

**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.

Bibliostat Connect is a tool that allows public libraries to conduct quick, easy, and graphical peer comparisons using national (FSCS), proprietary (PLDS), and local (State) data sets. The peer comparison output helps libraries identify strengths and weaknesses and can be included in presentations to secure additional resources.

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.

Bibliostat Connect is a tool for library administration (not patron) access via a username and password from an Internet Explorer browser anywhere.

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.

Bibliostat Connect contains on-line, context-sensitive help. On-site training is provided with a state-wide purchase.

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.

Customer and technical support is provided by calling Informata's customer service center at 1-800-775-3700 or by e-mailing the center at help@informata.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

Bibliostat Connect is a library administration tool that provides access to national, proprietary, and local summary statistics for public library peer comparisons. Because of the library-administration nature of the tool, typical patron usage statistics are not provided.

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

Annual subscription pricing for Bibliostat Connect is based on a library's legal service area population using the cart below:

Population Served	Annual Price
1,000,000 and above	\$4,500
500,000 - 999,999	\$3,900
250,000 - 499,999	\$2,750
100,000 - 249,999	\$1,800
50,000 - 99,999	\$1,450
25,000 - 49,999	\$850
Under 25,000	\$300

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?

The annual subscription price for Bibliostat Connect remains the same from year to year

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?

A discounted state-wide subscription to Bibliostat Connect would provide access to the product for all public libraries at no charge.

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.)

Please contact the following individual for further inquiries about Bibliostat Connect:

Trevor Allred
Director, Sales
801-756-3000
trevor.allred@informata.com