

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.

www.photofactonline.com

Sams Photofact® has been recognized as the world's best and most accurate service documentation available for repairing televisions and other consumer electronics' devices.

As these devices become more prevalent in the home, the weekend technician is looking for a source for fixing them, and is looking to their local library.

Our online database covers over 190,000 different electronics' models, for the same low price as the current print volumes! This new online, version allows you to view ALL of Sams Photofacts® online, dating back to 1946, including the thirteen newest Photofacts® each month!

In order to view the Photofact® you will need Adobe Acrobat 5.0 or higher. Also, we connect you to our database through your IP address or range, so your library will need an IP address or range in order to start your subscription.

To Demo Sams Photofact® Online database:

- go to www.photofactonline.com,
- type "demo" into the Search box,
- then hit the Search button,
- scroll down the page until you see the Sams# "demo",
- click on the blue "PDF" icon,
- type "demo" into the username,
- type "demo" into the password,
- then hit the Logon button,
- the Photofact will then come up in another window.

The document is an Adobe Acrobat PDF file, and it prints out on 8 ½ by 11 sheets.

If you decide to allow your patrons online access, an icon can be placed on your computer, which will allow them a quicker, short cut to the Photofact® then this demonstration allows. Also, it will be through your IP address, so patrons will not have to enter a username or password.

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.

Each computer on the IP address or range will have unlimited, 24-hour access to our entire online database; however, there is no remote access available at this time.

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.

Sams Technical Publishing, LLC is offering a 60-day, no obligation, FREE trial of the online database to Washington state libraries! We want your library to have the chance to evaluate your patron usage before purchasing any products.

When your library signs up for the trial or subscribes to the monthly subscription, we will send you free marketing materials to help your library market the database to your patrons. We will provide your library with: a free Photofact® poster to place at your reference desks, a Photofact® Desk Reference Guide explaining Photofacts® to librarians and patrons alike, our Annual Index and Index Addendum in order to search our database for the appropriate Photofact®. Please note: you may also use our online search engine to find the appropriate Photofact®.

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.

For help on our online database we offer support from 8am to 5pm, Monday through Friday, central-standard time. Please contact Amy Wagstaff toll-free at (800) 547-0297 or by email at awagstaff@samswebsite.com. Amy is our Library Account Executive for Washington state, and can answer your questions or send you to the correct technical support person.

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

Photofact® Online is a brand new product, so there is no defined or measured statistical data at this time.

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

Pricing for our Photofact® Online database is as follows:

	Regular Monthly Price	Monthly Price After Standard, Library Policy Discount (price applied on 01-01-2005)	Monthly Price After Special Offer for Washington state, if you sign up by May 31st, 2004.
Main Library	\$200	\$150	\$125
Branches 2-5	\$150	\$100	\$75
Branches 6-24	\$100	\$75	\$50
Branches 25+	\$75	\$40	\$30

Please note: the pricing is on a per month, per library or per IP address/range, 3-month commitment basis. We are offering a \$25 discount for the rest of 2004 if your library signs up to the trial and then buys, or signs up for a subscription by May 31, 2004.

We base are pricing on a multitude of factors: from the retail, going price of a single Photofact® to how much it costs to set-up one IP address versus many IP addresses to the standard rate that we charge current libraries for our print volumes.

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, any library that subscribes as a result of this trial will receive our promotional discount of \$25 off each month for the rest of 2004, as described above in question 6.

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?

Please refer to pricing as described above in question 6 for multiple branch pricing.

We also offer co-op and consortium pricing as follows:

	Regular Monthly Price	Monthly Price After Standard, Library Policy Discount (price applied on 01-01-2005)	Monthly Price After Special Offer for Washington state, if you sign up by May 31st, 2004.
1-5 Libraries	\$200 each	\$100 each	\$60 each
6-9 Libraries	\$150 each	\$75 each	\$40 each
10-24 Libraries	\$100 each	\$60 each	\$30 each
25+ Libraries	\$75 each	\$40 each	\$25 each

The co-op/consortium fees are for libraries in different systems that buy together.

Existing library customers of Sams are entitled to these deals and discounts as well.

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.)

Our Library Account Executive for Washington state can be reached Monday through Friday, 8am to 5pm, central-standard time at:

Sams Technical Publishing, LLC
Amy Wagstaff, Account Executive
9850 E. 30th Street
Indianapolis, Indiana 46229

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