

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.

APPLIED SCIENCE & TECHNOLOGY ABSTRACTS -- Applied Science & Technology Abstracts is a bibliographic database that indexes and abstracts articles of at least one column in length. English-language periodicals published in the United States and elsewhere are covered; non-English language articles are included if English abstracts are provided. Periodical coverage includes trade and industrial publications, journals issued by professional and technical societies, and specialized subject periodicals, as well as special issues such as buyers' guides, directories, and conference proceedings. Abstracting coverage begins with periodicals published in March 1993. The abstracts range from 50 to 300 words and describe the content and scope of the source articles.

APPLIED SCIENCE & TECHNOLOGY FULL TEXT -- This bibliographic database indexes and abstracts articles of at least one column in length. Full Text coverage for selected periodicals is also included. English-language periodicals published in the United States and elsewhere are covered; non-English language articles are included if English abstracts are provided. Periodical coverage includes trade and industrial publications, journals issued by professional and technical societies, and specialized subject periodicals, as well as special issues such as buyers' guides, directories, and conference proceedings. Abstracting coverage begins with periodicals published in March 1993. The abstracts range from 50 to 300 words and describe the content and scope of the source articles. Full Text coverage begins in 1997.

LIBRARY LITERATURE AND INFORMATION SCIENCE INDEX -- Library Literature & Information Science is a bibliographic database that indexes articles and book reviews of key library and information science periodicals published in the United States and elsewhere. Books, chapters in collected works such as conference proceedings, library school theses, and pamphlets are also indexed.

LIBRARY LITERATURE AND INFORMATION SCIENCE FULL TEXT -- Library Literature & Information Science Full Text is a bibliographic database that indexes articles and book reviews in more than 234 key library and information science periodicals published in the United States and elsewhere. Full-text coverage for selected periodicals is also included. Books, chapters in collected works such as conference proceedings, library school theses, and pamphlets are also indexed. Full-text coverage begins in 1994.

GENERAL SCIENCE ABSTRACTS -- General Science Abstracts is a bibliographic database that indexes and abstracts articles of at least one column in length from English-language periodicals published in the United

States and Great Britain. Periodical coverage includes popular science magazines as well as professional journals. General Science Abstracts also covers The New York Times Science Section (published weekly on Tuesday). Abstracting coverage begins with periodicals published in March 1993. Abstracts range from 50 to 300 words and describe the content and scope of the source articles.

GENERAL SCIENCE FULL TEXT -- General Science Full Text is a bibliographic database that indexes and abstracts articles of at least one column in length from English-language periodicals published in the United States and Great Britain plus the full text of selected periodicals. Periodical coverage includes popular science magazines as well as professional journals. General Science Full Text also covers The New York Times Science Section (published weekly on Tuesday). Abstracting coverage begins with periodicals published in March 1993. Abstracts range from 50 to 300 words and describe the content and scope of the source articles. Full text coverage begins in January 1995.

ONIFILE FULL TEXT SELECT -- Wilson OmniFile: Full Text Select Edition is a multidisciplinary, 100% full-text database providing full text articles, with their accompanying indexing and abstracts, from the following Wilson periodical databases: Art Full Text, Applied Science & Technology Full Text, Biological & Agricultural Index, Education Full Text, General Science Full Text, Humanities Full Text, Index to Legal Periodicals & Books, Library Literature & Information Science Full Text, Readers' Guide Full Text, Social Sciences Full Text, Wilson Business Full Text. Coverage begins in 1994

BIOGRAPHY REFERENCE BANK -- Biography Reference Bank contains biographical information on approximately half a million people, from antiquity to the present, along with thousands of images. It contains the full text of the articles from more than 100 volumes of biographical reference books published by H. W. Wilson, including all the articles from all volumes of Current Biography, the World Author Series, Nobel Prize Winners, World Artists, World Film Directors, American Reformers, and numerous biographical books on musicians and composers throughout history. Also included are thousands of biographies from other respected publishers, including Macmillan UK, Greenwood, Houghton Mifflin, and Harvard University Press. In addition to the full text biographies, Biography Reference Bank contains millions of magazine citations (many of which contain full-text) from all of the Wilson Indexing Databases, including all citations from Biography Index Database after 1984, as well as thousands of book reviews excerpts from Book Review Digest Plus. The biographies are searchable by name, profession, title, place of origin, gender, race/ethnicity, titles of works, date of birth, date of death, keyword, and presence of images.

BOOK REVIEW DIGEST PLUS -- Book Review Digest Plus brings together the rich data of Book Review Digest, which includes descriptive summaries of books as well as excerpts of book reviews, with all the book review citations

and full text of book reviews from eleven other H. W. Wilson indexes. Those indexes are: Applied Science & Technology Index, Art Index, Biological & Agricultural Index, Education Index, General Science Index, Humanities Index, Index to Legal Periodicals & Books, Library Literature & Information Science, Readers' Guide to Periodical Literature, Social Sciences Index, and Business Periodicals Index.

Every book in Book Review Digest Plus appears with all its reviews together. A single book can have as little as one review citation and as much as a descriptive summary and many reviews with excerpts and full text, depending upon the coverage the book received in the reviewing literature. Reviews must meet a length requirement to be cited, but no attempt is made to control the critical opinion they express. Books in all languages and from all countries qualify to be included if they are reviewed in one of the review sources indexed. The database includes children's books as well as book for adults and young adults. The form of the authors' and reviewers' names is that found in the books or in the reviewing sources. The subject headings on the book records are those found on the available MARC records at the time the book was reviewed

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.

WilsonWeb facilitates both in-library and remote access through IP authentication, including via a proxy server and/or referring URL. WilsonWeb can accommodate single workstation IP addressing. In addition, the WilsonWeb system can accommodate a library dialing in through a local IP service provider by registering the range of IP addresses which will be used.

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.

The WilsonWeb "InfoCenter" feature provides online access to a wealth of information about the databases and tips for searching them. Our Quick Reference Guide (QRG), "Tips" sheets, and administrator's manual are available for printing and/or downloading free of charge. In addition, the online tutorial is a helpful tool that can be used for general orientation to the system. Finally, the context-sensitive help messages offer clear instructions for formulating searches and using WilsonWeb functions, and could form the basis of a training session or manual.

In addition, the Wilson Company recently licensed the WebEx web-based teleconferencing service to provide a significant means of training and

support for WilsonWeb customers. WebEx is an interactive online Web meeting environment. Wilson has licensed this service to train its customers in use of all aspects of WilsonWeb, providing live support through online training sessions, live technical support, and interactive meetings.

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.

Technical Support is available 24 hours per day, seven days per week.

Wilson offers a variety of options to facilitate effective technical support:

- **via a toll free number: customers can call 800/367-6770 at all hours**
- **via e-mail: WilsonWeb feedback link on the service or e-mail questions to**
- **techmail@hwwilson.com**

In addition, Wilson's interactive technical support on the web provides fast answers to questions about WilsonWeb. Customers can consult a database of Frequently Asked Questions or submit their own inquiries at the following address:

<http://hwwtechnicalsupport.com>

The Tech Support web site offers a link to the Wilson Problem Help Desk (PHD). The PHD allows the user to track activity on the library's problem and also to review information about similar reported problems.

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

WilsonWeb now collects the information required for Project Counter compliance, for all Project Counter level reports. Wilson is in the process of designing reports that will be submitted to Project Counter for approval. It is expected that this process will be completed within the near future.

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 employees 1,000 staff plus has 200 doctors attached to the hospital

Our pricing structure is based on number of sites, FTE and number of simultaneous users. Discounted pricing charts by simultaneous user and by market are provided. The charts are based on one site. Group pricing and shared user pricing are available upon request.

ACADEMIC/SPECIAL MARKET

	1 SU	2-4 SU	5-8 SU	9-12 SU	13-20 SU
Database					
Applied Sci. & Tech Abs	\$2,876	4,311	5,018	6,453	8,604
Applied Sci. & Tech Full Text	\$4,271	6,408	7,475	9,603	12,807
Library Lit. Index	\$1,323	1,980	2,313	2,975	3,956
Library Lit. Full Text	\$2,043	3,065	3,573	4,590	6,120
General Sci. Abs.	\$2,183	3,281	3,825	4,914	6,552
General Sci. Full Text	\$2,466	3,695	4,320	5,549	7,394
OmniFile Select	\$4,865	7,299	8,514	10,944	14,589
Biography Reference Bank	\$2,453	3,681	4,298	5,522	7,358
Book Review Digest Plus	\$2,066	3,101	3,618	4,649	6,197

For *Unlimited Access*, divide the number of Full Time Equivalent (FTE) students by 2,000 to calculate the recommended Simultaneous User Level. For example, unlimited access for an institution with an FTE of 6,000 would fall in the 2-4 SU range.

PUBLIC/COMMUNITY COLLEGE MARKET

	1 SU	2-4 SU	5-8 SU	9-12 SU	13-20 SU
Database					
Applied Sci. & Tech Abs	\$2,876	3,587	4,311	5,018	5,738
Applied Sci. & Tech Full Text	\$4,271	5,337	6,408	7,475	8,541
Library Lit. Index	\$1,323	1,656	1,980	2,313	2,642
Library Lit. Full Text	\$2,043	2,556	3,065	3,573	4,082
General Sci. Abs.	\$2,183	2,736	3,281	3,825	4,370
General Sci. Full Text	\$2,466	3,083	3,695	4,320	4,932
OmniFile Select	\$4,865	6,084	7,299	8,514	9,725
Biography Reference Bank	\$2,453	3,069	3,681	4,298	4,905
Book Review Digest Plus	\$2,066	2,583	3,101	3,618	4,131

For Public Library Unlimited Access, divide the library's Population Served number by 20,000 to calculate the recommended Simultaneous User level. For example, unlimited access for a library with a population served figure of 60,000 would fall in the 2-4 SU range for the Main Library price. Add 10% of the single user price for each branch library.

For Community College Unlimited Access, divide the number of Full Time Equivalent (FTE) students by 2,000 to calculate the recommended Simultaneous User Level. For example, unlimited access for a community college with an FTE of 6,000 would fall in the 2-4 SU range.

K-12 MARKET BY ENROLLMENT (prices are for unlimited simultaneous users)

	<250	251- 500	501- 1,000	1001- 1500	1001- 2000
Database					
Applied Sci. & Tech Abs	\$1,620	1,733	1,949	2,160	2,376
Applied Sci. & Tech Full Text	\$2,408	2,570	2,889	3,209	3,533
General Sci. Abs.	\$1,314	1,476	1,643	1,809	1,967
General Sci. Full Text	\$1,395	1,490	1,670	1,854	2,043
OmniFile Select	\$2,736	2,916	3,285	3,650	4,014
Biography Reference Bank	\$1,292	1,476	1,661	1,845	2,030
Book Review Digest Plus	\$1,242	1,400	1,553	1,710	1,863

The discounted prices listed in the charts above are the maximum a library would have to pay for 1 site and the appropriate number of SU (simultaneous users). In addition, volume discounts could further reduce the price.

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?

Next year, pricing for the renewing libraries will increase no more than 5%.

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 needed to allow participating libraries to receive a discount. Likewise, there is no minimum discount for a group buy. In addition to the discounted prices listed above, H.W. Wilson will also be willing to negotiate volume discounts if the demand warrants it.

Existing customers of this databases are eligible to receive a prorated credit for any unused portion of their subscription if the pricing that is offered through the state wide program is less than their purchase price.

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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