

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.

With access to four encyclopedias—*Encyclopædia Britannica*, *Britannica Student Encyclopedia*, *Britannica Elementary Encyclopedia*, and *Britannica Concise Encyclopedia*—**Britannica Online** is a site for all ages. Users can locate information quickly by using Boolean operators; browsing A-Z; or typing in words, phrases, or questions to receive a list of relevance-ranked articles. In addition to providing answers to a multitude of questions, *Britannica Online* also leads users to additional information about their topics through related articles, links to outside Web sites, and bibliographies.

- Enjoy integrated searching of 123,000 articles, plus 27,000 illustrations, maps, graphics, and multimedia.
- Instantly define words in any Britannica Online article with Merriam-Webster's pop-up Collegiate© Dictionary and Thesaurus.

Britannica Online School Edition gives teachers and students instant access to four complete encyclopedias that ensure consistency with classroom topics and age-appropriate language. This unique database also offers high-quality online learning materials developed by teachers and curriculum experts, as well as a dictionary, thesaurus, Internet guide, atlas, and more. Designed for all levels of learning, *Britannica Online School Edition* offers students a gateway to the vast resources of *Encyclopædia Britannica*.

The most comprehensive encyclopedia in the Spanish language, **Enciclopedia Universal en Español** contains over 47,000 articles plus 8,300 photos and images. It's the perfect resource for native Spanish speakers, bilingual students, and students learning Spanish

- 47,000 articles, 8,300 photos and images, and over 390 maps and 500 tables.
- Atlas focusing on world countries, maps, and statistics; major world cities; and distribution of languages & religions.

Explore the rich and varied history of the United States with *Encyclopædia Britannica's Annals of American History Online*. This valuable online chronicle provides a year-by-year documentary of American thought and action. Read the original words of more than 1,500 authors who made and analyzed American history through speeches, writings, memoirs, poems, and interviews

This powerful yet easy-to-use online tool lets users analyze the data among countries and regions at a glance. **World Data Analyst** offers detailed statistical comparisons of countries across the world, using both the most recent statistics and historical figures. Plus, *Analyst* allows subscribers to create tables, charts, and even export the information to a spreadsheet for printing and data crunching. Users can also bookmark the information and link to country articles from the *Britannica Concise Encyclopædia*. It all leads to better understanding of the ever-changing world.

The Webster's Third New International Dictionary, Unabridged Online is now available through *Encyclopædia Britannica*. Librarians, teachers, and students can trust its comprehensive database of words and robust search functionality, which allows users to research language and study words in a variety of exciting ways. It's the perfect resource for anyone interested in expanding his or her understanding of the English language.

Database URL's:

- **Britannica Online:** <http://www.search.eb.com>
- **Britannica Online School Edition:** <http://www.school.eb.com>
- **Enciclopedia Universal en Espanol:** <http://www.spanish.eb.com>
- **Annals of American History Online:** <http://www.america.eb.com>
- **World Data Analyst Online:** <http://www.world.eb.com>
- **Merriam Webster 3rd International Dictionary Online:** <http://www.mwu.eb.com>

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.

Encyclopaedia Britannica also allows unlimited remote access for Britannica Online subscribing sites. This is allowed when the subscribing site(s) is able to authenticate end users via various means designated by that site (i.e. barcode ID, library card # etc.) A description of how remote access is achieved is also available in word document format for subscribing institutions convenience.

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.

Encyclopaedia Britannica provides user training for large groups, on request, at no additional cost. Britannica Online 2004 also contains pop-up windows with search suggestions, and detailed help screens on every page of the database.

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.

Encyclopaedia Britannica also offers technical support 24 hours a day, 7days a week at (800) 621-3900, extension - 6160, or by consulting the EB help page at: <http://www.search.eb.com/help/index>

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

A web-based usage statistics system is available for all subscribers to Britannica Online at the following URL: <http://www.eb.com/statistics>. The statistics reporting does adhere to the guidelines set forth by the International Coalition of Library Consortia (ICOLC).

Statistics can be gathered on a daily, monthly, yearly or since subscription commencement for any single library, or libraries that are subscribing. Statistics can be reported as granular as the IPs that are provided, or for each username and password assigned. Consortia can view all the statistics for each library or system, but individual libraries or systems will only be able to view their own statistics.

Britannica will issue usernames and passwords for subscribing institutions to access their stats reports at any time over the Web. Britannica also provides a button that allows subscribers to easily download their stats report into an easy-to-use spreadsheet format.

The site displays daily and running totals of the numbers of Britannica URLs accessed as Queries ("Why is the sky blue?"), Documents (articles opened), and Other (images, etc.). Usage statistics are available for the

IP addresses specified by the institution or by the Username/Password assigned in the Britannica cookie-based authentication.

6. Describe your pricing structure or formula for the product. If there are additional costs for retrieving full text, describe the pricing for this service. (Note: This question means - we want to know what your list prices are and how you calculate your prices: Based on FTEs? On buildings? On a combination, or on something else?) If you cannot provide a standard price list that would enable each library to understand their cost to subscribe, then for each product you must tell us the list price that you would charge these hypothetical libraries.
- 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

An institution pays for its annual Britannica Online subscription based on its FTEs (Full Time Equivalent student enrollment). FTE is a common standard for measuring enrollment in K-12 and higher education. Basically the FTE is equivalent to the total enrollment of a school. Public Libraries subscriptions are based on their Total Population served.

The FTE model is also used for nonschool/nonacademic libraries.

- Four-Year Colleges and Universities - 100% of fall enrollment FTEs
- Two-Year Colleges - 75% of fall enrollment FTEs
- Middle/High Schools (grades 6-12) - 100% of fall enrollment FTEs
- Elementary Schools (grades K-5) - 75% of fall enrollment FTEs
- Business and Government Libraries - 100% of employees with Web access
- Public Libraries - 7% of the population served

Participants in the Washington State database trial can subscribe to Britannica Online through the BCR consortium, the (Bibliographic Center for Research). BCR subscription prices for all products are listed below. To subscribe, access the BCR site at <http://www.bcr.org>, click on "Reference Databases" to enroll online.

BCR Subscription Prices*

- | | | |
|---|----------------|---|
| • Britannica Online | \$.42 per FTE | |
| • Britannica Online School Edition | \$.47 per FTE | |
| • Enciclopedia Universal en Espanol | \$.18 per FTE | \$.26 per FTE without BOL Subscription |
| • Annals of American History Online | \$.10 per FTE | \$.15 per FTE without BOL Subscription |
| • World Data Analyst Online | \$.10 per FTE | \$.15 per FTE without BOL Subscription |
| • Merriam Webster 3 rd New Intl Dict. Online | \$.10 per FTE | \$.15 per FTE without BOL Subscription |

*Minimum subscription fee for Britannica Online / Britannica Online School Edition is \$250.00

*Minimum subscription fee for additional databases is \$195.00. (EUE, AOA, MWU, WDA)

Pricing for hypothetical library types

(The pricing below is based on a typical subscription to Britannica Online)

- a. A high school library with 750 students in grades 9-12; \$315.00
 - b. A public library that serves a population of 100,000 and has two branches; (100,000 weighted at 7% or 7,000 billable total population served, $(7,000 \times .42 = \$2,940.00)$)
 - c. A public library that serves a population of 20,000 and has one branch; (20,000 weighted at 7% or 1,400 billable total population served, $(1,400 \times .42 = \$588.00)$)
 - d. A community college library serving 5,000 full-time equivalent students (5,000 weighted at 75% or 3,750 billable FTE, $(3,750 \times .42 = \$1,575.00)$)
 - e. A four-year academic library serving 5,000 full-time equivalent students (5,000 weighted at 100% or 5,000 billable FTE, $(5,000 \times .42 = \$2,100.00)$)
 - f. A hospital library serving a hospital that employees 1,000 staff plus has 200 doctors attached to the hospital; Billable population is 100% of employees with web access. If the quote is for staff only $(1,000 \times .42 = \$420.00)$, for the 200 doctors only the cost is, $(200 \times .42 = \$84.00)$. If access extends to all employees $(1,200 \times .42 = \$504.00)$,
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?
- Institutions that sign up for Britannica Online through BCR will receive benefit of their current negotiated price with Encyclopaedia Britannica for that subscription 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 discount? What is the minimum discount for a group buy? How will you treat existing library customers with regard to a group buy?
- No minimum participation levels exist for sign up. Any libraries currently subscribing to Britannica Online will receive prorated refunds for the remaining time on their subscription, calculated from the date that this agreement would take effect.
9. Please provide the name and contact information (toll-free telephone number, e-mail address, hours, etc.) for libraries to make further inquires. (Sales representatives for our area preferred.)

The Sales Representatives for Washington are;

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