

## Spring 2004 Vendor Questions

1. Describe the database product(s). If you want us to link to more than one product, provide a unique description for each product. If there are special hardware or software needs, please make sure you include them in the description.

***LearningExpressLibrary.com provides online test and career preparation in local communities through participating public libraries, schools, and colleges. Patrons access our online hi- stakes practice tests, courses, and help centers, available at all levels of expertise, as often as they choose.***

2. Is remote access included in the subscription price? If there are additional charges or requirements in order to offer remote access, please describe. What methods of remote access are supported? If applicable, please discuss any methods or assistance you offer regarding remote access patron verification and authentication.

***Remote Access is included for every package. We also include unlimited access on all computers within the institution. If an institution has a way to authenticate patrons getting on their website, we can use a referring URL as a method to access the site. If an institution cannot authenticate remote users, patrons would enter their library card numbers as their usernames.***

3. What customer training is provided, and at what cost? Please include "freebies" such as Web-based tutorials, end-user documentation tents, cheat-sheets, etc.

***All exams and courses contain a user instruction page. We will also provide institutions with instruction flyers to provide to staff and patrons. Patrons will also have home access flyers so they will be able to use the site remotely. New subscribers will receive this information in a "Welcome kit". We will provide posters and bookmarks to help promote the site. All of these materials are provided at no cost to the subscriber.***

4. What customer and technical support is provided, including hours of operation? In your reply, please include contact names (if applicable) or name of department, the phone numbers and e-mail addresses for your support services. If you have toll-free access to these support centers, please make sure they are available here.

***Our Tech Support Staff is here to answer any questions and provide service to your institutions. Linda Ihenetu is the contact for all Washington State Institutions. She can be reached at 800-295-9556 ext. 6413. She can also be reached at [lihenetu@learnatest.com](mailto:lihenetu@learnatest.com)***

5. Please describe the statistics you provide, and discuss whether your statistical reporting complies in part or in whole with the guidelines developed by the International Coalition of Library Consortia found at <http://www.library.yale.edu/consortia/webstats.html> or the COUNTER Code of Practice found at [http://www.projectcounter.org/code\\_practice.html](http://www.projectcounter.org/code_practice.html)

***We will provide your institutions with a link with a username and password that provides statistics to measure the amount of test takers accessing the site. They will also be able***

**to track what particular exams and courses are being accessed. Institutions can choose various time frames that will allow them to obtain the most up-to-date usage reports.**

6. Describe your pricing structure or formula for the product. (Note: This question means - we want to know what your prices are and how they are calculated: Based on FTEs? On buildings? On a combination, or on something else?)

**Our pricing is based on the population served of a given area for public libraries. There is an additional charge for libraries with more than 5 branches. Schools and colleges are based on student population.**

If you cannot provide a standard price that would enable each library to understand their cost to subscribe, then for each product you must tell us the price that you would charge these hypothetical libraries if they subscribe to your product as a result of these trials.

- a. Library A: A high school library with 750 students in grades 9-12

**List Price - \$1895      Washington State discount - \$1,695**

- b. Library B: A public library that serves a population of 100,000 and has two branches

**List Price - \$4361      Washington State Discount - \$3,995**

- c. Library C: A public library that serves a population of 20,000 and has only one building, no branches

**List Price - \$2903      Washington State Discount - \$2,613**

- d. Library D: A community college library serving 5,000 full-time equivalent students

**List Price - \$3695      Washington State Discount - \$3,349**

- e. Library E: A four-year academic library serving 5,000 full-time equivalent students

**List Price - \$3695      Washington State Discount - \$3,349**

- f. Library F: A hospital library serving a hospital that employees 1,000 staff plus has 200 doctors attached to the hospital

**List Price - \$2903      Washington State Discount - \$2,613**

7. If a library subscribes to any of your products as a result of this trial, will their future subscription rates continue to reflect any savings or discount they may receive today?

**Yes, we will continue to offer a Washington State discount.**

8. What is the minimum participation level (however you care to define it) that would be needed to allow participating libraries to receive a group discount? How will you treat existing library customers with regard to a group buy?

***There is no minimum participation level, however, the more libraries that decide to participate the greater the savings to purchasers.***

9. Please provide the name and contact information (toll-free telephone number, e-mail address, hours, etc.) for libraries to make further inquiries. (Sales representatives for our area preferred.)

***My name is Don Nuding and I am the account Manager for the State of Washington.  
Please feel free to contact me at:***

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