collectionspace.org/who-we-are/

Minisis Inc.

http://www.minisisinc.com/index.html

- Open or closed source: We were the first open source software in 1972 and that model continued until 1999. So we have clients that have some open source versions, but we don't track that nor care that much about those versions any more. We are officially now, proprietary. We would not use the term closed as (yes, we have implemented an impenetrable shell around our software but…) users can use APIs, DCOM, SOAP, etc. for integration and manipulation with our products and other 3rd party products. The Software comes with a DBMS included, an application (e.g.: M3 our CMS) and a web interface.
- Cloud based or server: Both are possible.
- PC or Mac or both: Depends on whether it's on-premise or hosted configuration… and it depends which versions (web or desktop). The DBMS and CMS are designed for PC/Windows.   The client can use parallels or citrix…on the Mac. Web version is o/s agnostic and is functional on every major browser (e.g.: Safari, Chrome, FireFox, IE/EDGE).
- # of users (unlimited, scalable): Our largest user has 200 unique user profiles. Over a 100,000 registered 'patrons' with their own accounts and open access online to guests. As well that client has over 9,000,000 catalogue/descriptive records.   Honestly, we cannot say what the limit is as we have never hit a client maxing out the limits. It is difficult to know as not all records have the same data or amount of data, some have media files and so on. Therefore to say "here's the limit" is practically impossible to tell. And even if the databases hit a limit, the client can link databases together in a daisy chain or networked format so that any limit can be negated. It should be mentioned that the web or OPACs are scalable and only as good as your IT/ISP/Network/Internet bandwidth.
- Collection types supported: (Yes or no)
    - o Archive: Yes
    - o Art: Yes
    - o Artifact: Yes
    - o Library: Yes
    - o Natural history: Yes

- o Oral history: Yes
- Add-ons available: Yes
- Reporting: Yes
- Loan management: Yes
- Exhibition management: Yes
- Contact management: Yes
- Digital image & media: Yes
- Tablet/smart phone friendly: Yes
- Customization available: Yes
- Training available: Yes
- Organizations currently using the product(s):
  - o Historic New Orleans Collection
  - o City of Ottawa
  - o Rhode Island Historical Society
  - o Adler Planetarium
  - o City of Toronto Museums
  - o National Centre for Truth and Reconciliation
  - o Otago University

Mukurtu

http://mukurtu.org/

- Mukurtu is a mobile, open source platform built with Indigenous communities to manage and share digital cultural heritage.
- Mukurtu was not asked to answer the questions posed to other companies because it is unique in the cultural focus and is not easily comparable.

PastPerfect Software Inc.

www.museumsoftware.com/pp5.html

- Open or closed source: closed
- Cloud based or server: server
- PC or Mac or both: PC
- # of users (unlimited, scalable): scalable
- Collection types supported: (Yes or no)
  - o Archive: yes
  - o Art: yes
  - o Artifact: yes

- Library: yes
- Natural history: yes
- Oral history: yes

- Add-ons available: yes, they currently have Multimedia, Networking, Barcode Printing, PastPerfect Online, Nomenclature 4.0, Virtual Exhibit, and Annual Support.
- Reporting: yes
- Loan management: yes
- Exhibition management: yes
- Contact management: yes
- Digital image & media: yes, as an optional feature
- Tablet/smart phone friendly: PastPerfect 5.0 is not designed to work on tablets or smartphones since it requires a Windows operation system and wired network connection, but PastPerfect Online (the optional research tool they use) is.
- Customization available: custom fields and reports are available
- Training available: yes
- Organizations currently using the product(s):
  - Our client list can be found here: www.museumsoftware.com/clientlist.html (please note this is an opt-in list)

Re:discovery Software

https://rediscoverysoftware.com/

- Open or closed source: Proficio and Proficio Elements are traditional licensed software. Our internal developers take feedback from clients and our team internally to make updates.
- Cloud based or server: Both and you can move between as your budget allows.
- PC or Mac or both: Both in the Cloud
- # of users (unlimited, scalable): Proficio is unlimited and Proficio Elements is up to five
- Collection types supported: (Yes or no)
  - Archive: Yes
  - Art: Yes
  - Artifact: Yes
  - Library: Yes
  - Natural history: Yes
  - Oral history: Yes
- Add-ons available:
- Reporting: Included
- Loan management: Included
- Exhibition management: Included

- Contact management: Included
- Digital image & media: Included
- Tablet/smart phone friendly: Yes
- Customization available: Yes
- Training available: Yes - We provide a basic webinar, a rotating topic training webinar and then record them for a training video library our clients can access. We have a support team available by phone and email to answer technical and how to questions. There is also an extensive manual in the CMS itself. One of the Re:discovery team members can come on site at an additional cost.
- Organizations currently using the product(s):
  - U.S. Department of the Interior
  - Museum of History & Industry
  - Museum of Flight
  - Concord Museum
  - North Carolina Museum of History
  - Monticello
  - Mary Baker Eddy Library
  - The Bruce Museum
  - The Mariners' Museum
  - Muscarelle Museum of Art
  - Museum of Indian Arts & Culture
  - Casemate Museum
  - Daughters of the American Revolution
  - Chickasaw Cultural Center
  - National Archives (Exhibit Programs)
  - American Medical Association
  - Bostonian Society
  - Science Museum of Minnesota
  - The Johnson Collection
  - U.S. Diplomacy Center
  - Museum of Russian Icons
  - Rotch-Jones-Duff House
  - The Mob Museum
  - Episcopal Diocese of Olympia

SKINsoft

www.skinsoft.org/

- Open or closed source: Closed source
- Cloud based or server: Cloud based

- PC or Mac or both: Both
- # of users (unlimited, scalable): the number of users can be extended with no limits depending on the needs (our solution can support an unlimited number of users)
- Collection types supported: (Yes or no)
- Archive: YES
- Art: YES
- Artifact: YES
- Library: YES
- Natural history: YES
- Oral history: YES
- Add-ons available: YES
- Reporting: YES
- Loan management: YES
- Exhibition management: YES
- Contact management: YES
- Digital image & media: YES
- Tablet/smart phone friendly: YES
- Customization available: YES
- Training available: YES
- Organizations currently using the product(s):
  - Over 150 institutions including:
  - the Louvre-Lens
  - the Luma Foundation
  - the Fenimore Art Museum
  - the Farmers' Museum
  - the British Council
  - the Cinematheque Suisse (Swiss Film Archive)
  - the Rodin Museum
  - the Musee des Arts Decoratifs
  - the French Ministry of Foreign Affairs
  - the French Ministry of Armed Forces

Vernon Systems Ltd

http://vernonsystems.com/products/vernon-cms/

- Open or closed source: closed
- Cloud based or server: server
- PC or Mac or both: PC
- # of users (unlimited, scalable): scalable

- Collection types supported: (More than 60% of our users manage more than one collection type)
  - Archive: Yes
  - Art: Yes
  - Artifact: Yes
  - Library: Yes
  - Natural history: Yes
  - Oral history: Yes
- Add-ons available: Yes
- Reporting: Yes
- Loan management: Yes
- Exhibition management: Yes
- Contact management: Yes
- Digital image & media: Yes
- Tablet/smart phone friendly: No. Access via remote desktop. Not customized for Tablet/smart phone
- Customization available: Yes
- Training available: Yes
- Organizations currently using the product(s):
  - [Vernon CMS Client List](#)

Zetcom

www.zetcom.com/en/

- Open or closed source: MuseumPlus software is comprised of many open source components, but is a proprietary software package.

- Cloud based or server: Either hosted SAAS or on-premises is possible
- PC or Mac or both: As a true web-based product, MuseumPlus may be accessed 24/7 via any browser, on either a PC or a Mac.
- # of users (unlimited, scalable): unlimited
- Collection types supported: (Yes or no)
  - Archive: Yes
  - Art: Yes
  - Artifact: Yes
  - Library Special Collections: we do not handle circulation though cataloguing collection-related library materials is supported
  - Natural history: Yes

- o Oral history: Yes
- Add-ons available: Clients may use our API to integrate with third party software.
- Reporting: this is standard, no Add-on required.
- Loan management: yes
- Exhibition management: yes
- Contact management: yes
- Digital image & media: Yes
- Tablet/smart phone friendly: HTML5, yes
- Customization available: yes
- Training available: yes
- Organizations currently using the product(s):
    - o We have 950 clients worldwide, please contact us for more information.

To access the full leaflet, please visit the AASLH Online Store at aaslh.org.