



YBP Library Services

A Baker & Taylor Company
Headquarters,
Contoocook, New Hampshire, U.S.A.
and in the U.K.

Lindsay and Croft

Lake House, Woodside Park,
Catteshall Lane, Godalming
Surrey, England

Proposal for MOBIUS Academic Library Consortium University of Missouri System



Statewide Cooperative Book Purchasing Plan Part 1

February 15, 2006

This proposal responds to RFP #G021506 for the Provision of a Statewide Cooperative Book Purchasing Plan, supplied by Joetta Gross, Buyer II for the Office of MU Procurement Services, University of Missouri, Columbia, MO. Responses apply for YBP Library Services of 999 Maple Street, Contoocook, New Hampshire 03229, United States, and Lindsay and Croft of Godalming, Surrey, England. YBP Library Services is a wholly owned subsidiary of Baker & Taylor, Inc.

NOTICE TO RESPONDENTS

Sealed proposals for the provision of a Statewide Cooperative Book Purchasing Plan for the MOBIUS Academic Library Consortium (RFP #G021506) for the University of Missouri System will be received by the undersigned at the MU Procurement Office, 1105 Carrie Francke Drive, Columbia, Missouri 65211 until Two O'Clock (2:00) p.m., CST on February 15, 2006 at which time they will be opened and identified.

Specifications and the conditions of proposals, together with the printed form on Which proposals must be made may be obtained from Joetta Gross, Buyer II, MU Procurement Services, 1105 Carrie Francke Drive, Columbia, Missouri 65211, or by email at GrossJ@Missouri.edu, or by telephone at 573-882-5058.

The University of Missouri reserves the right to waive informalities in proposals and to reject any and all proposals.

THE CURATORS OF THE
UNIVERSITY OF MISSOURI

By: Joetta Gross, CPPB
Buyer II
MU Procurement Services
1105 Carrie Francke Drive
Columbia, Missouri 65211

Dated: January 17, 2006

**UNIVERSITY OF MISSOURI
GENERAL TERMS AND CONDITIONS
AND
INSTRUCTIONS TO RESPONDENTS
REQUEST FOR PROPOSAL (RFP #G021506)**

A. GENERAL TERMS AND CONDITIONS

1. **Purpose:** The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and response forms.
2. **Governing Laws and Regulations:** Any contract issued as a result of this RFP shall be construed according to the laws of the State of Missouri. Additionally, the contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
3. **Taxes:** The contractor shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.
4. **Sovereign Immunity:** The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require. The Curators to indemnify another party (537.600, RSMo). Any indemnity language in proposed terms and conditions will be modified to conform to language that The Curators are able to accept.
5. **Preference for Missouri Firms:** In accordance with University policy, preference shall be given to Missouri products, materials, services and firms when the goods or services to be provided are equally or better suited for the intended purpose and can be obtained without additional cost. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.
6. **Equal Opportunity and Non-Discrimination:** In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status. The contractor shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans. Contract clauses required by the United States Government in such circumstances are incorporated herein by reference.

7. **Minority and Women Business Enterprise Participation:** It is the policy of the University of Missouri to ensure full and equitable economic opportunities to persons and businesses that compete for business with the University, including Minority and Women Business Enterprises (M/WBEs). To this end, the University has established participation goals as outlined in this RFP.

The University encourages M/WBE participation in contracts for goods and services by firms that are certified. The University accepts certifications provided by those entities identified on the page in this RFP titled Certifying M/WBE Agencies. This may either be by the primary supplier/contractor being a certified M/WBE or by the utilization of qualified subcontractors, suppliers, joint ventures, or other arrangements that afford meaningful opportunities for M/WBE participation. Work performed by M/WBEs must provide a commercially useful function related to the delivery of the service/product required herein. Second tier participation where suppliers generally provide supplies to a corporation but that are not directly related to this contract does not qualify as meaningful participation. The University may consider certifications from agencies not located in Missouri for M/WBEs not located in Missouri with the approval of the UM Director of Minority and Women Business Development.

M/WBE means a business that is a sole proprietorship, partnership, joint venture, or corporation in which at least fifty-one percent (51%) of the ownership interest is held by minorities or women and the management and daily business operations of which are controlled by one or more minorities or women who own it. Minority is defined as belonging to one of the following racial minority groups: African Americans, Native Americans, Hispanic Americans, Asian Americans, American Indians, Eskimos, Aleuts and other groups that may be recognized by the Office of Advocacy, United States Small Business Administration, Washington, D.C.

Respondents must indicate their MBE and WBE participation levels committed to this contract on the M/WBE Participation Form included in this RFP. The names and percent participation of each MBE and WBE should also be provided on this form.

The evaluation of proposals will include the proposed level of M/WBE participation (see evaluation of Proposals section). Five (5%) percent of the contract award criteria will be based on MBE and WBE participation. The University may consider the relative participation of the bidders in awarding points. However, proposals with zero participation for MBEs and/or WBEs will receive none of the MBE or WBE points respectively.

The contractor/supplier shall provide annual reports or more frequently if requested, of the financial participation of M/WBEs. The report shall include the name(s) and address(es) of the certified M/WBEs, products or services provided and the total dollar amount or percentage of utilization. The annual report shall also include separately, all second tier participation the contractor/supplier may have.

The University will monitor the contractor/supplier's compliance in meeting the M/WBE participation levels committed to in the awarded proposal. If the contractor/supplier's payments to participating M/WBEs are less than the amount committed to in the contract, the University may cancel the contract, suspend or debar the contractor/supplier from participating in future contracts, or retain payments to the contractor/supplier in an amount equal to the value of the M/WBE participation commitment less actual payments made to M/WBEs.

If a participating M/WBE fails to retain their certification or is unable to satisfactorily perform, the contractor/supplier must obtain other certified M/WBEs to fulfill the M/WBE participation requirements committed to in the awarded proposal. The contractor/supplier must obtain the written approval of the Chief Procurement Officer of Procurement Services for any new M/WBE participants. This approval shall not be arbitrarily withheld. If the contractor/supplier cannot obtain a M/WBE replacement, the contractor/supplier must submit documentation to the Chief Procurement Officer detailing all efforts made to secure an M/WBE replacement. The Chief Procurement Officer shall have sole discretion in determining if the actions taken by the contractor/supplier constitute a good faith effort to secure the participation of M/WBEs and whether the contract will be amended to change the M/WBE participation commitment.

8. **Applicable Laws and Regulations:** The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.
9. **Appropriation:** The Curators of the University of Missouri is a public corporation and, as such, cannot create an indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with 30 days notice.
10. **Applicable Health Related Laws and Regulations:** If these specifications or any resulting contract involves health care services or products, the Contractor agrees to maintain, and will further assure such compliance by its employees or subcontractors, the confidential nature of all information which may come to Contractor with regard to patients of the University. All services provided pursuant to this contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-

264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and the Health Care Financing Administration.

Respondents understand and agree that the Curators of the University of Missouri, in the operation of the University Hospitals and Clinics, is regulated under federal or state laws with regard to contracting with vendors. The Contractor represents that it is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program, including Medicare and Medicaid. Contractor agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Respondents have been excluded from participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to reject any respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

- 11. Inventions, Patents, and Copyrights:** The Contractor shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Contractor shall defend, protect, and hold harmless the University its officers, agents, servants and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Contractor shall execute such documents as the University may require for the perfection thereof.

- 12. Insurance:** The Contractor shall purchase and maintain such insurance as will protect the Contractor and the University against any and all claims and demands arising from the execution of the contract. Further, when stated in the Detailed Specifications and Special Conditions, the Contractor shall be required to procure and maintain the types and limits of insurance as specified.
- 13. Performance Bond/Irrevocable Letter of Credit:** If a performance bond or irrevocable letter of credit is required in the Detailed Specifications and Special Conditions, the Contractor shall furnish to the University, along with their signed contract, a performance bond or unconditional irrevocable letter of credit payable to the Curators of the University of Missouri in the face amount specified in the Detailed Specifications and Special Conditions as surety for faithful performance under the terms and conditions of the contract.

B. INSTRUCTIONS TO RESPONDENTS

1. **Request For Proposal (RFP #G021506) Document:** Respondents are expected to examine the complete RFP document and all attachments including drawings, specifications, and instructions. Failure to do so is at respondent's risk. It is respondent's responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications or requirements of a RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.
2. **Preparation of Proposal:** Proposals must be submitted, in five (5) copies, on the proposal form accompanying these specifications and must be enclosed in a sealed envelope plainly marked: "Proposal for the Provision of a Statewide Cooperative Book Purchasing Plan for MOBIUS (RFP #G021506)" and addressed, mailed and/or delivered to MU Procurement Services, 1105 Carrie Francke Drive, Columbia, MO 65211, ATTN: Joetta Gross.

To receive consideration, proposals must be received, at the above address, prior to the proposal opening time and date stated in this RFP. Respondents assume full responsibility for the actual delivery of proposals during business hours at the specified address.

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. Proposals must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Detailed Specifications and Special Conditions, all pricing submitted in response to this RFP is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the proposal form, it will be deemed that the article furnished is that designated by the specifications. The University reserves the right to return, at contractor's expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.

Time will be of the essence for any orders placed as a result of this RFP. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the respondents and accepted by the University. Unless otherwise specified in the Detailed Specifications and Special

Conditions, all bids shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed.

3. **Submission of Proposals:** Proposals shall furnish information required by the solicitation in the form requested. The University reserves the right to reject proposals with incomplete information or which are presented on a different form. All proposals shall be signed, in the appropriate location, by a duly authorized representative of respondent's organization. Signature on the proposal certifies that the respondent has read and fully understands all proposals specifications, plans, and terms and conditions.

By submitting a proposal, respondent agrees to provide the specified equipment, supplies and/or services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the respondent certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) respondent has not directly or indirectly induced or solicited any other respondent to submit a false or sham proposal; (3) respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) respondent has not sought by collusion or otherwise to obtain any advantage over any other respondent or over the University.

Modifications or erasures made before proposal submission must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing prior to the exact date and time set for the proposal opening. Any such modifications shall be prepared on company letterhead, signed by a duly authorized representative, and state the new document supercedes or modifies the prior proposal. The modification must be submitted in a sealed envelope marked "Proposal Modification" and clearly identifying the RFP number and closing time and date. Proposals may not be modified after the proposals opening time and date. Telephone and facsimile modifications are not permitted.

Proposals may be withdrawn in writing, on company letterhead, signed by a duly authorized representative and received at the designated location prior to the date and time set for bid closing. Proposals may be withdrawn in person before the proposal opening upon presentation of proper identification. Proposals may not be withdrawn for a period of sixty (60) days after the scheduled opening time for receipt of proposals.

All proposals, information, and materials received by the University in connection with an RFP response shall be deemed open records pursuant to 610.021 RSMo. If a respondent believes any of the information contained in the response is exempt from 610.021 RSMo, then respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption, otherwise, the University will treat all materials received as open records. The University shall make the final determination as to what materials are or are not exempt.

4. **Evaluation and Award:** Any clerical errors, apparent on its face, may be corrected by the Buyer before contract award. Upon discovering an apparent clerical error, the Buyer shall contact the respondent and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. The University reserves the right to request clarification of any portion of respondent's response in order to verify the

intent. The respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible respondent whose product or service meets the terms, conditions, and specifications of the RFP and whose proposal is considered to best serve the University's interest. In determining responsiveness and the responsibility of the respondent, the following shall be considered when applicable: the ability, capacity, and skill of the respondent to perform as required; whether respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the respondent; the quality of past performance by the respondent; the previous and existing compliance by the respondent with related laws and regulations; the sufficiency of the respondent's financial resources; the availability, quality and adaptability of the respondent's equipment, supplies and/or services to the required use; the ability of the respondent to provide future maintenance, service and parts.

The University has established formal protest procedures. For more information about these procedures, contact the Buyer in Campus Procurement Services.

The University reserves the right to accept or reject any or all proposals and to waive any technicality or informality.

5. **Contract Award and Assignment:** The successful respondent shall, within ten (10) days after the receipt of formal notice of award of the contract, enter into a contract, in duplicate, prepared by the University. The Contract Documents shall include the Notice to Respondents, Specifications and Addenda, Exhibits, Proposal Form, Form of Contract, Letter of Award, University Purchase Order, and Form of Performance Bond, if required.

The contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.

6. **Contract Termination for Cause:** In the event the Contractor violates any provisions of the contract, the University may serve written notice upon Contractor and Surety setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the contract by serving written notice upon the Contractor; but the liability of Contractor and Surety for such violation; and
for any and all damages resulting therefrom, as well as from such termination, shall not be affected by any such termination.
7. **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the contract by given written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.
8. **Warranty and Acceptance:** The Contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification,

drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the Contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

9. **Payment:** Payment terms, unless otherwise stated in the RFP, will be considered to be net 30 days after the date of satisfactory delivery and acceptance by the University and upon receipt of correct invoice whichever occurs last. Cash discounts for prompt payment may be offered but they will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder.
10. **Accounting Practices:** The Contractor shall maintain, during the term of the contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this contract. The Contractor agrees to make available to the University, during normal business hours, all book of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.

DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS

1. Introduction

The Curators of the University of Missouri, a public corporation, hereinafter referred to as “UM” proposes to contract with an individual or organization, hereinafter referred to as “Contractor”, for the provision of a statewide cooperative book purchasing plan, comprehensive in coverage and including all subjects for members of the MOBIUS Academic Library Consortium.

All proposals must be submitted, in five (5) copies (one original and four copies). **Additionally, respondents should provide an electronic version of the proposal without pricing information on a CD in RTF format.**

Definition of terms used in this RFP are as follows:

Approval Plan—An arrangement with a book vendor whereby a participating library receives books, selected by the vendor according to the participating library's profile. Books may be accepted for purchase or rejected and returned to the vendor. A low rate of return is desirable.

Notification Slip—Slips describing book titles, which the participating library receives from the book vendor. The vendor selects the slips according to the participating library's profile. If desired, any of these may be ordered.

Participating Library Profiles—The subject and non-subject criteria that determine the shipment of books, notification slips, and or no notification to the participating library.

Firm Order—Order generated by the participating library to the vendor from sources other than the vendor notification slips.

Continuation—Standing order for a series or other serially published material, excluding periodicals.

Non-Exclusivity:

This contract is not to be construed "exclusive". While a contractor may be considered or designated to be the "primary provider", the Participating Libraries of the MOBIUS Consortium reserve the right to obtain similar products from other vendors when the purchase or use of such products is in the best interest of the Participating Libraries of the MOBIUS Consortium.

2. Background Information

The Missouri Bibliographic Information User System (MOBIUS) is a consortium of academic libraries in the state of Missouri. There are currently 61 members in the consortium.

MOBIUS Libraries use Innovative Interfaces, Inc.'s Millennium integrated online library system for acquisitions, cataloging, circulation and serials control.

The MOBIUS Collection Management Advisory Committee is seeking ways to improve cooperative collection development among members of the consortium, and this RFP is the result of one of those efforts.

3. Contract Period

The contract period shall be from July 1, 2006 through June 30, 2009, subject to the right of the University to terminate the contract annually on June 30th. The University shall have the option to renew the contract for up to 5 (five) additional one-year periods, or portion thereof. In the event that the University exercises such option, all terms and conditions, requirements and specifications of the contract shall remain the same and apply during the renewal period(s), unless otherwise negotiated.

4. Respondent Instructions

4.1. Submission of Proposals

- 4.1.1. In order to be considered for selection respondents must submit to the following address a complete response to this RFP which complies with all the mandatory requirements and which follows the outline described in Section 4.1.2.

MU Procurement Services
Attn: Joetta Gross, Buyer II
1105 Carrie Francke Drive
Columbia, Missouri 65211

- 4.1.2. Proposals must be submitted in five (5) copies (1 original and 4 copies).

Part 1 of the proposal must contain:

- Letter of Transmittal
- Conditions
- Response to Mandatory Requirements
- Response to Desirable Processing Services
- M/WBE Participation Form

Part 2 of the proposal must contain:

- Form of Proposal with Cost and Financial Summary

4.2. Pricing

In the proposal, the respondent should specify which services are priced on the basis of a unit cost, e.g., a per-book cost and which services or products are priced on a per-product or per-incident basis, as well as specifying the amount of the price in each of these instances. In addition, the respondent should indicate whether there are any quantity discounts available and the amount of that discount. Any additional prices should be listed separately.

4.3. Standardized Description of Development Status

- 4.3.1. UM wishes to receive proposals which can be readily compared with one another in order to facilitate proposal evaluation. Therefore, respondents must use the following terms when describing the development status of a service or product or capability in responding to the Mandatory Requirements (Section 5) and the Desirable Processing Services (Section 6).

- "Operational" - the capability is part of the current production service and is being used by or is available for use by all customers

- "In Beta Test" - the capability is being tested and evaluated by selected customers; indicate the number of customers involved in the beta test and the projected date when the service will be "Operational"
- "In Alpha Test" - the capability is being tested and evaluated in-house; indicate projected dates for commencement of beta test and when service will be "Operational" if known.
- "In Development" - the capability is at some stage of the development process, e.g., definition of requirements, design, coding
- "In Planning" - development of the capability is planned but has not begun
- "Not Planned" - there are no plans to include the capability in the service offerings

4.3.2. A respondent may describe an alternate solution for a Desirable Processing Service and should indicate the development status of such alternatives using the terms outlined in Section 4.3.1 above.

4.4. Response to Mandatory Requirements

The vendor's response to the Mandatory Requirements must follow the sequence used in Section 5 of the RFP and refer to the paragraph numbers used in that section of the RFP. The response to each Mandatory Requirement must begin either with the word "complies" to indicate that the services and products proposed comply with the mandatory requirement or the words "does not comply" to indicate that the services and products proposed do not comply with the mandatory requirement. **In addition**, each response must indicate the development status of the required capability using the terminology specified in Section 4.3 above.

4.5. Response to Desirable Processing Services

The response to the Desirable Processing Services must use the terms defined in Section 3.3. In addition, each respondent is strongly encouraged to provide additional detail for each Desirable Processing Service.

4.6. RFP Amendments

UM reserves the right to change the schedule of this acquisition and to issue amendments to this RFP at any time; UM reserves the right to recall and reissue this RFP.

4.7. Schedule of Activities

Request for Proposals Released January 17, 2006

RFP Opening Date February 15, 2006

Anticipated Announcement of Successful Respondent March 15, 2006

5. Evaluation of Proposals

5.1. Mandatory Screening

Each proposal which is deemed to be in compliance with the administrative requirements will be reviewed to determine if the services proposed therein meet the mandatory requirements of this RFP specified in Section 5. In order to be in compliance with a Mandatory Requirement, the relevant product or service must have a development status of "In Beta Test" or "Operational" (See Section 4.3). **Only those proposals that meet all of the mandatory requirements of this RFP will be evaluated further.** Should it be determined at any point during the evaluation process that none of the proposals submitted meets all of the mandatory requirements of this RFP, all respondents will be advised as to what steps will be taken. Mandatory screening will be performed by the UM Assistant Director of the MOBIUS Consortium Office and the MOBIUS Collection Management Advisory Committee, with final approval of MU Procurement Services.

5.2. Qualitative Evaluation

5.2.1. Qualitative evaluation of each proposal which reaches this stage of the process will be based on the written responses to the RFP, on information obtained from references, and on personal experiences of members of the proposal evaluation team and on any other information available to the proposal evaluation team. Qualitative evaluation will include scoring responses to Desirable System Capabilities and the financial analysis of the respondent's proposal.

5.2.2. The maximum possible points are:

| | |
|-------------------------------------|------------|
| Financial | 50 points |
| Desirable Services | 35 points |
| Experience and Qualifications | 10 points |
| M/WBE Participation | 5 points |
| Total possible points..... | 100 points |

5.3. Financial Evaluation

Each proposal that reaches the stage of qualitative evaluation will be evaluated financially. The valuation will be based on the unit cost of program services and on the product costs of separate products when applicable. The level of discount for firm orders and approvals will be taken into account.

5.4 Selection of Successful Respondent

Final selection of a successful respondent will be based on a determination of which proposal is most advantageous to UM and the MOBIUS libraries. UM and MOBIUS reserve the right to make this selection on a basis other than least cost.

5. Mandatory Requirements

5.1. Experienced Respondent

Respondent must have proven experience in the provision of cooperative book purchasing plans, including approval and firm order plans, to academic libraries.

Please provide a general overview of your company and a detailed description of your experience and capabilities with the provision of cooperative book purchasing plans, approval and firm order plans to academic libraries, including when respondent began offering these services and an approximate number of customers that have utilized this service since its inception.

An Academic Bookseller. In business for more than 34 years, YBP Library Services is a bookseller specializing in service to academic and research libraries and their consortia. Active customer libraries today number more than 1800. Consortia doing business with YBP include OhioLINK (since 1998), TriColleges, COSELL and others in the U.S. and around the world, representing nearly 400 libraries. We are known for excellent customer service, technical development and support, effective approval methodology and fair pricing. Our staff, always ready to assist you, includes many experienced librarians. Compared with other academic vendors, YBP offers the broadest publisher coverage, most extensive inventory, and the most flexible approval plan profiles for libraries.

Financial and Strategic Strength. YBP has been in business since 1971, and has grown steadily throughout its history. Since 1998 YBP has had an office in England where we are now known as Lindsay and Croft. Lindsay and Croft (L&C) enables us to supply British titles through a shared U.S./U.K. database, offering complete duplication control and deep coverage of British and continental European publications. In 1999, YBP merged with Baker & Taylor and now operates as the academic division of Baker & Taylor, a large and stable company in the book business for 175 years. Yankee Book Peddler, Inc. (doing business as YBP Library Services) ("YBP"), a wholly owned subsidiary of Baker & Taylor, Inc. ("B&T"), is responsible for setting academic library prices in bid responses from both YBP and B&T.

Baker & Taylor offers a strong financial underpinning and access to additional resources as needed. YBP's relationship with Baker & Taylor affords numerous opportunities for collaboration, including four additional state-of-the-art distribution facilities that we can pull inventory from in order to provide unparalleled firm order service. Baker & Taylor's recent acquisition of J. A. Majors, the leading provider of medical approval services, will also complement current YBP coverage of academic publishers. Other topics on our collaborative agenda include:

- eBooks and eReferences,
- ILS integration,
- Audio-visual materials,
- Ongoing GOBI® database development
- Ground-breaking OCLC workflow integration.

YBP remains fully responsible for sales and your satisfaction with the range of services we represent, including customer service, approval profiles and technical services.

Partnership. YBP approaches customers as partners, working closely with each. This move beyond the traditional arms-length, vendor-client relationship has earned goodwill among our customers because we have developed products and services specific to the needs of academic libraries.

Distinguishing Factors. In the following ways, YBP can be distinguished from other vendors in the marketplace:

- Experience meeting the needs of consortia, since 1998, in their unique acquisitions and collection development requirements.
- Comprehensive, accurate and flexible Approval Plans
- More than 66,000 unique titles profiled annually (U.S. and U.K.), substantially surpassing other vendors' output by thousands of titles
- Book-in-hand profiling with sophisticated computer support
- Customized retrospective projects
- Notification slips for titles not sent as automatic books on approval
- Notification slips for eBooks from vendors such as NetLibrary
- Deep coverage of British books through our U.K. office, Lindsay and Croft
- World English title notification slip coverage of more than 110 publishers from 14 countries including Australia, New Zealand, Germany and the Netherlands
- More than 40,000 active series titles as standing orders (continuations)
- Firm orders available from more than 40,000 English-language publishers worldwide
- Rush services available for in-stock items through GOBI®, our online database
- Access to most extensive inventory (400,000 titles) of any scholarly bookseller
- More than 11 million items in stock for rapid fulfillment
- Duplication control across the entire range of library sub-accounts in place with YBP
- Medical bibliographic expertise from J. A. Majors, the largest distributor of health science books in the United States
- Leading vendor in systems integration and technical innovation coupled with keen understanding of library workflows
- Physical processing and cataloging, including pass-through to OCLC's PromptCat
- Ground-breaking unique relationship with OCLC under development
- Internet access to GOBI®, YBP's newly-enhanced 2-million-record title database and acquisitions and collection development tool
- Proven history of providing top-notch customer service.

5.2. Required Services

5.2.1. Respondent must be able and willing to supply and distribute English language books available in the United States.

XX Meets this Requirement _____ **Does Not Meet This Requirement**

Comments: Complies. Operational.

YBP specializes in supplying English-language material.

5.2.2. Respondent must be able and willing to supply books utilizing both approval plan and firm order acquisition processes.

XX Meets this Requirement _____ **Does Not Meet This Requirement**

Comments: Complies. Operational.

YBP handles on approval virtually the entire output of more than 1,900 imprints from 675 North American, and British, continental European, African and other foreign English-language publishers. We offer complete coverage of all U.S. and Canadian university presses and all major British university presses including the worldwide output of Oxford and Cambridge.

We treat publishers of every type: university press, trade, scholarly, scientific, small press, and others. We also treat trade, commercial, scholarly, professional, medical, museum, and association publishers. These imprints include small presses, museums and galleries, societies/associations, and symposia/conferences.

In all, our coverage represents 90% of the material of academic merit published or distributed in the United States. In fiscal year 2005, YBP profiled more than 52,000 English-language titles, a figure representing 12,000 titles more than any other approval vendor. We are on track to profile more than 58,000 titles in FY2006. (Please refer to [Exhibit 1, YBP Approval & Notification Slip Plans Publisher List](#). Lindsay and Croft, YBP's U.K. branch, provides full coverage of British publishing in all subjects as well as other English-language titles distributed worldwide, and profiles more than 14,000 titles annually. Please refer to [Exhibit 2, Lindsay and Croft Approval & Notification Slip Plans Publisher List](#).) Our complete Approval Plan Publisher List and subject-specific Press Lists can be found on our web site at www.ybp.com.

Baker & Taylor's recent acquisition of J. A. Majors, the leading provider of health sciences approval services, will also complement current YBP coverage of academic publishers.

YBP does business on a firm-order basis with more than 40,000 publishers worldwide. We can supply monographic materials from any publisher that will

sell to wholesalers, including esoteric and difficult-to-locate publishers as well as more typical university press, trade, scholarly, scientific, small press, and others.

5.2.3. Respondent must be able to provide access to and maintain an electronic database of all purchasing activity by participating members of the MOBIUS Academic Library Consortium.

XX Meets this Requirement

_____ Does Not Meet This Requirement

Comments: Complies. Operational.

YBP's GOBI® (Global Online Bibliographic Information) database, accessed via a web browser on the internet, is an acquisitions tool featuring:

- Ability to search against your own transaction data
- Creation of management reports for all transactions with YBP
- Ability to search YBP's database of 2.5 million titles fully integrated between our U.S. and U.K. offices.
- Seamless access to inventory levels.
- GobiTween, a consortium-level management tool that generates management reports to permit one library within a consortium to view other member's title-level activity at YBP.
- Peer comparison reports, similar to GobiTween, giving customers access to YBP/L&C title activity at libraries having no cooperative relationship.
- Seamless access to table of contents, book jackets or title summaries.
- Award and review source information in bibliographic records.
- Additional searchable fields for descriptors applied in profiling, including reader level, aspects or interdisciplinary studies (e.g. biotechnology, devotional), and geographic specifications (Missouri authors; Mid-West U.S. geography).
- Selection of titles and review of titles selected
- Review of title notification slips
- Placement of orders
- Rush services available for in-stock items for next-day, second-day or UPS ground delivery
- Ability to enter extensive local information in orders
- Opportunity to rename or delete fields on the GOBI® order screen to suit local needs (GobiSmart)
- Review of all titles on order with YBP
- Automatic notification at point of order of duplications, out-of-print or non-returnable items, and ability to take necessary action.
- Ability to add local notes and comments (reviews) to records for internal library use.
- Ability to choose among a selection of views of records (one line, brief bib, full bib); to select in any view, and to move from one record to the next without having to go back to a previous view.
- Querying the status of orders at the ISBN level.
- Ability to estimate costs and numbers of books in new title reports.

- Ability to create templates to customize and retain report history to run the same report periodically.
- Ability to claim serials.
- GobiAlerts, whereby YBP sends customized electronic slips as e-mail alerts directly to selectors and/or academic faculty, under a system administered and guided by the library.
- Book Reviews from *Choice*, *Publishers Weekly*, *Booklist*, *Library Journal* and *E-Streams*.
- Ability to prioritize selections by creating and naming folders for sorting slips.
- Global history of a title among YBP's customers for YBP and L&C activity.

A basic version of GOBI is available at no charge. GOBI also offers a number of features through annual subscription. Please see [Exhibit 3, GOBI® Subscription Options](#).

5.2.4. Respondent must be able to provide separate discount schedules for firm orders and approval plans.

XX Meets this Requirement _____ **Does Not Meet This Requirement**

Comments: Complies. Operational.

Although we often offer the same discount schedule for approvals and firm orders, we do maintain separate sub-accounts for each service, and thereby have the opportunity to provide separate discount schedules as well.

5.2.5. Respondent must be able and willing to provide replacement books, free of charge and in a timely manner, or a refund, when such products are found to be missing or defective. lost

XX Meets this Requirement _____ **Does Not Meet This Requirement**

Comments: Complies. Operational.

If you receive a defective book, we will credit your account or replace the material promptly.

YBP employs sophisticated tracking procedures for locating lost shipments. We ask MOBIUS participating libraries to contact your Customer Service Bibliographer Karla Meyette within 30 days of invoice date when you suspect a shipment is lost. Once assured that an item is lost, we will gladly re-ship at our expense.

5.2.6. Respondent must be able and willing to provide toll-free telephone access and an electronic mail address for representatives of the UM MOBIUS Consortium Office (MCO) and the Participating Libraries to use when contacting the vendor.

XX Meets this Requirement _____ **Does Not Meet This Requirement**

Comments: Complies. Operational.

YBP's toll-free telephone number is 800-258-3774. Our toll-free fax number is 800-343-7413. Your Customer Service Bibliographer Karla Meyette can be reached at extension 3242 or e-mailed at kmeyette@ybp.com. Your Regional Manager Jean Eaglesfield, located in Missouri, can be reached at extension 3502 or jeaglesfield@ybp.com. Consortia Manager Carolyn Morris can be reached at extension 3337 or e-mailed at cmorris@ybp.com. The names, departments, telephone extensions and e-mail addresses of other YBP personnel are on our web site at www.ybp.com.

5.2.7. Respondent must be able to respond to telephone or electronic mail messages from representatives of the UM MOBIUS Consortium Office (MCO) and the Participating Libraries within one working day of receipt.

XX Meets this Requirement _____ **Does Not Meet This Requirement**

Comments: Complies. Operational.

YBP takes great pride in its customer service structure. Our quality standard is to respond to customer inquiries within 24 hours. In most cases, we provide a response *at the time of the inquiry*.

5.2.8. Respondent must be able to make available to each participating library the option to individually establish a deposit account with (at least) the same financial benefit that is available to libraries not in a consortium.

XX Meets this Requirement _____ **Does Not Meet This Requirement**

Comments: Complies. Operational.

Regardless of consortium membership, libraries can increase their effective net discount with YBP by placing money on deposit and receiving interest. YBP accepts deposits of any amount. Interest credits will be earned, however, only when the average monthly balance in the account for the month is equal to or exceeds \$10,000. Interest is earned based upon the average monthly balance in the account and an interest factor pegged to the rate on the three-month certificates of deposit (CDs) as quoted by BanxQuote's National Average for three-Month CDs on the last day of the month. When the average monthly balance for a month dips below \$10,000, interest credits are no longer applied.

When a deposit account is set up, the customer specifies which YBP accounts and sub accounts draw from the deposit. Our accounting department deducts these invoices monthly and provides the customer with a "Deposit Account Summary" which details all of the activity (deposits, deductions, interest, etc.) on the account for the month. Credits/returns are added back into the deposit at the same time.

5.2.9. Respondent must be able to make available to each participating library the same invoicing options that it makes to libraries not in a consortium.

XX Meets this Requirement

_____ Does Not Meet This Requirement

Comments: Complies. Operational.

Libraries in a consortium and those not in a consortium have identical invoicing options.

- 5.2.10. Respondent must have the ability to establish profiles that outline the subjects and types of publications desired by the MOBIUS participating libraries. The profiles may be established for individual libraries or groups of libraries that wish to share collection development responsibilities for particular subject areas. Individual activity within each profile must be made available through the vendor's bibliographic database.

XX Meets this Requirement

_____ Does Not Meet This Requirement

Comments: Complies. Operational.

YBP profiles can be established at the group or individual library basis. YBP's Approval Plan Program is flexible and can be highly customized both by subject and non-subject parameters. We offer a combination of publisher-based and subject-based approaches in a plan. Every library profile, whether for individual libraries or for groups of libraries wishing to share collection development responsibilities, has four parts:

(1) A list of publishers to be included in or excluded from the plan

We have extremely fine control in managing what you receive from publishers. Individual presses can be included for book coverage, slip coverage, or can be blocked entirely. In addition, libraries have the option to receive all books for particular imprints, regardless of the subject and non-subject elements of the profile.

(2) Subject specifications

YBP's Approval and Title Notification Slip profiles are flexible and precise. Profiles can be written in the Library of Congress (LC), National Library of Medicine (NLM), or Dewey Decimal (DDC) classification systems. Our profiling methodology allows us to precisely describe each library's individual collection-development interests. New terminology, specialized or newly emerging academic fields, and interdisciplinary subjects can be easily incorporated in the profile.

(3) Interdisciplinary specifications as appropriate

For topics such as women's studies or environmental studies where specification of LC classes is unwieldy, the profile is enhanced by narrative instructions to ensure coverage of interdisciplinary studies as appropriate to your collection. In addition, we sub-profile by discipline, allowing for differing subject and non-subject parameters, and narrative instructions within sub-profiles. By working with a library during profiling, we coordinate sub-profiles to ensure appropriate coverage of interdisciplinary subjects.

(4) Non-subject instructions

Titles can be included, excluded (blocked) or limited to slip coverage based on your specific non-subject parameters. YBP offers an extensive list of non-subject descriptors, and these may vary as needed from subject to subject. The instructions include academic level, treatment of title as book or as title notification slip, language, country of publication, reprints, textbooks, reference works, regional or local interest, collections, or price limits.

We modify with free text the terminology and categories of the classification systems according to the unique specifications of each YBP library to create highly customized profiles. Book-in-hand selection by YBP bibliographers ensures flexibility and accuracy.

These four parts are integrated into a unified profile for each library. Typically, we set up one profile for a library, which can be subcategorized by library-assigned subject designators into as many or as few categories as are required for appropriate distribution of books and slips. Alternatively, we can establish different profiles for each discipline.

A unique characteristic of our approval services is the ability to incorporate series-level instructions to a high degree of detail. YBP blocks from approval shipments those volumes from series the library has on standing order, either with us or with other vendors. Alternatively, YBP can set up coverage for particular series on approval, so that the approval plan's discount and returnability apply to the series. Please see [Exhibit 4, Continuations and Approval Plans](#).

Please see [Exhibit 1, YBP Approval & Notification Slip Plans Publisher List](#); [Exhibit 2, Lindsay and Croft Approval & Notification Slip Plans Publisher List](#); [Exhibit 5, How We Write Library Approval Plan Profiles at YBP](#); [Exhibit 6, sample Memorandum of Agreement \[MOA\]](#); [Exhibit 7, YBP's Approval Plan Prospectus](#) and [Exhibit 8, sample title notification slip](#).

Individual activity within each profile, i.e. account number, is available through YBP's database GOBI®, as outlined above, 5.2.3. GOBI also provides a view of all consortial activity to assist in your decision process.

5.2.11. Respondent must be able to provide shelf ready services or to work with other vendors to provide such services.

XX Meets this Requirement

_____ Does Not Meet This Requirement

Comments: Complies. Operational.

In response to continuing pressures on library resources, YBP has developed cataloging and processing services that can provide shelf-ready books to libraries. We work closely with our customers to define the exact mix of services called for by local needs. Some libraries request partial processing, or binding or cataloging records only. Others require complete shelf-ready books.

- 5.2.12. For the duration of the contract and subsequent renewals, participating libraries may be added or deleted without penalty by providing 60 (sixty) days advance notice.

XX Meets this Requirement

 Does Not Meet This Requirement

Comments: Complies. Operational.

All MOBIUS participating libraries, additions or deletions of same, are welcome under this contract and its renewals.

5.3. Compatibility with Millennium

- 5.3.1. Respondent must be able to provide all its electronic services and products in such a way that they are compatible with Innovative Interfaces, Inc.'s Millennium system, any updates to that system, or a replacement system provided by Innovative Interfaces, Inc.

XX Meets this Requirement

 Does Not Meet This Requirement

Comments: Complies. Operational.

YBP has extensive experience with libraries using Innovative Interfaces, Inc. (III) systems, having provided electronic data to III systems since 1986. The strength of YBP's interfaces with III systems is a significant factor in our position since 1998 as the book vendor for OhioLINK, which includes some 90 Innovative libraries.

GobiWorks is a series on our web page in which we describe different ways libraries have integrated their acquisition and collection management workflows with GOBI®. Two GobiWorks profiles are of Innovative-users: University of Chicago and University of North Carolina – Chapel Hill. These are included as [Exhibit 9, GobiWorks: Innovative](#). For further information, please visit the GobiWorks profiles page at www.ybp.com.

Ann-Marie Breaux, Senior Manager, Academic Services Development, can assist you with Innovative Millennium workflow-related issues. Ann-Marie earned her A.B. at Harvard University and her M.S.L.I.S. from Simmons College. She brings a breadth of technical services knowledge from 13 years' experience in Harvard University libraries. Ann-Marie has worked for YBP since 1997 as a Bibliographer and Regional Manager. Currently, she is YBP's systems vendor liaison, and also assists with the development of new services for L&C/YBP customers and as an information resource for our approval and technical services.

- 5.3.2. Respondent must be able to receive electronic orders from the Millennium system in addition to manual orders.

XX Meets this Requirement

 Does Not Meet This Requirement

Comments: Complies. Operational.

YBP offers III-compliant support for electronic selection, ordering, electronic invoicing, and cataloging, providing seamless support for a variety of order-to-shelf workflow options for libraries.

GobiLink enables libraries to place orders directly in GOBI and to communicate the III order record number to facilitate overlay of cataloging records for the materials. In GobiLink duplicate checking occurs in our system rather than in your III system. GobiLink then loads batches of MARC records into your system that are set to be overlain by a cataloging record when we deliver the book. This approach is an uncomplicated workflow for libraries that use YBP as their sole vendor.

BISAC Orders: More than 50 libraries send III BISAC orders to YBP via e-mail. YBP BISAC processing retains III order record number as purchase order numbers, accommodates fund and location codes sent in the orders, and implements any “Notes to Vendor” included in the orders.

EDIFACT Orders: YBP has developed support for Innovative Interfaces’ implementation of EDIFACT ordering.

GOBI Ordering: Some YBP customers that use III systems prefer to place orders directly on GOBI. For some this is a workflow preference; for others, a way of ordering electronically without having to implement III’s electronic ordering module.

5.3.3. Millennium currently accepts 10-digit ISBN via BISAC application. Respondent should have plans to support 13-digit ISBN format by January 2007.

XX Meets this Requirement _____ **Does Not Meet This Requirement**

Comments: Complies. Operational.

YBP can accept electronic orders with ISBN-13. Please note that the BISAC order format is not ISBN-13 compliant, so any libraries using it will need to plan to transition to a new eOrder format before January 1, 2007. Please see [Exhibit 10, YBP ISBN 13 Statement](#) and [Exhibit 11, YBP ISBN 13 FAQs](#).

5.3.4. Respondent must be able to export electronic invoices into Millennium system in addition to manual invoices.

XX Meets this Requirement _____ **Does Not Meet This Requirement**

Comments: Complies. Operational.

Most of YBP’s Innovative customer sites use the MARC record invoicing option, permitting you to load MARC records into the Innovative Millennium Library Management System, and to generate the invoice from those records. This transfer of invoice data electronically into the Innovative Millennium Library

Management System is best accomplished with YBP Shipping Records, YBP cataloging records, or PromptCat cataloging records.

GobiExport records are MARC-formatted records containing bibliographic information from the GOBI® database. Any library-specific information entered by library personnel prior to record export is also included. Gobi Export records support duplicate checking and order creation in automated library systems, obviating the need for local keying of bibliographic and order data.

Manual invoices will accompany each shipment as well.

6. Desirable Services

The following are desirable services to be provided by the Contractor. Respondents are requested provide a brief description, with pertinent details, of their ability to provide the following services or products. If necessary, you may attached sheets and reference the item/question number.

6.1. Training

6.1.1. Respondent should be able to provide training on-demand for the length of the contract.

Comment:

Agreed. Your Regional Manager Jean Eaglesfield, Consortia Manager Carolyn Morris or other qualified professionals will provide the MOBIUS participating libraries complete GOBI® training one-on-one or in small groups. This training is useful for ordering monographs and generating reports. GOBI also provides on-line tutorials and help screens. Useful technical documentation and updates are posted regularly on GOBI® and on our website at www.ybp.com.

Also, in our continuing efforts to enhance YBP's and Baker & Taylor's service to customers, we are pleased to offer online workshops at no charge. Using web and audio conferencing software, YBP can deliver interactive demonstrations to your desktop, led by our Library Support Center, Sales, and Customer Service staff. Sessions can be structured for broad appeal or tailored to a specific library's circumstances. Recent topics covered include GOBI Reports, Online eReferences, Special Projects, Awards Plans, RUSH2 and Continuations Service.

6.2. Not Purchased List

6.2.1. Respondent should be able to provide a list of titles not purchased.

Comment:

Agreed. The **Search Excluded Titles Report** in GOBI® will show a list of titles for which the library will not receive a slip or a book. This search can be used to identify profiled titles that were *not* supplied to the library. This could be the

result of a series, subject, or publisher exclusion within the approval plan. (If the title has been "blocked" or subsequently ordered, it will not appear in this list of excluded titles.)

To block titles and/or search for all titles the library has blocked, you can use the **Block Titles on Approval Search**. This will enable a library to block a title by ISBN and all alternate editions linked to that title from shipping on its approval plan. Approval and non-approval titles can be blocked. If anyone in the library tries to order a "blocked" title, an "exception" appears in the order cart (which can be overridden).

In GOBI the library can also "Search Slips" and then sort the results by *Library History*. In this way, the library can determine titles for which notification slips were sent yet were not purchased.

For the consortium as a whole, you can create a **Consortial Report** to determine "Titles Not Acquired by Consortium." This will display as a list of titles. The results will include all acquisitions; approval, monographic and standing orders. Within Consortial Reports, you can also generate a title list or bar graph for titles acquired and not acquired by MOBIUS participating libraries. Please see 6.9.7. and 6.9.9., below.

6.3. [Fill Rate](#)

6.3.1. Respondent should be able to provide at least a 90% fill rate within 60 days of order.

Comment:

Agreed. Together YBP and our parent company, Baker & Taylor, maintain one of the largest title inventories in the book industry. YBP has 36,000 academic titles available for immediate distribution. B&T has 400,000 titles that YBP can draw on and have within one to three days. Such title coverage is unsurpassed in the industry.

Fulfillment time for titles not stocked by YBP or B&T is primarily dependent on what the publisher has in stock. Because YBP has a reputation for supplying hard-to-locate titles, customers often send us orders they know others will not fill. These orders negatively impact our fulfillment time statistics, but are actually a measure of our tenacity and willingness to go the extra mile for our customers.

Having said this, we currently fill about 90% of **all** orders within 60 days.

A sample of Missouri library customers provides the following fill for 60 days:

Eden-Webster Library System – 91%

Fontbonne University -- 96%

Central Missouri State University – 93%

Linda Hall Library – 97%

Fulfillment at the individual customer level will vary based on the type of material ordered. A library that orders more mainstream trade and academic titles will have significantly better fulfillment than a library that orders from esoteric presses. Order cancellation rates are also a function of what the library orders. YBP only cancels orders for valid titles that are out of print, out of stock indefinitely, have not been supplied within the limits of the library's own cancellation policy, and/or cannot be substituted.

6.4. Qualifications and Miscellaneous Capabilities

6.4.1. The consortium is looking for companies that can demonstrate extensive and substantial qualifications, capabilities, and experience in the supply of services to participating libraries. (In practice this means five years successful experience with institutions comparable to the University of Missouri and MOBIUS Institutions.)

- a) **Please state the number of years in this business: 34 Years**
If not under present firm name, list previous firm names and types of organizations.

Prior to 1999 we were known as Yankee Book Peddler, Inc., a corporation.

- b) **Please indicate the number and description of any contract defaults, completed or uncompleted:**

Number of defaults: 0

Description of defaulted contracts and reason therefore:

6.4.2. At the request of any participating library, the Contractor will print requested purchase order numbers on all invoices for that library unless otherwise specified.

Comment:

Agreed. Purchase order number is a standard field on YBP invoices.

6.4.3. Respondent has the ability to change the annual purchase order number quickly in May or June for use beginning July 1.

Comment:

Agreed. Please contact your customer service bibliographer to change the annual purchase order number for use in the new fiscal year.

6.4.4. The current list price as of the date of the invoice should be listed for each invoice line item.

Comment:

Agreed. Publisher list price as of the date of the invoice is a standard YBP invoice field.

6.4.5. The Respondent must warrant that all pricing is based on publisher list prices current as of the date of the invoice and that copies of publisher invoices will be supplied upon request. Please state policy on how you determine list price.

Comment:

Agreed. The price base of all books supplied by YBP will be the publisher's list price at the time of shipment, as shown on the publisher's invoice. YBP will provide any publisher invoices that you request.

6.4.6. There will be no shipping or other add-on charges.

Comment:

Agreed. Free weekly regular shipping will be provided. All material supplied will be priced according to YBP's stated discount schedule, with certain exceptions.

- When YBP receives a short discount from any publisher, we add a service fee to the publisher's list price (please see YBP's Pricing Proposal [Part 2], for a full explanation.).
- Discounts do not apply to titles from publishers on the "List Price Publishers" lists, whose books (including any and all imprints) we normally sell at list price (occasional service fee for short publisher discount).
- Discounts do not apply to titles that we import directly from overseas on a library's behalf. These are subject to the service fee noted above for short-discounted titles.
- Discounts do not apply to Out of Print titles.

6.4.7. All add-on costs such as shipping, handling, and the like must be clearly described in your response.

Comment:

Agreed. For rush titles ordered on GOBI®, YBP provides free ground shipping or the library can select next-day or second-day delivery and pay those shipping charges.

- As described above, the service fee is determined by the publisher's discount to YBP. Service fees exist to offset standard operations and processing fees typically covered by publishers' discounts to YBP.
- Any charges associated with processing and cataloging may be seen in *YBP Technical Services Price List*, attached to the Pricing Proposal.
- If you request our Out of Print title acquisition service, YBP provides these titles to the library at the OP vendor's list price plus a service fee, described in detail in the Pricing Proposal.

YBP's approval and/or firm order services otherwise do not incur add-on charges.

6.4.8. Respondent should agree to limit add-on charges to those described in your response. Respondent agrees there will be no other add-on charges to any invoice.

Comment:

Agreed.

6.4.9. All line items must include a description of what is being charged/supplied. This would consist of, the item title as well as any series titles, volume or issue numbers and any unique purchase order number used by participating libraries. Please describe your company's policy.

Comment:

Agreed. YBP invoices include:

- description of item(s) shipped (including ISBN, author, title, volume number, number of volumes, edition, or ISSN, serial title and serial volume number where applicable)
- purchase order numbers
- library assigned fund code
- library ship to/bill to addresses
- quantity
- publisher list price for individual titles
- unit discounted price
- percentage of discount for each item
- invoice total
- YBP's remittance address
- YBP's Federal Identification Number (FIN).
- customer account number
- invoice number
- total number of items shipped
- non-returnable status, if applicable
- container IDs for single- or multi-package shipments
- invoice date

On each invoice, processing costs can be shown as a lump sum, or can be broken down to show the cost of each process on separate lines. In the latter case, the total cost for books and the total cost for processing are both indicated on the invoice. We also offer a stand-alone processing invoice. (Please see [Exhibit 12](#) for sample *invoice*.)

6.4.10. All invoices are to have a grand total in U.S. dollars.

Comment:

Agreed. Our usual practice is to invoice in U.S. currency.

6.4.11. All invoices to be delivered in paper (two copies)

Comment:

Agreed. In addition, YBP provides electronic invoices that can load directly into your Innovative Millennium library system.

6.4.12. Provide statements of account at least quarterly.

Comment:

Agreed. YBP sends statements of account at the end of each calendar month.

6.4.13. Library option to have slip or firm orders billed with the automatic books or separately.

Comment:

Agreed. A Library can order from title notification slips on its profiled book sub-account, or may wish to have them billed on a separate (firm order) sub-account as is the practice with most of our library customers.

6.4.14. When using the same vendor, participating library has the option to have approvals, and firm orders handled separately, i.e., they will be shipped and billed separately and otherwise treated as separate accounts. (YES or NO)

Comment:

Agreed. YBP's standard practice is to build separate sub-accounts for the two services, approvals and firm orders, so that they will be shipped and billed separately.

6.4.15. Please describe how the library can load MARC bibliographic records for an approval shipment into our Millennium systems? Can order records also be created?

Comment:

Libraries seeking bibliographic or cataloging records or records with invoice data for materials purchased from YBP have three service options: shipping records, YBP Cataloging or pass-through to OCLC's PromptCat. Shipping records also provide the opportunity to create order records. Please refer to 5.3.2., above, for additional detail of how this works for your Millennium systems.

Also, derived from our recent partnership, new OCLC services providing MARC records with the OCLC number at point of order or shipment will be defined in the coming months and available as options for MOBIUS participating libraries. This service is currently in development.

Shipping Records

Shipping records are brief MARC-formatted records whose primary function is to provide bibliographic information and invoice and pricing data for materials shipped. **CatShip** records, which incur an annual subscription fee, are generated from cataloging records for materials purchased on U.S. approval without cataloging support from YBP or PromptCat. **GobiShip** records draw bibliographic data from the GOBI® database and are available for U.S. and U.K. approval and firm orders at no charge. For firm orders, ordering information is included in addition to invoicing data. Shipping records are output via YBP's FTP server on a regular schedule corresponding to the dispatch of shipments, generally three to five days prior to receipt at MOBIUS participating libraries.

YBP Cataloging

Libraries choosing to use YBP Cataloging assemble a service package of record types from the following selections:

- LC full- or core-level records,
- LC CIP records or YBP CIP upgrades, and
- No record, or Provisional records, or Provisional+ records - for titles for which no LC-distributed copy of an appropriate level is available at the time of shipping.

The YBP Cataloging Service provides records for some 450,000 items to some 80 academic libraries each year. It is based on the *Books English* file of MARC-formatted cataloging records distributed by the Library of Congress. For items for which the best available LC copy is a cataloging-in-publication (CIP) record, we offer a CIP upgrade service. Our CIP upgrades are prepared to national standards and are also loaded to the OCLC on-line database.

For titles without LC copy, YBP offers two types of Provisional records prepared by professional catalogers. Provisional records are brief bibliographic records. Provisional+ records are Provisional records enhanced by full LC or Dewey classification and LC book numbers, and an LC subject heading when appropriate. Customized book numbering/Cuttering is available for libraries using the Dewey Decimal Classification. Neither form of Provisional record is AACR2-compliant.

Cataloging records can be enhanced by the addition of information such as barcode data, invoicing and pricing information, fund, and location codes. Sophisticated record manipulation and editing can also be specified.

Some libraries contract only for cataloging support; others choose to combine the service with varying levels of physical processing. Libraries seeking full shelf-ready support with spine labels for every book select LC full- and core-level records, plus YBP CIP upgrades, plus Provisional+ records. For libraries receiving spine labels, the YBP Cataloging Service includes item-specific piece information when appropriate. The YBP Cataloging Service offers sophisticated support for library- or collection-specific height- based designation definitions.

YBP Cataloging Service records are output to library-specific directories on the YBP FTP site for pick-up. Records are prepared and placed on a regular schedule mirroring shipment schedules, generally three to five days prior to receipt at MOBIUS participating libraries.

Pass-Through to OCLC's PromptCat

As an alternative, YBP offers pass-through support for OCLC's PromptCat. YBP is proud to have been a partner in the development of this service. We currently provide PromptCat pass-through support for more than 100 academic research libraries.

PromptCat can be used alone, or in combination with various levels of physical processing, including shelf-ready processing with bar-coding and spine labelling. In contrast to the YBP Cataloging Service, PromptCat does not support generation of multiple labels for multi-volume works, nor the output of item-specific piece information on spine labels, nor height-based spine label qualifiers. Location-specific spine label qualifiers can be generated.

YBP's PromptCat support includes the pass-through of local data. For libraries receiving processed books with spine labels, manifests are submitted for PromptCat processing 24 hours before books are scheduled to ship. PromptCat draws on the records in the OCLC WorldCat database. PromptCat records are created and output by OCLC. Details of the resource file and the PromptCat service can be found at www.oclc.org.

Please see [Exhibit 13](#), *YBP Library Services and Lindsay and Howes, Technical Services: A Prospectus* for more detail about these services.

6.4.16. What are our options concerning duplicate bibliographic records?

Comment:

Bibliographic record duplication can be controlled in a PromptCat profile. (We have anticipated your preference for PromptCat as reflected in 6.12.8., below.) Each MOBIUS PromptCat profile can be configured to identify the other members of the MOBIUS consortium (assuming that they also subscribe to OCLC services). If one of those members has attached their holdings to an OCLC record then the PromptCat profile can be configured to insure that that record is not delivered to another member. Please note, PromptCat's ability to prevent duplication is dependent upon member libraries all configuring their holdings against a record immediately rather than after a time-delay, e.g. after technical services processing.

6.4.17. Digital invoice information available in Millennium system format with brief bibliographic data.

Comment:

Agreed. As noted above, 5.3.4. and 6.4.15., digital invoice information can be made available in Millennium system format with brief bibliographic data.

6.5. Deposit balance (in the case of prepayments)

- 6.5.1. Please describe easy ways both the participating libraries, MU Procurement (the University's purchasing department), or the Accounting Department can monitor deposit payments and credits; and to determine the balance at any time.

Comment:

When a deposit account is set up, the customer specifies which YBP accounts and sub accounts draw from the deposit. Our accounting department deducts these invoices monthly and provides the customer with a "Deposit Account Summary" which details all of the activity (deposits, deductions, interest, etc.) on the account for the month. Credits/returns are added back into the deposit at the same time.

YBP invoices and statements will be available on GOBI® as Adobe Acrobat documents beginning in March 2006.

- 6.5.2. Please describe an easy way for the participating library to know at any time whether a given invoice has been applied to the deposit balance and also whether adjustments to an invoice have been applied.

Comment:

As noted above, this information is supplied monthly to the library, or you can contact your customer service bibliographer for a screen print of transactions.

- 6.5.3. Each participating library should be able to decide whether to rollover end of year deposits or to have them zeroed out at the end of each fiscal year. For the latter, respondent must refund end credit balance within 30 days on request. Please describe how this would be handled.

Comment:

Agreed. If a participating library chooses to zero out a deposit at year's end, the library would contact its Customer Service Bibliographer Karla Meyette. Karla would forward to our Accounting office the request to have deposit funds remaining in the account refunded. Accounting would refund the agreed balances and clear the value from the account. The refund check would be mailed to the address provided within 30 days.

6.6. Slips or Forms

- 6.6.1. Free slip service on request.

Comment:

Agreed. Where specified in your library profile, YBP will send notification slips – electronic or paper -- announcing the publication of titles instead of books to be sent on approval.

6.6.2. Option to have slips supplied by e-mail for selected subprofiles.

Comment:

Agreed. “*Notification Slips Sent*” is available through our online GOBI® service. Additionally, GOBI offers GobiAlerts, an enhancement whereby library staff can receive e-mailed notification of new titles matching their criteria.

6.6.3. It is desired that Respondent possess the ability for complete coordination, including duplicate check, of new UK publications on slips with North American approval? Please describe how this would be monitored and/or controlled.

Comment:

YBP controls duplication of titles published simultaneously by differentiating U.S. and U.K. or paper and cloth titles during book in-hand profiling. Alternate editions of the same title are “linked” in our title file, allowing us to control allocation and shipment among various editions of the same title. Pre-publication firm orders for all approval customers are screened against our approval history records. If an approval shipment of one edition has already been made, we either query your order or process it immediately, depending upon your instructions. We also match automatic book shipments and notification slip shipments against shipment history records to prevent unwanted subsequent or simultaneous duplicates. We use a similar process to prevent duplication between approval and continuations orders.

In addition, YBP’s online database, GOBI®, can provide the MOBIUS participating libraries staff with a self-duplication check. GOBI duplication control alerts you if a title has been previously ordered or shipped from YBP or Lindsay and Croft. GOBI asks you to confirm that a duplicate is intentional. This system also identifies and alerts you if a previous order has been placed for a simultaneous edition of the same title, eliminating unintentional paper/cloth or U.S./U.K. duplicates. Please see [Exhibit 14](#) for a sample *duplication alert*.

You will also be able to view YBP order history for any title across participating libraries using GobiTween.

6.6.4. Notification slips always give reasons why there was no automatic book shipment. What is the maximum number of reasons a slip can contain?

Comment:

A title can be reduced to slip by any YBP profile element among: publisher, subject, aspect, format, year, series, price, edition, level, pagination, geographic focus. All of these appear on electronic slips in GOBI®. Although we do not highlight the particular reason, we do work closely with customers so that they

understand their profile, and therefore the element that reduced the title to slip. We also make your profile easily viewable in GOBI. Another option is to e-mail your Customer Service Bibliographer Karla Meyette, who will run the title through your profiling rules to learn why it was excluded and respond to you with the reason within 24 hours.

6.7. Coverage and timeliness

6.7.1. Please provide a brief narrative of the life cycle of an approval book, from the first prepublication announcement through shipment. Include a description of how you determine which books are ordered from publishers and in what quantity.

Comment:

Our book buyers use a full array of information sources to monitor publisher output and for title selection, including direct contact with publishers, publisher catalogs, bulletins, and prepublication announcement. To ensure complete coverage we also monitor the *New York Times Book Review*, *Chronicle of Higher Education*, *Choice*, *Booklist*, *New Technical Books*, *Publisher's Weekly*, *American Libraries*, and other media with book reviews.

YBP ensures prompt delivery of new publications through pre-publication ordering and maintaining memberships in various associations and societies. With many publishers we maintain automatic multiple-copy blanket orders.

Months before books are to be published, we submit our orders. Our experienced book buyers, supported by an automated system which recommends order quantities based upon historical purchases of titles of the same LC class and imprint, order enough books to meet the anticipated demand of approval, title notification slip and firm orders. Based on the number of copies of similar books that we have sold on approval, and factoring in firm orders, academic popularity of the topic/title currently, and YBP's growth, we place the new order. (Please see [Exhibit 15](#), *New Title Output and Price Report by Subject Classification*.)

In general, materials ordered pre-publication are received at YBP within two weeks of publication. They are then profiled, allocated and shipped to customers within two weeks of profile date.

Upon receipt, our bibliographers make profiling decisions with the book in hand; we do not rely on pre-publication information or thesaurus-based descriptions. Years of subject-specific book selection experience, combined with sophisticated computer support, offer our book profilers greater degrees of precision and flexibility than is possible with systems limited to straight computer matches against a thesaurus. Our book-in-hand approach ensures that every aspect and nuance of a book receives appropriate consideration in the book selection decision.

Book-in-hand, the bibliographer/profiler answers a computer-driven sequence of questions derived from library profiles. Based on the answers, a book, a title notification slip, or exclusion occurs for each YBP approval customer. We believe that YBP's book profiling process is the best devised for allocating books to approval customers. The human/computer interaction enables us to consider nuances about each title within the context of broad rules. For our customers the result is an approval program that closely matches expectations.

Once titles are allocated they are picked from our shelves, boxed, and shipped to the library on a regular schedule.

For those publishers accepted for approval treatment, are 100% of the new titles treated for approval? Please describe.

Comment:

YBP guarantees 100% approval coverage of all University Presses and purchases the entire English-language *scholarly* output of our identified approval publishers. Collectively, the output of our approval publishers accounts for 90% or more of the publications of interest to most academic libraries. Each plan's range of materials for inclusion is based on a mutual determination of the appropriate presses and subject coverage for your library.

6.7.2. If no, give a complete list of the reasons for excluding a title, ex.: children's book, CD-ROM, annuals after the first.

Comment:

Trade presses on our approval plan may see the following excluded:

- calendars,
- consumable,
- instructor's manuals
- journals,
- juvenile material,
- low-level introductory textbooks
- mass market,
- non-book format,
- recent reprint (original less than 5 years old and no new content with reprint),
- subscription item,
- supplement/updates,
- stand-alone software,
- undersized (less than 3.5" on either side),
- video,
- ephemeral.

Much of this material can be ordered on a firm-order basis from YBP.

6.7.3. Please state your policy on reprints, translations, non-book formats, and the like and your policy on what discount and other conditions are required before you will consider a publisher for approval treatment.

Comment:

Our policy on reprints is to offer them through our approval program if the original is at least 10 years old, while retaining the option to profile more recently reprinted titles if we judge that it makes sense to do so. Translations are also included in our approval program, and such titles are identified in the bibliographic record as translations. We provide non-book formats on approval when they are published by one of our approval presses. Usually such material accompanies a monograph, such as a book/CD-ROM combination. YBP profiles relatively few non-book materials that stand alone.

YBP offers more than 82,000 eBook titles through Baker & Taylor's partnership with OCLC's NetLibrary. NetLibrary titles in GOBI® are linked to their print counterparts, to allow for easy navigation and duplication control between the print and electronic versions. As titles are loaded into GOBI, we are integrating eBook titles into a library's title notification slip plan profiles.

Looking ahead, we will continue to work with other electronic information providers and publishers to incorporate new e-content in our database.

Publishers will be considered for approval treatment so long as they routinely provide a minimum of five academic titles per year that are of interest to our customers. Discount is not a factor in our consideration.

In addition to the approximately 55,000 titles handled on approval at YBP annually, we now also profile exceptional titles from publishers not currently handled on YBP's Approval Plan. Our buyers order for profiling some additional 700 worthy titles annually, seen in reviews and distributor catalogs that they regularly examine. Unless otherwise instructed, we provide notification slip coverage under your approval plan. These books are likely to be U.S. titles, fiction or non-fiction, and will appeal to most customers because of subject matter and/or quality of the book. You will of course still only receive slips for books fitting your subject profile. These titles can be identified by "An AP Plus title" written in the notes field of the slip.

6.7.4. Please describe how you handle simultaneous publication in the US, Canada, UK, or anywhere else and library options?

Comment:

YBP's headquarters office, in New Hampshire, always buys from a given publisher's U.S. office, and so always supplies a U.S. edition at the U.S. price.

YBP's U.K. office, Lindsay and Croft in Godalming, Surrey, England, conversely, always buys from U.K. sources, and so supplies the U.K. edition at the U.K. price.

Libraries may establish accounts, and approval plan or notification slip profiles, with either YBP office or with both. This allows libraries, on a title-by-title or on a general basis, to make their own decisions on where to buy. We control duplication between library shipments from our two offices, so even if a library should request that we ship both editions, we would query you before sending the duplicate.

There are few circumstances of true simultaneous publication so YBP's focus is to instead offer the option, should timeliness be critical, of an approval plan that provides the "first-out" edition that is published.

6.7.5. Please describe how you handle simultaneous publication in different editions (paperback, hardback, other formats) and library options?

Comment:

In preparing the library profile, YBP provides you a binding preference for simultaneous paper and cloth editions for titles handled on the approval plan. This preference applies across all subjects and presses in your approval plan profile.

By our definition, "simultaneous publications" are bibliographically identical cloth/paperback editions of a title, published within eight weeks of one another. This occurs on 11% of the approximately 55,000 titles YBP profiles annually, or on about 6000 titles yearly. Although we offer these paperbacks at a lower discount (to control effects on margin), libraries adopting paper-preferred report average savings of \$20 per substitution.

As noted above, eBook format is offered under a YBP notification slip plan.

6.7.6. Please describe what happens when the number of copies ordered from the publisher is insufficient to cover all automatic book shipments?

Comment:

YBP's overall percentage of **sufficient** (plus) coverage is 92% of all receipts. More often than not, any shortfall can be ascribed to the difference between the publishers' book description and the facts about a book revealed during our book-in-hand profiling. Reorder of shortfall is immediate and automatic once a book is profiled. The B&T distribution network provides deep coverage of our academic material. New inventory is held for YBP approval customers.

6.7.7. If there is a core group of publishers of which you can guarantee 100% approval coverage, please describe them, how many there are, etc., supplying a complete list if possible.

Comment:

YBP guarantees 100% approval coverage of all University Presses. For a complete list of the more than 175 *University Presses*, please see [Exhibit 16](#).

6.7.8. If you have a proprietary thesaurus, please describe what the process is by which it is updated?

Comment:

In order to produce finely tuned library profiles, YBP uses a combination of LC (NLM or Dewey) subject headings, interdisciplinary aspects, non-subject parameters and narrative text to make the use of a thesaurus unnecessary. We are not restricted by an arbitrary maximum of aspects, codes, or descriptors, as are thesaurus-based systems. YBP takes pride in our bibliographers' ability to bring out meaningful nuances in the free-text notes and to apply them to each library profile.

6.7.9. Please describe, on average, how many days after publication are 90% of the approval titles shipped?

Comment:

Publication date is difficult to determine because the publisher may offer a "publication date" that is quite different from the actual "publisher release date." Also because library circumstances vary quite a bit due to details of the library profile, technical services requirements, and other shipping particulars, YBP does not collect such figures. Our target, however, is to provide at least 80% in less than 30 days.

Explain Respondent's ability to exclude one of a publisher's imprints and include another imprint.

Comment:

YBP can exclude specific imprints of one publisher. For example, in writing your library profile you may request to receive HarperCollins titles but exclude HarperBusiness or HarperPerennial.

6.7.10. Please describe Respondent's willingness to cover an uncovered publisher at the request of the participating library.

Comment:

YBP welcomes suggestions for publisher coverage from participating libraries. Many of the publisher changes during our regular reviews of YBP's Publisher List are added at the request of our customers. We also monitor the *New York Times Book Review*, *Chronicle of Higher Education*, *Choice*, *Booklist*, *New Technical Books*, *Publisher's Weekly*, *American Libraries*, and other media with book reviews. Publishers will be considered for approval treatment so long as they routinely provide a minimum of five academic titles per year that are of interest to our customers.

- 6.7.11. Please describe number of publishers monitored for approval treatment and the number of new titles they published for the calendar year 2004.

Comment:

YBP placed orders with 8014 publishers during fiscal year 2005, representing all 675 of our approval publishers (representing 1900 imprints) plus additional publishers for firm orders. On a firm-order basis, YBP can order from more than 40,000 publishers worldwide, and in FY05 placed firm orders with more than 7300 publishers.

In calendar 2005, YBP handled more than 56,000 titles on approval. Please see [Exhibit 17, New Title Output Report by Publisher](#). This contrasts slightly with more than 53,000 handled on approval during FY2005 (July 2004 through June 2005). For FY2005, please also see [Exhibit 15, YBP New Title Output and Price Report by Subject Classification](#) and [Exhibit 18, L&C New Title Output and Price Report by Subject Classification](#).

- 6.7.12. List the publishers included for 2004 (if there are slip-only or net publishers, please annotate the list or list them separately)

Comment:

Please see our annotated current list (February 2006) in [Exhibit 1, YBP Approval & Notification Slip Plans Publisher List](#).

- 6.7.13. Please describe the criteria for adding and maintaining a publisher for approval treatment.

Comment:

Publishers will be considered for approval treatment so long as they routinely provide a minimum of five academic titles per year that are of interest to our customers.

Publisher changes, both additions and deletions, are posted approximately every six months to our web site for quick access by customers. You will also receive an e-mail at the time of this posting. For an example, please see [Exhibit 19, Publisher Lists - Changes](#).

YBP will drop publishers from our "Approval Plan Publisher List" for any of the following reasons:

- Publisher output routinely falls below five titles per year or otherwise becomes inconsistent.
- Customer interest in a particular publisher disappears.
- Publisher mergers occur or particular imprints cease to exist.
- Publisher no longer offers academic titles.

6.7.14. List of publishers dropped from Approval during 2004.

Comment:

Please see [Exhibit 19](#), *Publisher Lists - Changes*.

6.7.15. List of stock publishers, including associations and independents for 2004.

Comment:

Please see our annotated current list (February 2006) in [Exhibit 1](#), *YBP Approval & Notification Slip Plans Publisher List*. Associations are denoted with an "A."

6.8. [Returns](#)

6.8.1. Will Respondent agree to the right to return unmarked approval books for full credit up to six months after receipt, and the right to return defective books, marked and unmarked, at any time for full credit.

Comment:

Yes. For books not wanted under the approval plan, YBP accepts the return of any book within six months of the invoice date with the following exceptions:

- Books listed as non-returnable on your invoice
- Serial standing orders
- Books provided with processing (e.g., jackets, mylars, bindings, stamps, spine labels) whether provided by YBP, another processor or the library
- Books ordered through our out-of-print service

Books selected from title notification slips have the same return status as automatic books. The MOBIUS participating libraries will be notified in advance of any titles that are classified as non-returnable.

Defective books should be returned to YBP within one year of invoice date, with the reason for return noted on a copy of the invoice. Damaged items should be reported to your YBP customer service representative within 30 days of the invoice date, and returned according to instructions provided at the time of your report. Incorrectly supplied items should also be reported within 30 days of invoice, and before return.

Please refer to [Exhibit 20](#), *YBP Returns Policy*. Our complete returns policy is also available on our web site at <http://www.ybp.com>.

6.8.2. Please describe how participating libraries return books sent on approval and how are credits generated and handled?

Comment:

The return of books sent on approval is easily accomplished by packing the books carefully to avoid damage in transit. Include a copy of the invoice and indicate the preferred crediting option. YBP will credit your account or replace the material promptly. For credit, we offer the option of lining out the returned item and paying the amended amount of the invoice or completing a YBP Instant *Credit Memo* ([Exhibit 21](#)), available in hard copy or via GOBI®'s help menu. On receipt of a completed credit memo, our accounting department will immediately credit your account for the net amount of the return.

6.8.3. Please describe, under what conditions and circumstances may participating libraries return firm order books?

Comment:

YBP routinely accepts the return of any firm order book in resalable condition within four months of the invoice date with the following exceptions:

- Books listed as non-returnable on your invoice
- Serial standing orders
- Books provided with processing (e.g., jackets, mylars, bindings, stamps, spine labels) whether provided by YBP, another processor or the library
- Books ordered through our out-of-print service

6.9. [Database](#)

6.9.1. Please describe this database, giving such information as how many titles it includes, whether it includes all volumes in series and sets, and the search methods available. Does it include titles considered for approval treatment but rejected?

Comment:

YBP's GOBI® is a retrospective database with more than 2.5 million titles: all that we have handled on approval, plus other firm-ordered and continuations (series and sets) titles, dating back to 1985. We only add to our title database and we do not purge it, so titles -- most with 100 to 125 bibliographic data elements -- remain indefinitely. By virtue of YBP's comprehensive approval program, many of the records are added to the file pre-publication, and are updated as materials come to hand. Should any of these titles be "rejected" for the approval program, they remain in the database. For continuations titles, you can show all volumes in a series and we show linked editions on the bibliographic screen. The database is constantly being enlarged by about 150,000 titles annually.

GOBI® offers many ways to search.

(1) **Quick Search** is at the top of all GOBI screens. The Quick Search can be used for author, and ISBN.

(2) GOBI's **Standard Search** allows you to search for titles using bibliographic criteria such as title, author, publisher, date, classification, or subject headings. The Standard Search screen allows you to find titles that match several different

search criteria at the same time, or to search for synonyms. You can construct simple and complex searches using the Standard Search screen.

(3) The **Advanced Search**, a GoBeyond subscription feature, allows for highly sophisticated searching according to YBP approval plan descriptors and terminology. It allows you to search for, or to limit by different parts of an approval profile including the library's transaction history, various subject parameters such as classification, interdisciplinary aspects, and geographic focus; and various non-subject parameters such as best sellers, content level, list price, in-stock titles, publisher type, and country of origin. Search results can be delivered to a folder, with e-mail notification.

You can use GOBI to select titles for your library. This puts titles into your library's GOBI Selection List, an efficient way to allow many users in your library to see and work with selections. It also allows one set of users to select titles, then another group to complete the ordering/export process.

You can use GOBI to quickly and easily create orders directly with YBP. Orders may be placed using ISBN, from title notification slips, from search results (above), from selection results (above), or from personal folders. You may also order titles that are not listed in the 2.5-million title GOBI database.

Any order from YBP remains a part of the history of your account for two to three years. Thus, if anyone in the library were to order a book already selected or delivered, GOBI would issue a duplication alert. You can, of course, override the alert should you wish to have more than one copy of a title. Please see [Exhibit 14](#) for a sample *duplication alert*.

6.9.2. Please describe what information is displayed with each record retrieved.

Comment:

Full bibliographic information for each title, additional information from the book-in-hand profiling process, stock and links to other formats, to TOCs and to library activity are also included.

Search Results: 7 titles 7 / List: \$400.36 USD Page 1 / 1 single brief full

☒ Act Record sorted by title ascending, then by pub year descending

☐ Title: LADY FRANKLIN'S REVENGE: A TRUE STORY OF AMBITION, OBSESSION, AND THE REMAKING OF ARCTIC HISTORY. [alternate editions](#)
Author: MCGOOGAN, KENNETH, 1947- [PeerGroup \(3 slips\)](#)
Publisher: HARPERCOLLINS CANADA Place of Publication: TORONTO [All YBP/L&C Activity](#)
Pub Year: 2005 Pagination: 467 P.
Binding: Cloth YBP Select: Basic-Recommended
LC Class: G660 Content Level: GEN-AC
LC Subject Headings: FRANKLIN, JANE GRIFFIN, LADY, 1792-1875.
YBP Interdisciplinary Topics: Geographical; Historical; Maritime Studies
Approval Note: A PHYLLIS BRUCE BOOK. BIOGRAPHY OF THE EXPLORER WIFE OF THE NAVAL CAPTAIN. PUB. IN UK BY BANTAM.
Reviews: Globe & Mail, Main Reviews Nonfiction Trade, 26/11/2005
Format: Biography/Autobiography
Geographic Focus: United Kingdom
Country of Origin: Canada
ISBN: 0002006715
US List: \$31.46 USD
Handled on Approval YBP: 01/02/2006 Last Received YBP: 13/01/2006
UK List: Not Known
Library Note: [add...](#)

[GOBI 2 Home](#) [Site Map](#) [Account Structure](#) [Contact Us](#) Copyright © 2001-2005
Feedback Logout YBP Library Services

6.9.3. Are we able to combine two searching methods, such as Publisher = American Meteorological Society and pub year = 2004? Please explain.

Comment:

Yes, as noted above, 6.9.1., the Standard Search screen allows you to find titles that match several different search criteria at the same time, or to search for synonyms. You can construct simple and complex searches using the Standard Search screen.

6.9.4. Can the user determine unambiguously that the item is prepub, is about to be shipped, or has been shipped? Please explain.

Comment:

Yes, GOBI® offers seamless access to YBP inventory status. “Prepub” items are identified by the status Not Yet Published (NYP). Other title statuses we show on GOBI include In Stock, Low Stock, Out of Print, Out of Stock and Cancelled by Publisher.

Items soon to be shipped can be found in GOBI’s Open Order reports, labeled either as “library open order” or “preparing to ship.” Any item that has been shipped can be viewed in the library’s history for a given ISBN. Local history available on each bibliographic record will indicate shipping status (“preparing to ship” or “shipped to library”). Details can be obtained by clicking on the link.

6.9.5. Can the user determine the treatment, not yet treated, auto book, slip, or no action? Please Explain.

Comment:

Yes. The user can determine treatment by looking in the library’s local history to see an approval title “shipped” or a notification slip “sent.” Any not-yet-treated titles that you may search would lack this information. All approval titles also show the date handled on approval on the bibliographic screen.

6.9.6. Can the user determine some or all the reasons for the particular treatment of an item (auto book, slip, no action)? Please explain.

Comment:

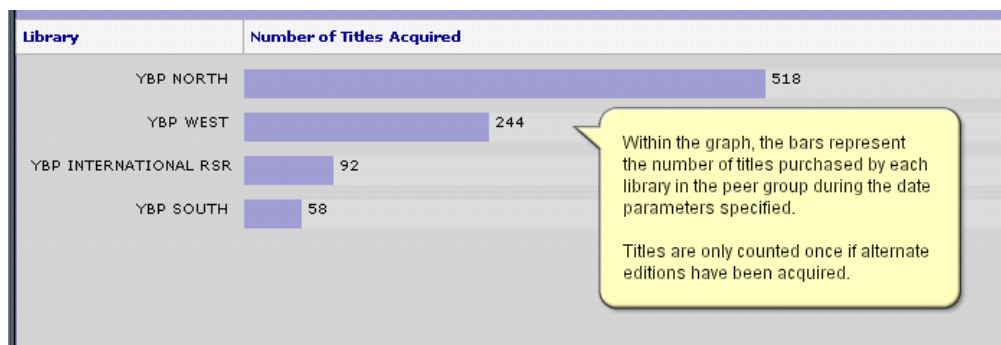
Yes. Because we work closely with customers so that they understand their profile, you will frequently be able to determine some or all of the reasons for the particular treatment of the item. Another option is to e-mail your Customer Service Bibliographer Karla Meyette, who will run the title through your profiling rules to learn the reason for its treatment and respond to you with the reason within 24 hours.

6.9.7. Please describe what methods are available by which participating libraries may view the purchasing activity of other participating libraries?

Comment:

There are two methods available for participating libraries to view the purchasing activity of other participating libraries: Peer Reports and Consortial Reports.

Peer Reports are an exciting new feature that allows GOBI® users to compare their activity to that of other YBP/L&H customers by creating their own customized group of peers. Peer Comparison allows you to create a list of titles purchased by a peer, but not by your library; or titles purchased by neither; or by both. Peer Ranking allows you to see in graph form the title-level view of a peer's activity and how your library ranks against other libraries, by titles acquired, for given parameters. Please note that library financial data is not accessible and that peer queries and reports are only run against title activity.



Peer Activity
Information below combines activity on this title for all binding

Title: [AMAZON SWEET SEA: LAND, LIFE, AND WATER AT THE](#)
Author: SMITH, NIGEL J.H., 1949- LC CL

My Peer Group

... we'll see a list of libraries in our peer group that have activity on this title. Libraries with no activity on this title will not appear in the grid.

Activity displayed is for transactions on all alternate editions of the title (cloth/paper, US/UK).

| Library | Approval Plans | | | Selected | Orders Open | Standing Orders | | |
|--|----------------|----------|-------|----------|-------------|-----------------|--------|--------|
| | Book | Slip | Block | | | Filled | Series | Volume |
| YBP INTERNATIONAL RSRCH INST | | 1 | | | | | | |
| YBP RESEARCH INSTITUTE NORTH | 1 | | | | | | | |
| YBP RESEARCH INSTITUTE WEST | | 1 | | 1 | | 1 | | |
| Totals: | 1 | 2 | | 1 | | 1 | | |

As a result of winning the contract in 1998 for the OhioLINK consortium of some 90 academic libraries throughout Ohio, YBP has emphasized development of various consortial management reports.

Consortial Reports within GOBI allow librarians at separate member institutions of MOBIUS to see instantly any activity between YBP and other members for any title or for a wider universe of titles you define. These reports permit you to access information about titles acquired or not acquired by the consortium, either

in title-list form or in graphic form. By clicking on the [GobiTween](#) link within a title list, you can view consortium-wide activity for that title, as illustrated below.

| GobiTween | | | | | | | | | |
|---|----------------|--------|----------|-------|----------|------|----------|-----------------|--------|
| Information below combines activity on this title for all bindings and places of publication. | | | | | | | | | |
| Title: MONITORING FOR A SUSTAINABLE TOURISM TRANSITION: THE CHALLENGE OF DEVELOPING AND USING INDICATORS. | | | | | | | | | |
| Author: MILLER, GRAHAM | | | | | | | | | |
| LC Class: G156.5.E26M55 2005 | | | | | | | | | |
| YBP Research Institutes | | | | | | | | | |
| Library | Approval Plans | | | | Orders | | | Standing Orders | |
| | Book | Return | Slip | Block | Selected | Open | Filled | Series | Volume |
| YBP NORTH | 1 | | 1 | | | | | | |
| YBP INTERNATIONAL RSRCH INST | | | | | | | 1 | | |
| YBP WEST | | | 1 | | | | | | |
| Totals: | 1 | | 2 | | | | 1 | | |
| Total Copies Acquired: 2 | | | | | | | | | |

6.9.8. Please describe how access to the database is administered on behalf of the participating libraries?

Comment:

Each library can appoint its own GOBI administrator.

6.9.9. What security levels are available? Can the system flag and identify duplicate purchases made by all participating libraries? Please explain.

Comment:

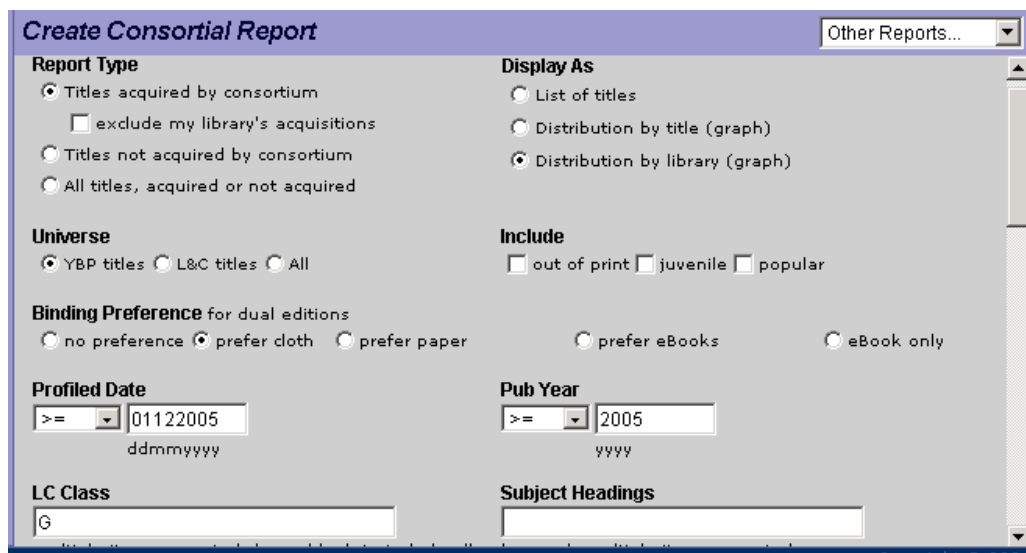
GOBI® has four levels of access for monograph or continuations ordering:

- GOBI administrator, who creates and maintains library/staff account logins and also assigns ordering, selecting or exporting authorities for GOBI users
- Search only
- Search and select
- Search, select, and order.

Security levels are implemented by means of username and password. The library's GOBI® administrator is set up on the system by YBP. Then the administrator sets up other users in the library very easily, giving them specific levels of access. Authorized selectors can review and select title notification slip records for ordering and can log their initials on the transaction. Fund assignment can be added or changed, as can location and various types of notes (e.g., "notify Professor X" or "shelve in reference"). Orders can be batched and viewed online by other MOBIUS participating libraries acquisitions staff for ordering and records can be formatted for import to the library's system.

If there is a single MOBIUS ordering account, the GobiTween report will identify duplicate purchases. The system otherwise cannot flag and identify duplicate purchases made by all participating libraries. The report creation screen, below,

offers several approaches to the duplicate information. You can obtain a list of titles with links to the GobiTween activity for each title; you can obtain a graph depicting numbers of titles bought in common, or not bought, by participating members of the consortium.



6.9.10. What web tools are available for selectors, who are permitted to block auto books in their subprofiles, and to forward slip orders to Acquisitions?

Comment:

Slips can be e-mailed or placed in a folder for additional review. Selectors who have blocked auto books in their profiles and want to forward slip orders to Acquisitions can use folders on GOBI® for that purpose.

6.9.11. Please describe the ability of non-Acquisitions staff to flag titles not available on approval for firm order so that the Acquisitions Department may place the order later; easy way for Acquisitions to do this.

Comment:

Your library's GOBI® Selection List is an efficient way to allow many users in your library to see and work with selections. It also allows one set of users to select titles, then another group to complete the ordering/export process. Slips can be placed in a cart and marked as selected for Acquisitions processing. Acquisitions can apply templates to quickly process orders.

You can use GOBI to quickly and easily create orders directly with YBP. Orders may be placed using ISBN, from title notification slips, from search results (above, 6.9.1.), from selection results (also above), or from personal folders. You may also order titles that are not listed in the 2.5-million title GOBI database.

Any order from YBP remains a part of the history of your account for two to three years. Thus, if anyone in the library were to order a book already selected or delivered, GOBI would issue a duplication alert. You can, of course, override the alert should you wish to have more than one copy of a title. Please see [Exhibit 14](#) for a sample *duplication alert*.

6.9.12. What web tools are available to faculty and researchers, who should be able to forward order requests to their library representative (selector)?

Comment:

GOBI® offers GobiAlerts, an enhancement whereby academic faculty and researchers and/or library staff can receive e-mailed notification of new titles matching their criteria. You can create a GobiAlert for “notification slips” already supplied to the library, for example. You can also create a GobiAlert for all YBP newly-profiled titles in a particular subject, whether or not the library would have those in their profile. YBP sends these customized electronic slips as e-mail alerts directly to recipients, under a system administered and guided by the library. Upon receipt, faculty can review the selections and add their recommendations notes.

6.9.13. Is there free access? Explain.

Comment:

YBP offers free access to GOBI®’s core features, listed here. Subscription fees for additional features are presented in the Pricing Proposal. Please see [Exhibit 3, GOBI Subscription Options](#).

- Ability to search YBP’s database of 2.5 million titles fully integrated between our U.S. and U.K. offices.
- Seamless access to inventory levels.
- Award and review source information in bibliographic records.
- Seamless access to table of contents, book jackets or title summaries.
- Additional searchable fields for descriptors applied in profiling, including reader level, aspects or interdisciplinary studies (e.g. biotechnology, devotional), and geographic specifications (Missouri authors; Midwest U.S. geography).
- Selection of titles and review of titles selected
- Review of title notification slips
- Placement of orders
- Rush services available for in-stock items for next-day, second-day or UPS ground delivery
- Ability to enter extensive local information in orders
- Opportunity to rename or delete fields on the GOBI® order screen to suit local needs (GobiSmart)
- Creation of management reports for all transactions with YBP
- Review of all titles on order with YBP
- Ability to search against your own transaction data

- Automatic notification at point of order of duplications, out-of-print or non-returnable items, and ability to take necessary action.
- Ability to add local notes and comments (reviews) to records for internal library use.
- Ability to choose among a selection of views of records (one line, brief bib, full bib); to select in any view, and to move from one record to the next without having to go back to a previous view.
- Querying the status of orders at the ISBN level.
- Ability to estimate costs and numbers of books in new title reports.
- Ability to create templates to customize and retain report history to run the same report periodically.
- Ability to claim serials.

6.9.14. Is there Internet access? Explain

Comment:

Yes, GOBI is available on the internet at www.gobi2.com or from a link on our company website, www.ybp.com.

6.9.15. Please describe access by WWW browsers, and what browsers.

Comment:

GOBI, available at www.gobi2.com, supports these browsers:

- [Internet Explorer for Windows](#), 5.5 or higher
- [Internet Explorer for Mac](#), 5.2 or higher
- [Netscape](#) 6.2 or higher
- [Mozilla](#) 1.3 or higher

6.9.16. What percentage of records in the database, as of December 31, 2004 contain Table of Contents information? Please state plans for increasing this percentage and plans for indexing this information if it is not already searchable.

Comment:

Table of contents information is available in GOBI® for about 66% of recently published titles currently. You will see a link to table of contents, summary or dust jacket on the title screen. TOCs on GOBI are not indexed or searchable, however, because we do not host the files. We have no plans at this time for indexing this information. Please note that TOCs on Baker & Taylor's Title Source 3 are searchable.

Our parent company Baker & Taylor, who supplies us with some of the TOCs in GOBI, is committed to capturing TOCs in TS3 for all received products that are non-fiction titles or fiction collections. We capture TOCs from publishers when made available, but these are a small percentage of what we have. TOCs are now being added at five distribution facilities including Majors.

6.9.17. Please describe web access to our account information?

Comment:

GOBI® offers approval plan, firm order, and continuations customers up-to-the-minute invoicing, shipping, and expenditure data as well as two years (always building to three years) transaction history at YBP. You can also view your library profile [MOA] online.

6.9.18. Is it possible for the library to force a recently published item to come on approval or to block it from shipment on approval? Please describe.

Comment:

Yes. Recently published titles can be forced against your approval plan. YBP supplies forced titles on approval with full right of return and with the same approval discounts as profiled books.

You can notify your Customer Service Bibliographer Karla Meyette that a title is needed on a rush basis. An order will be immediately placed with the publisher and the title will be blocked on your approval plan to prevent duplication.

If, *in advance of the time they will be profiled*, you have specific titles that you do not want on approval you can block them on GOBI. Your customer service bibliographer is available to assist you.

6.9.19. Is there a method to force an announced but unpublished publication to come on approval or to block it from treatment on approval? Please describe.

Comment:

Yes. Unpublished titles can be forced against your approval plan, as above.

6.9.20. If the participating library cannot force an announced but unpublished item to come on approval, can it firm order the item with the status of Do Not Duplicate on approval? Please explain.

Comment:

Yes, this is an alternative approach the participating library may utilize to force an announced but unpublished item. We will prevent duplication on the approval plan for any prior incoming firm orders unless you indicate duplication is desired.

6.9.21. Are there options to receive e-mail notification when a forced item is shipped on approval and to give the item rush treatment? Please explain.

Comment:

Yes. Your customer service bibliographer will provide e-mail notification of a forced item shipped on approval upon request from the library. As noted above for such a title, an order will be immediately placed with the publisher.

- 6.9.22. If the library is unable to force an item to come on approval and must firm order it, is the respondent willing to quote a fixed discount for firm orders placed this way? (YES or NO) If so, please include in the separate envelope for price responses.

Comment:

Yes. We have quoted a fixed discount for firm orders in our Pricing Proposal. Please also note, above, YBP supplies forced titles on approval with the same approval discounts as profiled books.

- 6.9.23. Please describe the availability of a “Do not duplicate on firm order” feature, so that in the event of duplicate orders of any kind the library would receive a single copy on approval, not firm order?

Comment:

YBP’s online database, GOBI, can provide library staff with a self-duplication check. GOBI duplication control alerts you if a title has been previously ordered or shipped from YBP or Lindsay and Croft. GOBI asks you to confirm that a duplicate is intentional. This system also identifies and alerts you if a previous order has been placed for a simultaneous edition of the same title, eliminating unintentional paper/cloth or U.S./U.K. duplicates. Please see [Exhibit 14](#) for a sample *duplication alert*.

- 6.9.24. Please describe the ability of the database to flag duplicate purchasing among participating libraries?

Comment:

You have this ability by using the GobiTween reporting feature as described above. The GobiTween link is displayed on the bibliographic detail screen.

- 6.9.25. Please fully describe rush processing services for in-stock and out-of-stock books and under what conditions additional charges would apply. Please include a price list for rush processing and shipping options as a separate section in the pricing information section.

Comment:

YBP offers an expedited service called RUSH2 accessible through the GOBI® interface for titles in any Baker & Taylor distribution facility. Through GOBI you can view inventory, identify purchases, customize the delivery address and choose your rush shipping method, e.g. overnight, second-day or ground shipping. YBP provides free ground shipping for these RUSH2 orders, or the library pays shipping charges for overnight or second-day delivery.

This material will be shipped from any one of several Baker & Taylor warehouses direct to your library with invoicing and all customer service by YBP. Orders placed before noon Eastern Time can be scheduled for next-day delivery. We furnish e-mailed confirmation with UPS tracking information for the rush delivery that will arrive in specially marked packages. As with all GOBI orders, YBP's duplication control and transaction details apply. Your YBP Regional Manager will get you started upon request.

- 6.9.26. Please describe the ability of staff at participating libraries to call up a title and view the order history of any/all participating libraries, i.e., whether a copy has been shipped on approval, standing order, or as a result of a firm order and whether a copy has been selected for approval automatic book, approval form, no approval treatment, standing order shipment, standing order non-shipment, firm order, or the title has been blocked from shipment by a staff member?

Comment:

You have this ability by using the GobiTween reporting feature as described above. Please note the GobiTween link on the title below, which produced the following GobiTween report (also shown above, p. 47).

Consortial Results: **16 titles bought** 16 / List:\$1,136.75 USD Page 1 / 1 ☐ single ☐ brief ☒ full

☒ **Act** **Record** ▲ sorted by title ascending, then by pub year descending

Title: MONITORING FOR A SUSTAINABLE TOURISM TRANSITION: THE CHALLENGE OF DEVELOPING AND USING INDICATORS. [shipped to library \(26/10/2005\)](#) [alternate editions](#) [GobiTween \(2 books/2 slips\)](#) [PeerGroup \(1 book/4 slips\)](#) [All YBP/L&C Activity](#) [book jacket](#)

Author: MILLER, GRAHAM **Place of Publication:** WALLINGFORD

Publisher: CABI PUBLISHING **Pagination:** 324 P.

Pub Year: 2005 **YBP Select:** Research-Recommended

Binding: Paper **Content Level:** ADV-AC

LC Class: G156.5.E26M55 2005

LC Subject Headings: 1. ECOTOURISM--MANAGEMENT--EVALUATION. 2. ECONOMIC INDICATORS.

YBP Interdisciplinary Topics: Economic; Geographical; Hospitality Industry

Approval Note: AUTH: UNIVERSITY OF SURREY. EXPLAINS IMPORTANCE OF MONITORING USING INDICATORS.

Country of Origin: UK

ISBN: 0851990517 **LCCN:** 2004-26372

US List: \$50.00 USD **US Status:** In Stock

Handled on Approval YBP: 18/01/2006 **Last Received YBP:** 10/01/2006

UK List: £27.50 GBP

Handled on Approval L&C: 12/10/2005 **Last Received L&C:** 17/11/2005

Library Note: [add...](#)

GOBI 2 Home | Site Map | Account Structure | Contact Us | Copyright © 2001-2005

GobiTween
Information below combines activity on this title for all bindings and places of publication.

Title: MONITORING FOR A SUSTAINABLE TOURISM TRANSITION: THE CHALLENGE OF DEVELOPING AND USING INDICATORS.
Author: MILLER, GRAHAM LC Class: G156.5.E26M55 2005

YBP Research Institutes

| Library | Approval Plans | | | | Orders | | | Standing Orders | |
|---------------------------------|----------------|--------|----------|-------|----------|------|----------|-----------------|--------|
| | Book | Return | Slip | Block | Selected | Open | Filled | Series | Volume |
| YBP NORTH | 1 | | 1 | | | | | | |
| YBP INTERNATIONAL RSRCH INST | | | | | | | 1 | | |
| YBP WEST | | | 1 | | | | | | |
| Totals: | 1 | | 2 | | | | 1 | | |

Total Copies Acquired: 2

6.9.27. What is Respondent's ability to determine if a title is in stock at the time of inquiry?

Comment:

GOBI® offers seamless access to YBP inventory status. The bibliographic record indicates items in stock either at YBP or B&T. The several title statuses we show on GOBI include In Stock, Low Stock, Not Yet Published, Out of Print, Out of Stock and Cancelled by Publisher. In stock means there are 5 or more copies in a YBP (B&T) warehouse, and low stock means there are 1 to 4 copies. If the field is blank, it simply means no status yet applies to this ISBN.

6.9.28. What is Respondent's ability to reserve a copy in stock at the time of order?

Comment:

Any copy in stock not already allocated is available to be reserved by MOBIUS participating libraries. A RUSH2 order will assure the stock is reserved for your library.

6.9.29. Does the database convey information about prepublication and other special pricing arrangements? Please explain.

Comment:

We post promotional or special pre-publication offers in our on-line magazine *Academia* at <http://www.ybp.com> although not in the database. In addition to the special pre-publication prices noted for each item, our customers receive their usual YBP discount. To insure eligibility of discount prices shown, orders must be placed 10 days prior to promotional expiration date. For sample *Pre-Publication Offers*, see [Exhibit 22](#).

6.10. [Management Reports](#)

- 6.10.1. A variety of readily available preprogrammed management reports. Please specify what reports are available and what options the participating libraries have in structuring each one. Please describe.

Comment:

Through GOBI®'s powerful and flexible report-writing tools, YBP library customers have continuous access to customizable real-time management reports. GOBI's reports allow you to query our database and customer transaction files and to organize the output to meet your administrative needs. GOBI reports can be output as *Microsoft Excel* spreadsheets, allowing you to easily manipulate them or use the data in other spreadsheets. The reports allow you to analyze collection development and expenditure patterns and support plans and predictions for the future. Your YBP Regional Manager is available to help interpret and analyze the data contained in the following GOBI management reports:

Approval Activity Reports categorize and tally approval activity by subject (LC, NLM or Dewey classification), Library Fund Code, Publisher, Descriptive Parameter, Academic Level, or Series Title. Within each category, data are summarized to reflect all titles profiled by YBP or L&H, titles profiled for your library, approval titles returned, title notification slips sent and returned as orders. Approval activity for your library can be reported, if you choose, for a single call range, for dates you specify, and for University Press or Trade Publishers, together or separately. For returns, the library has the option to include reasons in the Activity report, or you can run the separate Returned Approval Titles with additional sort/search options. (Please see [Exhibit 23, Approval Activity by Subject Classification](#).) Separate approval "expenditure reports" are available as noted below.

All Publishers in Your Approval Plan details the publisher base of an approval plan profile and can be modified at any time. (Please see [Exhibit 24](#).) A report detailing all publishers not in your approval plan is also available.

Approval Plan Memorandum of Agreement explains the library's approval plan arrangement with YBP. Detailing the subject and non-subject portions of the library's profile, it operates with the Approval Plan Publisher Profile and should be considered in that context. (Please see [Exhibit 6](#) and [Exhibit 25, Nuclear engineering MOA](#), [Exhibit 26, Women's Studies MOAs](#), and [Exhibit 27, Latin American Studies MOA](#).)

Peer Reports are an exciting new feature that allows GOBI® users to compare their activity to that of other YBP/L&H customers by creating their own customized group of peers. Peer Comparison allows you to create a list of titles purchased by a peer, but not by your library; or titles purchased by neither; or by both. Peer Ranking allows you to see in graph form the title-level view of a peer's activity and how your library ranks against other libraries, by titles acquired, for

given parameters. Please note that library financial data is not accessible and that peer queries and reports are only run against title activity.

Consortial Reports within GOBI allow librarians at separate member institutions of MOBIUS to see instantly any activity between YBP and other members for any title or for a wider universe of titles you define. These reports permit you to access information about titles acquired or not acquired by the consortium, either in title-list form or in graphic form. By clicking on the [GobiTween](#) link within a title list, you can view consortium-wide activity for that title. Please see [Exhibit 33, GobiTween](#).

Expenditure Reports show the number of books shipped to the library, number of books returned, and net expenditures for a specified date range. Expenditure Reports can be sorted by subject (LC, NLM or Dewey classification), fund code, publisher, or totals can be presented in a one-line summary. (Please see a sample report in [Exhibit 28, Approval Expenditures by Subject Classification](#).)

Open Order Report is a snapshot in real time of the library's open orders with a subtotal for not-yet-published titles and another subtotal for orders that have allocated. The report can be organized by sub-account, fund, or purchase order number, and there is also a summary option. (Please see [Exhibit 29, Open Order by Sub-Account](#).) If a title list is needed, users can go to the Search Order function under Orders on the Main Menu. Sorting results by library history will group the allocated titles so they're easy to view, print, save or e-mail. (Please see [Exhibit 30, Open Order Title List](#).)

Library's Transaction History Reports. These are primarily available by searching within the GOBI database of the library's open orders, shipped orders, and canceled orders, encompassing the most recent two to three years of the libraries transactions with YBP. Titles can be searched and reported by date, purchase order number, fund code, account number, invoice number, publisher, title, and ISBN. Please see [Exhibit 31, Shipped Approval Titles](#).

Standing Order Reports are available in GOBI using several sort options. You can, for example, search "Volumes Shipped" for a list of titles you received within a given series. [Continuations Shipment Report](#) names books shipped to the library on any (or all) sub-accounts (please see [Exhibit 32](#)).

New Title Reports in GOBI provide the library with an opportunity to learn of titles profiled at YBP and their associated costs in a given time period, and to make comparisons with other periods. (Please see [Exhibit 15, YBP New Title Output and Price Report by Subject Classification](#) and [Exhibit 18, L&C New Title Output and Price Report by Subject Classification](#). These reports are available to you under the "Approval" tab by clicking on the [New Title Reports](#) link, permitting you to organize the information by publisher instead of subject, for example, and to include or exclude publishers by type, e.g. trade or university press, and to include or exclude imported titles.)

- 6.10.2. Please explain whether or not if all these reports available in digital format? If not, please list those that are not.

Comment:

All of the GOBI reports listed are available in digital format.

- 6.10.3. Availability of a list of books returned with publisher, subject, and non-subject parameters listed along with all the return reasons? Ability to sort by subject? Availability in digital format? (YES or NO for each)

Comment:

Yes. Approval activity reports, described above, allow you to report on returns with reasons. Alternatively, you can run the separate Returned Approval Titles for a list of returned titles with full bibliographic information and with additional sort/search options. Please see [Exhibit 34](#), *Returned Approval Titles* in addition to [Exhibit 23](#), *Approval Activity by Subject Classification*.

- 6.10.4. Please describe the availability of lists of titles treated on approval during a library-specified time period for library-specified subjects?

Comment:

The library can design a New Title Report to capture information for a library-specified time period for library-specified subjects. The sample New Title Reports are for all subjects for FY2005, [Exhibit 15](#), *YBP New Title Output and Price Report by Subject Classification* and [Exhibit 18](#), *L&C New Title Output and Price Report by Subject Classification*.

- 6.10.5. Approval books sent and retained? Please describe.

Comment:

Yes. Please see [Exhibit 23](#), *Approval Activity by Subject Classification*.

- 6.10.6. Approval slips ordered? Please describe.

Comment:

Yes. On the Approvals tab on GOBI, you can click on “Search Slips” to obtain this information.

- 6.10.7. Approval books for which no action was taken (we got no book or slip)? Please explain.

Comment:

Yes. On the Approvals tab on GOBI, you can click on “Search Excluded Titles” to obtain this information.

6.10.8. Please describe what information is available for each title?

Comment:

Full bibliographic information is available for each title.

6.10.9. Is the library able to limit these reports to a subprofile or subject range?
Please explain.

Comment:

Yes. The GOBI report screen offers the ability to limit your search by LC Class, Subject Heading, Content Level, Interdisciplinary Aspects and more parameters.

6.10.10. Can the library interactively run reports from your web site? (YES or NO)
If yes, please describe what we are able to do.

Comment:

Yes. Through GOBI®'s powerful and flexible report-writing tools, the library has continuous access to customizable real-time management reports. GOBI's reports allow you to query our database and customer transaction files and to organize the output to meet your administrative needs.

6.10.11. Does a report exist that allows staff at participating libraries to view the purchasing activities of other participating libraries? (YES or NO) Please explain.

Comment:

Yes. **Consortial Reports** within GOBI allow librarians at separate member institutions of MOBIUS to see instantly any activity between YBP and other members for any title or for a wider universe of titles you define. These reports have been described and illustrated in several places, above.

6.11. Profiling

6.11.1. Please describe how you estimate a participating library's total costs for next year?

Comment:

YBP will provide cost projections (predictions) for a library based on its approval profile either in print or electronically and compatible with Microsoft Excel or Microsoft Access. We can offer cost estimates for disciplines or subject areas, fund codes and LC classification for part of a fiscal year or for an entire fiscal year on request, and with comparisons to the previous year. Your profile can be tuned to be sure the library stays within any budget restrictions that may apply.

6.11.2. Please provide a list of publishers that have been excluded from, or cannot be provided, via approval plan.

Comment:

YBP handles on approval virtually the entire output of more than 1,900 imprints from 675 North American, and British, continental European, African and other foreign English-language publishers. We offer complete coverage of all U.S. and Canadian university presses and all major British university presses including the worldwide output of Oxford and Cambridge. We do not maintain a list of publishers that are excluded from the approval plan other than the list of “drops” published twice annually as changes to the publisher list.

Please refer to [Exhibit 1](#), *YBP Approval & Notification Slip Plans Publisher List*, [Exhibit 2](#), *Lindsay and Croft Approval & Notification Slip Plans Publisher List*, and [Exhibit 19](#), *Publisher List – Changes*.

6.11.3. [On-site visit of a profiling specialist to help participating libraries with the initial set up? \(YES or NO\) Please Explain.](#)

Comment:

Yes. Our approach is to work face-to-face with clients in designing a new profile or refining existing ones.

To prepare for a new approval profile, YBP would begin to address the following tasks immediately upon our selection as vendor:

- Schedule profile writing/revision for within 30 days of award notice.
- Create/Review MOBIUS participating libraries account structure, to define publishers, fund and location assignments and other collection criteria.
- Schedule GOBI® training within 30 days of award notice.
- Request a list of standing orders to block or include on approval.
- Request a list of open orders (firm and notification slip) for trade titles with imprint dates of 2006 for blocking against approval.
- Request a list of recent approval receipts (copies of invoices are easiest) from current vendor's final shipments for blocking.
- Plan for a run of retrospective slips (4-8 weeks) to eliminate possible gaps in coverage.
- Begin to discuss requirements to support technical services workflow.
- Establish an effective date of coverage; that is, when is the previous vendor's final shipment, and when does YBP begin shipping?
- Within six months of implementation, or sooner as needed, return to the library to review the profile(s), analyze returns, and confer with selectors on the efficiency of the plan to date. We would make adjustments as necessary, then revisit again in another six months. After the first year, assuming the plan is working as expected, we would plan on annual visits.

6.11.4. [Please describe what the decision tree used by software to determine the treatment of a book \(auto, form or slip, or nothing\)?](#)

Comment:

The profiling decision tree used by our book profilers in determining whether or not we will provide a library a book or slip (or neither) is as follows:

Step 1: Decision

- * LC/Dewey or NLM Subject Classification
- * Added Subject Descriptors
 - +Aspects (political, clinical, historical, etc.)
 - +Geographical focus
 - +Interdisciplinary focus
- * Non-subject Parameters
- * Added notes on nature and scope of work

Step 2: Allocation

- *Technology facilitates the decision
 - +Many, but not all, steps are automatic
 - +Narrative instructions trigger questions for the profiler
- * The profiling bibliographer makes the ultimate decision as to whether the library receives a book, slip or neither.

6.11.5. What is the role of subjects in the decision-making process? (Is a single subject used? If there are multiple subjects, how does the decision-making process work?) Please describe.

Comment:

The library profile will be tuned to your specific subject needs in order to allocate the books you require. Our process gives you the ability to refine your selections as needed.

Based on your library profile, YBP will formulate questions to be answered about any title's subject so that book in hand, the profiler will evaluate each possible subject individually. When the response is "yes" to any one of several subjects a MOBIUS participating library is interested in, a book or title notification slip can be allocated.

6.11.6. Please describe what the process is for determining the treatment of a book (auto, form or slip, or nothing)?

Comment:

With book-in-hand the bibliographer/profiler answers a computer-driven sequence of questions derived from library profiles. Based on the answers, a book, a title notification slip, or exclusion occurs for each YBP approval customer.

Years of subject-specific book selection experience, combined with sophisticated computer support, offer our book profilers greater degrees of precision and flexibility than is possible with systems limited to straight software matches

against a thesaurus. Our book-in-hand approach ensures that every aspect and nuance of a book receives appropriate consideration in the book selection decision.

The library profile will be tuned to your specific needs in order to allocate the books you require. Book-in-hand, the bibliographer/profiler answers a computer-driven sequence of questions derived from your and other library profiles. When the response is “yes” to any one of these questions, a book or title notification slip will be allocated.

We believe that YBP's book profiling process is the best devised for allocating books to approval customers. The human/computer interaction enables us to consider nuances about each title within the context of broad rules. For our customers the result is an approval program that closely matches expectations.

- 6.11.7. Please describe Respondent's ability for participating library to profile based on publisher, subject (Library of Congress, NLM, or vendor's own thesaurus, or preferably all three), and other characteristics or NSPs such as price and scholarly nature. Please describe all limitations regarding combining these three profiling parameters. Please specify all limitations regarding combining LC, NLM, and the vendor's own thesaurus in a single profile.

Comment:

There are no limitations on combining the three profiling parameters of publisher, subject and NSPs. As described above pp. [#22-23], these three parts together with interdisciplinary subjects are integrated into a unified profile for each library. Similarly, there are no limitations for combining LC and NLM in a single profile. Where NLM classification applies, we would omit LC for those subjects.

- 6.11.8. Can minor profiling changes to be implemented within two weeks; major ones within four? (YES or NO) Please explain.

Comment:

Yes. Our program is designed to flexibly accommodate your needs, and modification can easily be made at any time.

Minor modifications to your profile can be communicated to your Customer Service Bibliographer Karla Meyette, by phone, fax, e-mail, or by using the GOBI® “contact us” feature. Karla Meyette will immediately effect any changes you request. Profile changes will be in effect within one to two weeks, with results visible in shipments within three to four weeks.

Major revisions to a profile may require a visit to MOBIUS participating libraries by Regional Manager Jean Eaglesfield. YBP will not modify your profile without your direct participation. As part of her regular visit and by working with the library staff, Jean or your bibliographic support team may suggest possible modifications to the profile based on its performance. The Library makes the ultimate decision for these changes.

The Library will receive written confirmation of all profile modifications. In addition, your profile is available to you on-line through GOBI.

- 6.11.9. Are you able to provide accurate, speedy projection of costs of changes to subprofiles under consideration by the participating libraries? (YES or NO) Please explain.

Comment:

Yes. YBP will provide speedy cost projections for a library based on proposed changes to its approval profile, giving the library the opportunity to adjust where the cost appears to be either too great or too small.

- 6.11.10. What is the process of profiling, selecting subjects, and assigning non-subject characteristics (NSPs) to a title selected for inclusion in your approval database; including when each title is run against the library's profile and how soon before shipment a book will appear in the database?

Comment:

Books are added to the database pre-publication which makes it difficult to specify how soon before shipment this is. In general, materials ordered pre-publication are received at YBP within two weeks of publication. They are profiled upon receipt at YBP, allocated and shipped to customers within two weeks of profile date. As described above in this section, with book-in-hand the bibliographer/profiler answers a computer-driven sequence of questions derived from library profiles. Thus the process of profiling, selecting subjects, and assigning non-subject characteristics (NSPs) to a title is accomplished by our bibliographers with book-in-hand, also adjusting bibliographic and pricing information where necessary to the record already in the database, and adding descriptive notes as well.

- 6.11.11. Please describe Respondent's ability to create an unlimited number of subprofiles or equivalent.

Comment:

YBP has the ability to create an unlimited number of subprofiles or equivalent. Typically, we set up one profile for a library, which can be subcategorized by library-assigned subject designators into as many or as few categories as are required for appropriate distribution of books and slips. Alternatively, we can establish different profiles for each discipline.

Each sub-profile should have the following: (Please explain Respondent's ability)

- 6.11.12. Its own name which can be printed on slips? (Yes or NO) Please explain.

Comment:

Yes, a YBP sub-profile can be prepared with its own name which can be printed on slips.

6.11.13. Its own separate NSPs ? (YES or NO) Please explain.

Comment:

Yes, a YBP sub-profile can be prepared with its own NSPs.

6.11.14. Its own groupings of subjects, which may overlap subjects in other subprofiles? (YES or NO) Please explain.

Comment:

Yes, a YBP sub-profile can be prepared with its own groupings of subjects.

6.11.15. Its choice of LC, NLM, Respondent's profiling mechanism or any combination? (YES or NO) Please explain.

Comment:

Yes, a YBP sub-profile can be prepared with its own choice of LC or NLM.

6.11.16. What is the rule for resolution when there is a profiling conflict? Please describe.

Comment:

Our rule for resolution if there is a profiling conflict is to not duplicate unless you have indicated that duplication is desired. If more complicated issues are involved we take the necessary steps to ensure that you get the books you want.

6.11.17. Ability to add a narrative to a subprofile? (YES or NO) Please explain.

Comment:

Yes, a YBP sub-profile can be prepared with an added narrative.

6.11.18. Ability to add global instructions applying to and overriding all subprofiles. Please list all available options (parameters)? (YES or NO) Please explain.

Comment:

Yes, a YBP sub-profile can be prepared with global instructions applying to and overriding all subprofiles. Any of YBP's non-subject parameters (NSPs) can be used to apply global instructions to and override all subprofiles, to either remove or bring in material, per the library's instructions. Please see [Exhibit 35](#), YBP's *Non-Subject Parameters*.

6.11.19. Ability of participating library to view its profile on-line and to receive a copy of the profile in digital format? (YES or NO) Please explain.

Comment:

Yes, your profile is available to you on-line through GOBI®.

- 6.11.20. Ability of participating library to add a global instruction so that all of a publisher's titles would be sent as auto books, overriding all profiling? (YES or NO) Please explain.

Comment:

Yes, YBP libraries have the option to receive all books for particular imprints, regardless of the subject and non-subject elements of the profile.

- 6.11.21. Ability of participating library to add a global instruction so that all of a publisher's titles would be sent as auto books, overriding all other profiling in selected subprofiles or subjects only? (YES or NO) Please explain.

Comment:

Yes, YBP libraries have the option to receive all books for particular imprints, regardless of the subject and non-subject elements of the profile.

- 6.11.22. Ability and willingness to modify without charge a procedure or the software to accommodate a need unique to the participating library? (YES or NO) Please explain.

Comment:

Yes. We have a history of developing services and products directly as a result of customer needs, requests or suggestions. These include Series on Approval, GOBI®2, RUSH2, and Awards Plans.

- 6.11.23. Ability of the participating library to assign fund codes to subprofiles and to have information appear on related documents? (YES or NO) Please explain.

Comment:

Yes, YBP has the ability to assign a library's own fund-coding requirements to each title and thereby have the information appear on related documents.

- 6.11.24. Please provide samples of profiling materials and management reports.

Comment:

Please see the following samples of profiling materials and management reports:

Exhibit 1, YBP Approval & Notification Slip Plans Publisher List

Exhibit 2, Lindsay and Croft Approval & Notification Slip Plans Publisher List

Exhibit 4, Continuations and Approval Plans.

Exhibit 5, How We Write Library Approval Plan Profiles at YBP;

[Exhibit 6](#), sample Memorandum of Agreement [MOA];
[Exhibit 7](#), YBP's Approval Plan Prospectus
[Exhibit 8](#), sample title notification slip
[Exhibit 15](#), New Title Output and Price Report by Subject Classification
[Exhibit 16](#), University Presses
[Exhibit 17](#), New Title Output Report by Publisher
[Exhibit 18](#), L&C New Title Output and Price Report by Subject Classification
[Exhibit 19](#), Publisher Lists – Changes
[Exhibit 23](#), Approval Activity by Subject Classification
[Exhibit 24](#), All Publishers in Your Approval Plan
[Exhibit 25](#), Nuclear Engineering MOA
[Exhibit 26](#), Women's Studies MOAs
[Exhibit 27](#), Latin American Studies MOA
[Exhibit 28](#), Approval Expenditures by Subject Classification
[Exhibit 29](#), Open Order by Sub-Account
[Exhibit 30](#), Open Order Title List
[Exhibit 31](#), Shipped Approval Titles
[Exhibit 32](#), Continuations Shipment Report
[Exhibit 33](#), GobiTween
[Exhibit 34](#), Returned Approval Titles
[Exhibit 35](#), YBP's Non-Subject Parameters

We also provide an in-depth *YBP Approval Plan Profile Guide* if you should select YBP as your vendor. (Please see [Exhibit 36](#), sample pages from *YBP Profile Guide*.) We also offer important articles on the profiling process published by our Head Bibliographer Robert F. (Bob) Nardini. One of these, "*The Approval Plan Profiling Session*," is included as [Exhibit 37](#).

6.11.25. [Ability of participating libraries to compare profiles online? \(YES or NO\)](#)
Please explain.

Comment:

No, cooperating libraries cannot routinely see and compare one another's profiles in GOBI.

Yes, if MOBIUS libraries set up special consortial accounts where they share a base number, then you can see and compare one another's profiles.

6.11.26. [Ability of participating libraries, including sub-groups of the entire consortium, to establish duplication thresholds as a non-subject parameter in profiling? \(YES or NO\)](#) Please explain.

Comment:

Duplicate titles can be examined by libraries in GobiTween and informal thresholds are possible, through GobiTween, if the libraries agree among themselves. There is no other system-supported way of establishing duplication thresholds.

6.12. Customer and Special Processing Services

6.12.1. Weekly shipments? (YES or NO) Please describe.

Comment: Operational

Yes. YBP will ship approval plan titles weekly at your request. The library can expect to receive its shipments on the same day each delivery week. YBP will notify you of changes in the delivery schedule (e.g., holidays, inclement weather, UPS strike) by phone, e-mail or general announcement on our web page.

Rush shipments can be shipped daily or at a frequency of the library's choosing. Tracking information for RUSH2 orders is supplied with confirmation of the order.

6.12.2. A participating library will have a single contact person for customer service and an alternate when that person is not at work? (YES or NO) Please describe.

Comment: Operational

Yes. A team of YBP bibliographers will provide Customer Service to meet your daily needs. This dedicated team of bibliographers means that you will always have someone you are familiar with to talk to, and that the person you talk to will be thoroughly familiar with your account.

Karla Meyette, Team Leader, West, a graduate of New Hampshire College with a business degree, will be your Customer Service Bibliographer. She has been with YBP since 1980 and has been actively involved with many different aspects of the book business. Her concentration, however, is with Customer Service. Karla has been responsible for hiring and training new CS Bibliographers as well as serving as a Bibliographer herself. Karla can be reached by telephone at 800-258-3774, extension 3242, or e-mailed at kmeyette@ybp.com.

Irina Castelot, Customer Service Bibliographer, joined YBP in September 2000 and will provide backup for Karla. She holds a B.A. degree in philology and foreign languages from Simferopol State University, Ukraine and a degree in nursing from Sevastopol Medical College, Russia. Prior to YBP Irina worked as an interpreter and translator for the Department of Public Relations in the Ministry of Agriculture of the Ukraine; as a regional manager for a British-Russian joint venture company in Saint Petersburg, Russia; and as an independent sales representative for John I. HAAS, Inc, U.S.A. She can be reached at 800-258-3774, extension 3217, or by e-mail at icastelot@ybp.com.

6.12.3. Messages indicating the need for rush handling must be answered within one working day. Please describe.

Comment: Operational

Yes, YBP takes great pride in its customer service structure. Our quality standard is to respond to customer inquiries within 24 hours. In most cases, we provide a response *at the time of the inquiry*.

Hester Campbell, Manager, Customer Service, provides oversight of YBP's service quality and will assist in problem resolution if necessary. Hester will call upon other members of YBP's management team to ensure any problems are fully resolved.

6.12.4. What is your customer service department's hours of operation? Please describe.

Comment: Operational

Customer service personnel can be reached between 8:30 a.m. and 7 p.m. Eastern Time.

6.12.5. Do you provide for telephone access during normal business hours (8 am to 5 pm your time) via a toll-free line? (YES or NO) Please explain.

Comment: Operational

YBP's toll-free telephone number is 800-258-3774 for access between 8 a.m. and 7 p.m. Eastern Time. Our toll-free fax number is 800-343-7413. Your Customer Service Bibliographer Karla Meyette can be reached at extension 3242. Your Regional Manager Jean Eaglesfield can be reached at extension 3502. The names, departments, telephone extensions and e-mail addresses of other YBP personnel are on our web site at www.ybp.com.

6.12.6. Is there e-mail access to our customer service person or assistants that is checked at least daily? (YES or NO) Please describe.

Comment: Operational

Yes, customer service bibliographers are available by e-mail throughout the work day, or if not, another person on their team monitors e-mail throughout the day. Karla Meyette can be e-mailed at kmeyette@ybp.com. Irina Castelot can be reached by e-mail at icastelot@ybp.com. E-mail addresses of other YBP personnel are on our web site at www.ybp.com.

Other Key People. Among YBP's 300 employees, those in key roles whose expertise could prove useful to you are the following:

Jean Eaglesfield, Regional Manager, Midwest, will serve as your primary field contact for approval services. Jean has an M.L.S. from Simmons College and more than 20 years library experience. She was geology librarian at Harvard University and earth sciences librarian at MIT. She was Collections Coordinator for the sciences (natural science, all engineering, and computer sciences, as well as the agricultural and medical programs) at Michigan State University for six years. This involved managing the collection work of 10 subject librarians. At

Wichita State University, Jean was Head of Collection Development. She is a member of ALA and past president of the Geoscience Information Society. Jean joined YBP in 1998, residing in Kansas City, Missouri. She can be reached by telephone at 800-258-3774, extension 3502, and can be e-mailed at jeaglesfield@ybp.com.

Gary Shirk, President and Chief Operating Officer, is responsible for YBP and Lindsay and Croft (YBP's U.K. division) business worldwide. Prior to joining YBP in 1984, he was Head of Acquisitions at the University of Minnesota. He received his M.L.S. from the University of California/Berkeley and his B.A. from the University of California/Riverside.

Linda Gagnon, Vice President of Sales and Marketing, started as an Applications Engineer in the newspaper publishing industry and worked her way to Vice President of Sales, Marketing and New Business Development before joining YBP in 2000. With a degree in psychology from Clark University and an M.B.A. from New Hampshire College, Linda brings an expanded perspective, strong systems innovation and clear dedication to serving the evolving needs of our library customers through both service and technology.

Mark Kendall, National Sales Director, joined YBP in 1995. Mark has nearly 20 years of experience serving the needs of libraries. In addition to YBP, he has represented publishers (Bureau of National Affairs, Inc. and Warren, Gorham and Lamont) and electronic content information provider Ingenta. At YBP he has held key management positions in both Sales and Customer Service. Mark holds a B.A. in History from St. Michael's College (VT).

Bob Nardini, Senior Vice President and Head Bibliographer, received his M.L.S. from the University of Toronto and holds an M.A. in History from the University of Virginia. At YBP since 1985, he has worked closely with YBP's approval plan services in a variety of positions.

Carolyn Morris, Consortia Manager, holds a B.A. degree in History from Middlebury College. Before joining YBP in 2000 as a buyer, Carolyn was store manager for The Learning Express. Carolyn moved to the YBP Sales team as a regional manager in 2001, and acquired additional responsibilities as Consortia Manager in 2005.

Mike Walmsley, New Business Development Manager (Central US), brings to YBP five years of successful sales experience serving the needs of academic libraries. Before joining YBP in 2004, he was an Account Manager for Franklin Book Co. where he managed university library accounts in 12 states and Eastern Canada while growing sales 18% in just his first year with the company. Prior to working for Franklin, Mike was Director of Sales (Southeast) for Faxon Library Services where he was responsible for maintaining and growing revenue in academic, medical and government libraries across six states. Mike has also served as Assistant Director of Admissions for both the University of Miami (1996-99) and Wheaton College (1994-1996), and he spent a year serving as the Executive Assistant to the Mayor of the City of Cranston, RI. Mike earned his

Master's Degree in Education from the University of Miami and his BA in Political Science from Wheaton.

Lindsey Drake, Library Support Center, holds a B.S. degree from the University of New Hampshire, and a Master of Education degree from Notre Dame College. After working in both public and academic libraries for several years, Lindsey joined YBP in April 1998 as a Customer Service Bibliographer. She moved to the LSC in 2005.

Nicki Carter, Manager of Medical Library Sales, joined Majors in 1989 as Accounts Payable Specialist and was promoted later that year to Account Specialist in the Journals Division. Nicki moved to Library Services as a Bibliographer and was promoted to Approval Plan Manager in December of 1998 and Manager of Library Services in 2001. In 2002, she was made Director of Library Services. With Baker & Taylor's acquisition of Majors, Nicki represents both Majors and YBP in medical library sales, overseeing the integration of services between the two companies and ensuring that the needs of our medical library customers are met.

6.12.7. Please describe Respondent's ability to respond to minor problems. Within two days?

Comment: Operational

YBP takes great pride in its customer service structure. Our quality standard is to respond to customer inquiries within 24 hours. In most cases, we provide a response *at the time of the inquiry*.

6.12.8. Are you able to provide PromptCat service? (YES or NO) Please explain.

Comment: Operational

Yes. YBP offers pass-through support for OCLC's PromptCat. YBP is proud to have been a partner in the development of this service. We currently provide PromptCat pass-through support for more than 100 academic research libraries.

PromptCat can be used alone, or in combination with various levels of physical processing, including shelf-ready processing with bar-coding and spine labelling.

YBP's PromptCat support includes the pass-through of local data. For libraries receiving processed books with spine labels, manifests are submitted for PromptCat processing 24 hours before books are scheduled to ship. PromptCat draws on the records in the OCLC WorldCat database. PromptCat records are created and output by OCLC. Details of the resource file and the PromptCat service can be found at www.oclc.org.

Also, new OCLC services derived from our recent partnership will be defined in the coming months and available as options for MOBIUS participating libraries.

6.12.9. Do you have the ability to provide books in non-print format? (YES or NO)
Please describe.

Comment: Operational

Yes. We provide non-book formats on approval when they are published by one of our approval presses. Usually such material accompanies a monograph, such as a book/CD-ROM combination. YBP profiles relatively few non-book materials that stand alone.

YBP offers more than 82,000 eBook titles through Baker & Taylor's partnership with OCLC's NetLibrary. NetLibrary titles in GOBI® are linked to their print counterparts, to allow for easy navigation and duplication control between the print and electronic versions. As titles are loaded into GOBI, we are integrating eBook titles into a library's title notification slip plan profiles.

YBP is also able to supply on-line-only versions for reference materials (e.g., encyclopedias and aggregate databases) and subscription renewals of book series on a title-by-title basis. The list of available titles and publishers continues to grow. Please see [Exhibit 38](#), YBP's *Electronic Reference Material*.

For CDs and DVDs on firm order, we will be happy to help set up an account with B&T Institutional, our full-service supplier of audio-visual material.

6.13. [Visits](#)

6.13.1. Can participating libraries expect a visit from a representative at least annually? (YES or NO) Please explain.

Comment:

Yes. In the first year as an Approval Plan customer, your YBP Regional Manager Jean Eaglesfield will spend time with you to develop MOBIUS participating libraries' library profiles and to provide GOBI® training. Jean will revisit within six months of the implementation to review profile performance, analyze returns, confer with selectors on the efficiency of the plan, and to suggest any profile modifications indicated. She will visit again in another six months.

After the first year, assuming the plan is working as expected, we would plan on annual visits, or as often as necessary. During any of these visits, Jean will address firm order and continuations programs, and provide updates on technical services and future YBP developments. Above all, she will ensure the MOBIUS participating libraries of a closely working partnership aimed at achieving our mutual goals.

In addition, Jean is backed by Customer Service Bibliographer Karla Meyette who will provide day-to-day support (e.g., ordering, invoicing, accounts receivable, claiming, customer file maintenance) to MOBIUS participating libraries from our Contoocook, New Hampshire, facility. As a contact for your

daily needs, she will respond to questions that may arise pertaining to orders, delivery, claims, renewals, invoices, or credits, and assist you with custom management reports which you can run on-line on GOBI at any time.

6.14. [Additional Information](#)

6.14.1. [Please describe Respondent's computer capabilities: hardware, software, database management software, backups, encryption, redundant systems? Any ongoing projects?](#)

Comment:

YBP utilizes hardware and software from many leading technology suppliers. IBM is our primary supplier of AS/400s and servers. EMC supplies our disk storage technology. We employ the latest Microsoft software developing our PC server and web-based systems. We have implemented a fully redundant network utilizing the latest Cisco technology. Our dedicated Internet connections are provided by AT&T, Qwest and Level3. All of our web traffic is evenly distributed over these three connections to provide our customers with quick access to GOBI. To insure the highest level of availability to GOBI, web traffic will automatically reroute through one of these connections should the other Internet connection fail.

Records of all of your transactions with YBP, including every book you purchase, are currently on-line for two years, building to three. These transactions and our title data are warehoused in an Oracle database.

YBP continuously improves our technology environment as well as our internal and external systems. We are currently redeveloping our GOBI web application to meet the changing needs of our customers.

6.14.2. [Please describe any other enhancements planned to be available by September 30, 2006.](#)

Comment:

- Invoices and financial statements will be available on GOBI® beginning in March 2006.
- GOBI as an open URL source will be available to YBP customers beginning in March 2006. This will permit GOBI users to search their local library system from GOBI by clicking on an ISBN link for the title in question.
- New OCLC services derived from our recent partnership will be defined in the coming months and available as options for MOBIUS participating libraries.

6.14.3. [Please describe any other enhancements planned for the next two years.](#)

YBP has a number of EDI development projects on the horizon. Priorities are dictated by customer need. Potential developments include:

- Enhanced connectivity between GOBI® and the library's local system, allowing for a single-keystroke holdings check from either system into the other system.
- Further enhancements to our claiming, claim response, and status report systems to allow for more automated interactions.
- Development of EDI invoicing for serials and standing orders.
- Working with Baker & Taylor, our parent company, and national standards bodies to develop a standard for XML orders, invoices, claims, and claim responses.
- Continued expansion of electronic content from a variety of sources.

Over the next several years, YBP expects to strengthen itself in the following areas:

- Extend our use of Baker & Taylor warehouses to stock targeted subject areas where speed is of the essence, e.g. medical, legal, business, and computing.
- Refine GOBI®, and thereby improve user functionality.
- Foreign-language approval plans.
- Improve unmediated user access in GOBI to stock and order flow information, including the ability to effect online cancellations and substitutions.
- Provide a reliable source for the acquisition of audio-visual material in GOBI® through our Baker & Taylor alliance.
- Offer a pass-through service for eBook titles which publishers want to host themselves.

7. Submittals

Respondents are requested to include the following submittals with their proposals. [\(This listing of submittals does not relieve Respondent from including any other submittals requested within this RFP.\)](#)

*Samples of invoices, statements, credit memos, notification slips or forms, actual approval profiles for a few basic subjects, i.e. nuclear engineering, as well as specialized ones such as women's or Latin American studies.

YBP is pleased to supply the following samples and exhibits:

[*Exhibit 1, YBP Approval & Notification Slip Plans Publisher List*](#)
[*Exhibit 2, Lindsay and Croft Approval & Notification Slip Plans Publisher List*](#)
[*Exhibit 3, GOBI® Subscription Options*](#)
[*Exhibit 4, Continuations and Approval Plans.*](#)
[*Exhibit 5, How We Write Library Approval Plan Profiles at YBP;*](#)
[*Exhibit 6, sample Memorandum of Agreement \[MOA\];*](#)
[*Exhibit 7, YBP's Approval Plan Prospectus*](#)
[*Exhibit 8, sample title notification slip*](#)
[*Exhibit 9, GobiWorks: Innovative*](#)
[*Exhibit 10, YBP ISBN 13 Statement*](#)
[*Exhibit 11, YBP ISBN 13 FAQs*](#)

[Exhibit 12](#) for sample invoice
[Exhibit 13](#), YBP Library Services and Lindsay and Howes, Technical Services: A Prospectus
[Exhibit 14](#) for a sample duplication alert
[Exhibit 15](#), New Title Output and Price Report by Subject Classification
[Exhibit 16](#), University Presses
[Exhibit 17](#), New Title Output Report by Publisher
[Exhibit 18](#), L&C New Title Output and Price Report by Subject Classification
[Exhibit 19](#), Publisher Lists – Changes
[Exhibit 20](#), YBP Returns Policy
[Exhibit 21](#), Credit Memo
[Exhibit 22](#), Pre-Publication Offers
[Exhibit 23](#), Approval Activity by Subject Classification
[Exhibit 24](#), All Publishers in Your Approval Plan
[Exhibit 25](#), Nuclear Engineering MOA
[Exhibit 26](#), Women's Studies MOAs
[Exhibit 27](#), Latin American Studies MOA
[Exhibit 28](#), Approval Expenditures by Subject Classification
[Exhibit 29](#), Open Order by Sub-Account
[Exhibit 30](#), Open Order Title List
[Exhibit 31](#), Shipped Approval Titles
[Exhibit 32](#), Continuations Shipment Report
[Exhibit 33](#), GobiTween
[Exhibit 34](#), Returned Approval Titles
[Exhibit 35](#), YBP's Non-Subject Parameters
[Exhibit 36](#), sample pages from YBP Profile Guide
[Exhibit 37](#), "The Approval Plan Profiling Session"
[Exhibit 38](#), YBP's Electronic Reference Material

[*A current confidential audited financial statement, or the right to review Respondent's financial statements.](#)

YBP is financially sound and we have the human and financial resources to meet the MOBIUS participating libraries objectives. YBP recently merged with Baker & Taylor, providing us with added resources and long-term viability.

YBP Library Services is the academic and research division of Baker & Taylor. Collectively, B&T employs more than 2,800 people worldwide.

In business since 1828, Baker & Taylor has a customer base of more than 100,000. B&T's experience and expertise is reflected by more than \$1.3 billion in annual sales with more than 60 million units shipped worldwide.

Baker & Taylor is a privately held corporation incorporated in the state of Delaware in 1991. The financial information requested is of a proprietary nature, requiring confidentiality and strict non-disclosure. Should this information be of vital importance, we will provide the necessary reports upon signed receipt of a non-disclosure letter. We will forward this letter upon written request. The request of a signed, non-disclosure letter is standard policy and should not be

considered non-responsive. Please direct your request to Alice Perry, Contract Administration at aperry@ybp.com. We will be pleased to forward a current non-disclosure form and, upon its return, forward the requested information to your offices.

For a B&T banking reference, you may contact
Joyce Bunck
LaSalle Bank N.A.
135 S. LaSalle
Chicago, IL 60603
312-904-4444 (fax).

For a YBP banking reference you may contact
John DeBaun
Bank of America
1155 Elm Street
Manchester, NH 03101
603-647-7623 (telephone).

**Provide a list or a large representative sample listing to represent the number of customers with sales exceeding \$100,000 for calendar year 2005.*

In FY2005, YBP had 277 customers with sales in excess of \$100,000. We list here 20 as illustration:

| | |
|---------------------------------|---|
| University of Chicago | University of North Carolina, Chapel Hill |
| Iowa State University | University of Oklahoma |
| University of Washington | University of Kansas, Lawrence |
| Wesleyan University | University of Massachusetts, Amherst |
| University of Illinois, Chicago | University of California, Santa Barbara |
| Rice University | University of Virginia, Charlottesville |
| University of Texas, El Paso | College of William and Mary |
| University of Richmond | Colby College |
| Harvard College, Widener | University of California, Merced |
| Catholic University of America | Kenyon College |

**A list of at least 5 (five) customers, outside the state of Missouri, of various sizes and lengths of experience. Please indicate those with five or more years of experience.*

YBP is pleased to offer the following customers outside the state of Missouri. Those with more than five years experience with us are marked with an asterisk (*):

University of North Carolina/Chapel Hill*
University of California/San Diego*
University of Akron*
Oberlin College
Carroll College*

Franklin University
University of New Mexico*
St. Mary's College of Maryland*

*A list of libraries, outside the state of Missouri, having switched from a competitor's book plan to your plan in the last two (2) years.

Roosevelt University
DePaul University
Syracuse University
Harvard University/Widener
California State University/Fresno
Mt. Holyoke College
Pennsylvania State University (campus libraries)
Virginia Polytechnic Institute
Rutgers University
University of Washington
University of Pittsburgh
Washington State University

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*MOBIUS Academic Library Consortium
Cooperative Book Purchasing Plan
University of Missouri System*