

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.

Automotive Diagnostic and Research Information at Your Fingertips ALLDATA covers most makes and models 1982 to current year with Original Manufactures repair information. This is the same information that the dealerships have. Why spend time and money replacing lost, stolen or damaged repair manuals when you can have 24x7 access to the same information with Internet convenience and speed? ALLDATA Online, rated 4-½ stars in the Charleston Advisor, is the only web-based resource on the market today for factory-correct automotive diagnostic and repair information. Our Library and Educational Version is designed for you, with the technology favored by your patrons.

Features and Benefits of ALLDATA® Online Library and Educational Version

- Online access to a top reference request
- Diagnostic flowcharts
- Maintenance schedules and tables
- Daily TSBs
- IP recognition eliminates logins and passwords
- Unlimited, toll-free technical support
- Wiring diagrams and images
- Parts and labor for estimates
- No plug-ins or downloads

More Libraries Choose ALLDATA Online "ALLDATA® Online provides our library patrons the equivalent of over 5,000 full-text Original Equipment repair manuals. We are now able to provide a comprehensive collection of automotive repair information. Accessing ALLDATA® on the Internet is perfect for libraries because the product requires no plug-ins or downloads. Our patrons value ALLDATA® because it has an excellent search mechanism, and they can print wiring diagrams on 8 ½" x 11" paper."

Edana McCaffery Cichanowicz
Reference Services and New Technology, Suffolk Cooperative Library System
Bellport, New York

"We looked at competitors' solutions and realized there was no comparison to the ALLDATA® Online Library and Educational Version. Their business solution meets our requirements for factory-correct automotive repair data, and it covers most cars and light-duty trucks on the road today. It's the best solution on the market!"

Sarah Eklund Payne
Adult Services, Morley Library
Painesville, Ohio

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. **There is NO remote access for ALLDATA it is set up by each library location and the patrons must come to the library to access the system**

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. **We have onsite training provided by the local ALLDATA Sales Rep or via tele-training over the phone**

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. **1-800-859-3282 M-F 6:30 to 5:30pm Pacific Time and 7:00 to 2:00pm on Sat.**

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 see website: **We can provide manual reports of statistical use by location at your request. The average number of hits for a medium size library is 6 times a day for a library open 6 days a week.**

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?)

**Pricing is for each location and access is unlimited at each location with multiple terminals
1 location \$1995.00 a year and \$1500 for renewals
2-10 locations \$1500.00 a year each location with renewals \$1500.00 each
11 or more locations \$1320.00 a year each location with renewals \$1320.00**

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

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**

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? **See pricing answer.**

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.)

1-800-829-2258

Wayne Mitchell ext 4102

Regional Manager Denver Region

Jeff York ext 4040

Cell 208-659-1282

Field Sales Rep Washington