

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.

This product is an educational program to assist learning automotive repair. The program has over 30 different topics suitable for the shade-tree mechanic to the professional trying to advance their career.

On the high end, there is ASE training materials to assist professional technicians in preparing for ASE Certification testing. This section includes a pre-test, content, glossary, post-test (with answers), and it is totally track-able.

On the lower end, there are sections called ShopTalk, which covers 10 titles on the basic systems of autos, Customer Service, Installing an EFI system, and 5-Gas Analysis.

Also available with this product is a complete tracking capabilities, from time spent in each section, and grading of any test section. This can be set up in a hierarchal system for utilization in a classroom environment.

All of this training is supported by streaming video and is available 24/7. The only software that is needed is a media player (Real, Microsoft...) installed on the system being used. The video is also better supported with a sound card/speaker system attached to the viewing computer. Other than that, nothing is downloaded to the computer, it is all streaming video and content.

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.

Remote access is included in the price of the subscription. Remote access is achieved through a specialized website address that would be provided to the library 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.

A training specialist will be on call to work through any issues that may arise. A tutorial video is provided online, and any questions can be sent to our training specialists or technical group.

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.

Eric Bergwall (800) 934-8696

Email: eric@bergwall.com

Hours of operation: 10am-5pm EST (voicemail after hours)

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

Below are the two different guidelines and the elements of each that we provide.

1. REQUIREMENTS

Each use element defined below should be able to be delineated by the following subdivisions;

By each specific database of the provider **(yes)**

By each institutionally-defined set of IP addresses / locators to subnet level **(yes)**

By total consortium **Not presently**

By special data element passed by subscriber(e.g., account or ID number) **(yes)**

By time period. Vendor's system should minimally report by month. For each month, each type of use should be reported by hour of the day, and vendor should maintain 24 months of historical data **(yes)**

Use Elements that must be provided are:

Number of queries (Searches) categorized as appropriate for the vendor's information. A search is intended to represent a unique intellectual inquiry. Typically a search is recorded each time a search form is sent/submitted to the server. Subsequent activities to review or browse among the records retrieved or the process of isolating the correct single item desired do not represent additional searches, unless the parameter(s) defining the retrieval set is modified through resubmission of the search form, a combination of previous search sets, or some other similar technique. **Not presently**

Number of Menu Selections categorized as appropriate to the vendor's system. **(yes)** If display of data is accomplished by browsing (use of menus), this measure must be provided (e.g. an electronic journal site provides alphabetic and subject-based menu options in addition to a search form. The number of searches and the number of alphabetic and subject menu selections should be tracked). **Not presently**

Number of sessions (Logins)**(yes)** , if relevant, must be provided as a measure of simultaneous use. It is not a substitute for either query or menu selection counts. **Not presently**

Number of turn-aways, if relevant, as a contract limit (e.g., requests exceed simultaneous user limit). **Not presently**

Number of items examined (i.e., viewed, marked or selected, downloaded, emailed, printed) to the extent these can be recorded and controlled by the server rather than the browser: **(yes)**

1. Citations displayed (for A&I databases) **Not presently**

2. Full text displayed broken down by title, ISSN with title listed, or other title identifier as appropriate **Not presently**

Tables of Contents displayed **(yes)**

Abstracts displayed

Articles or essays, poems, chapters, etc., as appropriate, viewed (e.g., ASCII or HTML) or downloaded (e.g. PDF, email) **(yes)**

Other (e.g., image / AV files, ads, reviews, etc., as appropriate)**(yes)**

The ICOLC is preparing a separate guideline on Technical Performance of Web-based Services for reporting of system related parameters (e.g., downtime, response time).

2. PRIVACY AND USER CONFIDENTIALITY: Statistical reports or data that reveal confidential information about individual users must not be released or sold by information providers without permission of the consortium and its member libraries. **ok**

3. INSTITUTIONAL OR CONSORTIAL CONFIDENTIALITY: Providers do not have the right to release or sell statistical usage information about specific institutions or the consortium without permission, except to the consortium administrators and member libraries. Use of institutional or consortium data as part of an aggregate grouping of similar institutions for purposes of comparison does not require prior permission as long as specific institutions or consortia are not identifiable. When required by contractual agreements, information providers may furnish institutional use data to the content publishers.**ok**

4. COMPARATIVE STATISTICS: Information providers should provide comparative statistics that give consortia a context in which to analyze statistics at the aggregate institutional (consortium member) level. For example, a grouping for purposes of comparison should be compiled by the information provider (e.g., statistics from an anonymous selection of similar institutions), or it might be a grouping composed on demand (e.g., statistics from all campuses in a consortium, presented either anonymously or not, as desired by the participating institutions). **Not presently**

5. ACCESS / DELIVERY MECHANISMS / REPORT FORMATS: Access to statistical reports should be provided via web-based reporting systems and be restricted by IP address or another

form of security such as passwords. Institutions should be able to authorize access to their use data by other institutions in the consortium if they desire. **Not presently**
Information providers should maintain access to tabular statistical data through their web site (updated monthly) which a participant can access, aggregate and manipulate on demand. When appropriate, these data also should be available in flat files containing specified data elements that can be downloaded and manipulated locally. Information providers are also encouraged to present data as graphs and charts. **Not presently**

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?)

The pricing structure for a non-tracking product is \$799/year on a subscription basis, with an additional \$250/branch. This provides unlimited access both within the library and remotely. This includes access to all of the titles currently being offered, plus any titles that will be added in the future.

For the tracking product, the pricing structure is \$799/year for a class of 25 seats. This would be provided utilizing a User Id/Password system with a background hierarchal structure for teacher access/grading. A student using this program may access the system within a classroom, or remotely from home, and all activity is captured.

Both of these pricing structures reflect a \$500 discount off current library pricing. This discount is being provided as a consequence of this trial.

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?

If a library subscribes as a result of this trial, the price will be guaranteed at \$799/year for a period of 3 years.

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 would be no minimum participation level for receiving the stated discounts. At this point, current customers that would like to renew their contract would receive the added discount.

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.)

Joe Schwab – Sales Representative

(800) 934-8696

Email address: bergwall_auto_training@comcast.net