

Spring 2004 Database Trials

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.

Library.PressDisplay.com, a service by NewspaperDirect, offers unique opportunity to read over 170 hot-off-the-press newspapers from around the world in their original format online, available to the patrons at the same time that the current edition is being sent to the press. It is designed for both on-site and remote access to the database, effectively embodying a Virtual Library concept, which is being demanded by the patrons more and more often. Library.PressDisplay.com provides such useful tools as keyword search (in all languages), access to back issues for the last two weeks, and ability to bookmark a particular newspaper page for emailing to oneself and sharing with friends and colleagues. This revolutionary reading experience can be enjoyed by anyone with a standalone browser, such as Internet Explorer, and without the need to download any additional software or plug-ins.

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.

Yes, remote access is included in the subscription price. There are no additional charges, and we employ the already established methods of patron authentication (through IP address range or through referring URL method, for example). We ask the library to supply us with their current technical requirements for user authentication, and through testing on our end we ensure that use access to Library.PressDisplay.com is authenticated in the similar manner. This allows for smoothness and familiarity of the process to the patron, at the same time ensuring its effectiveness.

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.

Use of Library.PressDisplay.com requires almost no training for anyone who has a basic knowledge of computers. The database has an easy to understand Help page, and question/feedback form is also provided. Furthermore, our Information page contains White Paper on our proprietary technology utilized in creating this database, as well as a video showing how to use it. We are also available to help designing any promotional materials for the database, including posters and bookmarks.

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.

All library staff can use a handy feedback form, which can be found at Library.PressDisplay.com. All queries will be answered by our professional Customer Support staff. They can also be reached at 1.877.980.4040. You can also email Customer Support directly: pressdisplay@newspaperdirect.com. Customer Support staff is available during business hours of 9:00 – 17:00 Pacific Time, Monday through Friday.

Technical Support staff is available to library staff only at no charge 24 hours a day, 7 days a week, 365 days a year. They can be reached at the number above (1.877.980.4040) or by email sysadmin@newspaperdirect.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

NewspaperDirect compiles various types of statistics, including but not limited to session time, bounced users (if outside of the current simultaneous user subscription), IP address, etc. Our statistics comply with the above mentioned guidelines.

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?)

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
- b. Library B: A public library that serves a population of 100,000 and has two branches
- c. Library C: A public library that serves a population of 20,000 and has only one building, no branches
- d. Library D: A community college library serving 5,000 full-time equivalent students
- e. Library E: A four-year academic library serving 5,000 full-time equivalent students
- f. Library F: A hospital library serving a hospital that employs 1,000 staff plus has 200 doctors attached to the hospital

Our pricing structure is based on a number of simultaneous users. Here is a table of the monthly subscription costs for this service.

Number of simultaneous users	Cost per user account / per month (USD)
1 – 10	\$89
11 – 20	\$69
21+	Call

Library.PressDisplay.com subscription entitles the library to be able to read all newspapers available online (currently over 170), regardless of the total number of subscribers.

Should the library require an unlimited number of users, we ask the library to forward their request for a quote to us.

K-12 Schools receive an automatic 50% discount off the above rates.

Community and two-year colleges receive an automatic 20% discount off the above rates.

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?

Absolutely.

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?

Since Library.PressDisplay.com pricing structure is based on a simultaneous user access model, we shall consider purchases of 21 simultaneous user accounts as a group purchase, and as such, group discount will be offered. This applies to current and future subscribing libraries.

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.)

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Nikolay is available during regular business hours (10:00 – 18:00 Pacific Time), but easily and quickly responds to emails and voice messages left on his phone.

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