

CONTRACT AGREEMENT - COMMODITIES

This Agreement is effective as of the 16th of June, 2021, by and between Fulton County, a political subdivision of the State of Georgia (hereinafter called the "County"), and the Contractor ("Contractor") set forth below.

Contractor:	Baker & Taylor, LLC.
ITBC Contract No. & Title:	21ITBC129236B-YJ Library Non-book Materials (CD's, DVD's and Spoken Words Audio Materials)
Address:	2810 Coliseum Centre Drive, Suite 300 Charlotte, NC 28217
Telephone:	(800) 775-7930, Ext. 3245 (704) 219-4952
Email:	QueenL@baker-taylor.com
Contact Name & Title:	Lee Ann Queen Director – Pricing Services

This agreement was approved by the Fulton County Board of Commissioner on June 16, 2021, Item No. 21-0436.

The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of this Agreement:

- Exhibit 1: Solicitation Document
- Exhibit 2: Contractor Bid Form Response (attached)
- Exhibit 3: Contract Compliance Documents
- Exhibit 4: Addendum
- Exhibit 5: Special Conditions

1. Contract Term

- 1.1 Initial Term: The initial term of this Agreement will be from the effective date of BOC approval. The "Commencement Term" of this Agreement shall begin on 16th day of June 2021 the starting date, and shall end absolutely and without further obligation on the part of the county on the 31st day of December 2021. The Commencement Term shall be subject to events of termination and the County's termination rights that are described elsewhere in this Agreement. Notwithstanding anything contained in this Agreement, the County's obligation to make payments provided under this Agreement shall be subject to the County's annual appropriations of funds for the goods, services, materials, property and/or supplies procured under this Agreement by the County's governing body and such obligation shall not constitute a pledge of the County's full faith and credit within the meaning of any constitutional debt limitation.
- 1.2 Renewal Terms: Unless the terms of this Agreement are fulfilled with no further obligation of the part of either party on or before the final date of the Commencement Term as stated above, or unless an event of termination as defined within this Agreement occurs during the Commencement Term, this Agreement may be renewed at the written option of the County upon the approval of the County Board of Commissioners for two (2) one-year ("Renewal Terms"). However, no Renewal Term of this Agreement shall be authorized nor shall any Renewal Term of this Agreement commence unless and until each Renewal Term has first been approved in writing by the County Board of Commissioners for the calendar year of such Renewal Term. If approved by the County Board of Commissioners, the First Renewal Term shall begin on the 1st day of January, 2022 and shall end no later than the 31st day of December, 2022. If approved by the County Board

of Commissioners, the Second Renewal Term shall begin on the 1st day of January, 2023 and shall end no later than the 31st day of December, 2023. If the County chooses not to exercise any Renewal Term as provided in this Section, then the Term of this Agreement then in effect shall also be deemed the "Ending Term" with no further obligation on the party of either party.

- 1.2.1 Term Subject to Events of Termination: All "Terms" as defined within this Section are subject to the section of this Agreement which pertain to events of termination and the County's rights upon termination.
- 1.2.2 Same Terms: Unless mutually agreed upon in writing by the parties, or otherwise indicated herein, all provisions and conditions of any Renewal Term shall be exactly the same as those contained within in this Agreement.
- 1.2.3 Statutory Compliance Regarding Purchase Contracts: The parties intend that this Agreement shall, and this Agreement shall operate in conformity with and not in contravention of the requirements of O.C.G.A. § 36-60-13, as applicable, and in the event that this Agreement would conflict therewith, then this Agreement shall be interpreted and implemented in a manner consistent with such statute.

2. Compensation

The total contract amount for the Project shall not exceed \$88,000.00 (Eighty-Eight Thousand Dollars and Zero Cents), which is full payment for a complete scope of work. The detailed costs are provided in Exhibit 2, Bid Form Response.

3. Description of Goods

The Contractor agrees to provide all goods, services, and other deliverables in compliance with the specifications contained in the ITBC solicitation document and the terms of this Agreement.

EXHIBIT 1

SOLICITATION DOCUMENT

(By reference made a part of this Agreement)

EXHIBIT 2

BID FORM RESPONSE

The County agrees to compensate the Contractor for all the materials provided under this Agreement in an amount not to exceed **\$88,000.00 (Eighty-Eight Thousand Dollars and Zero Cents)**. The detailed costs are provided on the attached Bid Form/Awarded Lines.

This contract was awarded by line item to the lowest responsive and responsible bidder and the line item(s) awarded to **Baker & Taylor, LLC.** are attached.

PRICING OF MATERIALS

	A	B	C	D	E	F
Line Item No.	Category	% Discount Offered	Average Price	Discount Price	Estimated Purchase Quantity	Total
1.	Adult Feature Film DVD	31.5	\$17.00	11.65	2,000	\$23,300.00
2.	Adult TV Series DVD	31.5	\$21.00	14.39	1,000	\$14,390.00
3.	Adult Spoken Word	46.2	\$30.00	16.14	600	\$9,684.00
4.	YA Spoken Word	46.2	\$18.00	9.68	100	\$968.00
5.	Juvenile Feature Film DVD	31.5	\$17.00	11.65	2,000	\$23,300.00
6.	Juvenile TV Series DVD	31.5	\$17.00	11.65	1,000	\$11,650.00
7.	Juvenile Spoken Word	46.2	\$7.00	3.77	500	\$1,885.00
	TOTAL COST OF BOOKS				7,200	\$85,177.00

TOTAL COST OF MATERIALS (Add Lines 1 – 7 in Column F)

\$ 85,177.00

PRICING OF SERVICES

A. Charge for monthly new release/pre-published (one list for each format in J-Juvenile, YA-Young Adult and A-Adult; total of 9 monthly lists x 18 months):

Juvenile \$ 0

Young Adult \$ 0

Adult \$ 0

B. Charge for EDI or 9XX ordering: \$ 0

C. Cataloging costs

Per record charge for copy cataloging: \$ 0

Total charges for copy cataloging of 5,200 items \$ 0

D. Per record charge for original cataloging: \$ 0

Total charges for original cataloging of 2,000 items: \$ 0

E. Processing costs

Per unit charge for physical processing:

DVD \$ 4.65/unit
Spoken Word Audio \$ 5.45/unit

Total charges for physical processing of 7,200 items \$ 34,440.00

From p. 18: DVD units: 6,000 x \$4.65/unit = \$27,900.00

Spoken Word Audio CD units: 1,200 x \$ 5.45/unit = \$ 6,540.00

Additional costs (please describe):

Title Source, our web-based title selection and ordering tool, is available free of charge. The configuration includes MARC profiler, grid ordering module, full text reviews, an Admin ID, and up to 200 user positions.

TOTAL COST OF SERVICES (Add A, B, C, D, E & any Additional Costs listed above):

\$ 34,440.00

TOTAL COST OF PROJECT (Materials + Services):

*Add the total cost for Materials and total cost of Services

\$119,617.00

*(2) Blended per unit price includes all required cataloging/processing services. Please see Appendix 1 for details.
DVD pricing covers both single and multiple disc releases.*

APPENDIX 1 - SHELF-READY AUDIO VISUAL MATERIAL PRICING
PROPOSAL

Based on the information contained in your ITB, we are pleased to propose the following pricing for DVD/Blu-ray material and spoken word audio CD material. BAKER & TAYLOR/CLS reserves the right to adjust pricing if the Library's requirements change at any time throughout the project. Pricing is based upon the library's ITB. Should the library require additional services in collection development, cataloging, processing, reporting, storage, or shipment, BAKER & TAYLOR/CLS may adjust pricing accordingly. If the library system cannot be accessed via our Z39.50 methodology, then CLS may discuss alternative methodologies for system and shelf ready material. It should be noted that the cost for an alternative methodology other than what is outlined within this proposal, would be different than the pricing quoted below. All items will be supplied by CLS unless otherwise noted:

DVD/BLU-RAY MATERIAL\$4.65/UNIT (1) / (2)

INCLUDES:

- 1. ADAPTIVE AND COPY CATALOGING WITH CIP UPGRADES WHERE NEEDED, UTILIZING Z39.50 PROTOCOL
- 2. ITEM LINKING
- 3. PROJECT MANAGEMENT SUPPORT
- 4. REPACK ITEM INTO CIRCULATION READY CASE (WHEN APPLICABLE)
- 5. HUB LABEL PER DISC
- 6. DISCLOSURE LABEL INSIDE CASE
- 7. CLEAR POCKET AS NEEDED
- 8. SUPPLY, LINK, AND AFFIX BAKER & TAYLOR SUPPLIED RFID TAG TO GRAPHIC
- 9. DIGITAL MEDIA PROCESSING TO INCLUDE: PROPERTY LABEL, WARNING LABEL, BARCODE, SPINE LABEL, COLLECTION LABEL

- (1) CATALOGING AND PROCESSING PRICE FOR DVD IS FOR BOTH SINGLE AND MULTIPLE DISC FORMATS. ALSO INCLUDES SPLIT SETS (SEASONS) AND COMBO PAC (DVD/BLU-RAY).
- (2) PLEASE NOTE: CATALOGING/PROCESSING SERVICES ARE NOT AVAILABLE FOR PRODUCT ISSUED BY BUENA VISTA HOME ENTERTAINMENT, AKA WALT DISNEY STUDIOS HOME ENTERTAINMENT (BVHE)

ADDITIONAL SERVICES AT THE LIBRARY'S REQUEST:

ORIGINAL CATALOGINGFREE
TITLE SOURCE 360™FREE

Baker & Taylor's payment terms are net 30 days from the date of invoice. Ownership transfer and invoicing will occur on the date cataloging and processing is completed and the materials are either shipped, or placed in storage at a Baker & Taylor facility. Invoices are mailed to the Library at the time invoicing occurs

SPOKEN WORD AUDIO MATERIAL\$5.45/UNIT

INCLUDES:

- 1. ADAPTIVE AND COPY CATALOGING WITH CIP UPGRADES WHERE NEEDED, UTILIZING Z39.50 PROTOCOL
- 2. ITEM LINKING
- 3. PROJECT MANAGEMENT SUPPORT
- 4. REPACK ITEM INTO CIRCULATION READY CASE (WHEN APPLICABLE)
- 5. HUB LABEL PER DISC
- 6. DISCLOSURE LABEL INSIDE CASE
- 7. CLEAR POCKET AS NEEDED
- 8. SUPPLY, LINK, AND AFFIX BAKER & TAYLOR SUPPLIED RFID TAG TO GRAPHIC
- 9. DIGITAL MEDIA PROCESSING TO INCLUDE: PROPERTY LABEL, WARNING LABEL, BARCODE, SPINE LABEL, COLLECTION LABEL

ADDITIONAL SERVICES AT THE LIBRARY’S REQUEST:

ORIGINAL CATALOGINGFREE
TITLE SOURCE 360™FREE

NOTE: *DUE TO SUPPLIER RESTRICTIONS, DIGITALLY SCANNED ARTWORK IS NOT AVAILABLE FOR TITLES PRODUCED BY BLACKSTONE AUDIO.*

***** *CATALOGING AND PROCESSING PRICES ARE FOR BOTH SINGLE AND MULTIPLE DISC FORMATS.*

Baker & Taylor’s payment terms are net 30 days from the date of invoice. Ownership transfer and invoicing will occur on the date cataloging and processing is completed and the materials are either shipped, or placed in storage at a Baker & Taylor facility. Invoices are mailed to the Library at the time invoicing occurs

APPENDIX 2 - DISCOUNT TERMS AND CONDITIONS OF SALE**Baker & Taylor****Discount Terms and Conditions of Sale (AUDIO VISUAL MATERIAL)****Fulton County Library System**

Media Type	Price Range	Discount off Current Producer's List Price
DVD/Blu-Ray	Any Price	31.5 %

List prices used for calculating discounts are manufacturers' current, suggested list prices, where available. Where no list price is supplied by the manufacturer, a list price will be assigned by Baker & Taylor.

APPENDIX 2

Baker & Taylor

Discount Terms and Conditions of Sale-Spoken Word Audio CD (Firm Order)

Fulton County Library System (GA)

The pricing grid below provides discounts for each product category offered by Baker & Taylor.

Product Category	Category Definition (a)	Price Indicator	Discount
I.	Adult Trade Hardcover Editions (Popular Fiction & Non-Fiction, and may include some spoken word audio)	0 - (zero) (Hardcover Trade Editions and Spoken Word CD) C - (Hardcover Computer Books)	47.5%
II.	Juvenile Trade Hardcover Editions (Popular Fiction & Non-Fiction)	J	47.5%
III.	Adult Quality Paperback Editions (Popular Fiction & Non-Fiction)	B - (Paperback Trade Editions) C - (Paperback Computer Books)	N/A
IV.	Juvenile Quality Paperback Editions (Popular Fiction & Non-Fiction)	G	N/A
V.	Mass Market Paperback Editions	P	N/A
VI.	Single Edition Reinforced (Juvenile)	R	N/A
VII.	Publisher's Library Edition (Juvenile)	Z	21.5%
VIII.	University Press Trade Editions (may be of any binding and include some spoken word audio)	A	15.0%
IX.	Text, Technical, Reference, Professional Medical, Small Press, some University Press titles (excluding University Press Trade Editions) and/or Titles of Limited Demand (may be of any binding and include some spoken word audio)	S/X/N - (Text, Technical, or Reference Editions) L - (Hardcover Editions from Small Press and Hardcover Titles of Limited Demand—primarily Adult) 7 - (Hardcover Titles of Limited Demand—primarily Juvenile) M - (Paperback Editions from Small Press and Paperback Titles of Limited Demand—primarily Adult) 1 - (Paperback Titles of Limited Demand—primarily Juvenile) T/U/V/W/4/Letter O - (Specialty Textbooks) 5/6/8 - (Professional Medical Titles)	S = 0.0 % X = 0.0 % N = 0.0 % (b) L = 0.0 % (c)(d) 7 = 21.5% M = N/A 1 = N/A T = 0.0 % U = 0.0 % V = 0.0 % W = 0.0 % 4 = 0.0% Letter O = 0.0 % 5 = 0.0 % 6 = 0.0 % 8 = 0.0 %
X.	Imported English and Non-English Language Editions	F/K/3	0.0%
XI.	Enhanced Service Program	Y / Q	0.0 % (e)
XII.	Spoken Word Audio	H	46.2%
XIII.	Board Books	I	N/A
XIV.	Novelty Items/Activity Books	I	N/A
XV.	Special Programs, such as: - Follett Bound Editions - Turtleback Editions	D E	N/A

- (a) Please see Appendix 3 for full category definitions, which are attached hereto and incorporated herein by reference. Materials produced for TextStream print-on-demand services may fall into any category.
- (b) Titles which receive minimal publisher discount will be invoiced as shown.
- (c) Represents publishers with limited sales volume, based upon a semi-annual review. These titles may be of any binding type or publisher of origin.
- (d) Represents individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). These titles may be of any binding type or publisher of origin.
- (e) Titles where Baker & Taylor receives no discount from the publisher or prepayment is required by the publisher or publishers whose titles have limited demand and/or non-commercial publishers will be invoiced at list price.

Baker & Taylor
Discount Terms and Conditions of Sale

Also, please note that:

- Publisher's list price is subject to change without notice.
- Except where otherwise noted, book discounts are applied to current publisher's list price at the time of shipment.
- Baker & Taylor reserves the sole right to be the final determinant of product categories, category definitions and price indicators. The discounts vary based on this determination.
- Titles are categorized by Baker & Taylor for pricing purposes by considering the binding, general marketing categories, demand for certain titles, preferred stock status, cost of acquisition, cost of distribution, and the size or type of publisher, as well as factors related to relationships with publishers such as shipping terms, payment terms, publisher's discount, returnability to publishers and other factors.
- Product categories, category definitions and price indicators are subject to change at Baker & Taylor's sole discretion, without notice, based upon the above-described factors for categorizing titles.
- For domestic titles where no publisher list price is assigned by the publisher, Baker & Taylor will assign such titles a price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- For imported titles where no publisher list price is assigned by the publisher for the U.S. market, Baker & Taylor will assign such titles a U.S. dollar price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- For Follett Bound editions, Baker & Taylor will assign such titles a price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- Titles of limited demand or from small or specialty publishers generally are included in Product Category IX or Product Category XI.
- The discount terms and conditions listed do not apply to Baker & Taylor's Continuation Services or Approval Programs.
- Baker & Taylor provides an invoice that identifies the publisher's current list price, the discount offered, and the exact price charged for each title ordered.

EXHIBIT 3

CONTRACT COMPLIANCE DOCUMENTS

SECTION 4 PURCHASING FORMS

FORM 1: PROMISE OF NON-DISCRIMINATION

"Know all persons by these presents, that I/We (Lee Ann Queen),

Director- Pricing Services

Title

Name

Baker & Taylor, LLC

Firm Name

Hereinafter "Company", in consideration of the privilege to bid on or obtain contracts funded, in whole or in part, by Fulton County, hereby consent, covenant and agree as follows:

- 1) No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin or gender in connection with any bid submitted to Fulton County for the performance of any resulting there from,
- 2) That it is and shall be the policy of this Company to provide equal opportunity to all businesses seeking to contract or otherwise interested in contracting with this Company without regard to the race, color, gender or national origin of the ownership of this business,
- 3) That the promises of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption,
- 4) That the promise of non-discrimination as made and set forth herein shall be made a part of, and incorporated by reference into, any contract or portion thereof which this Company may hereafter obtain,
- 5) That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth herein shall constitute a material breach of contract entitling the Board to declare the contract in default and to exercise any and all applicable rights and remedies, including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and/or forfeiture of compensation due and owing on a contract; and
- 6) That the bidder shall provide such information as may be required by the Director of Contract Compliance pursuant to Section 4.4 of the Fulton County Non-Discrimination in Purchasing and Contracting Ordinance.

SIGNATURE: Lee Ann Queen

ADDRESS: 2810 Coliseum Centre Drive - Ste. 300

Charlotte, NC 28217

TELEPHONE NUMBER: 800-775-7930, ext. 3245 (currently working remotely, cell = 704-219-4952)

EMAIL ADDRESS: bids@baker-taylor.com or QueenL@baker-taylor.com

EXHIBIT 4

ADDENDUM

21ITBC129236B-YJ Library Non-book Materials (CD's, DVD's and Spoken Words Audio Materials)

May 12, 2021

This Addendum forms a part of the contract documents and **modifies** the original ITBC documents as noted below:

Attachment#1 – Questions and Answers submitted for Clarification

ACKNOWLEDGEMENT OF ADDENDUM NO. 1, 21ITBC129236B-YJ Library Non-book Materials (CD's, DVD's and Spoken Words Audio Materials)

The undersigned Proposer acknowledges receipt of this Addendum by returning one (1) copy of this form with the ITBC submittal package by **Wednesday, May 19, 2021 @ 11:00A.M.** electronically on-line through BidNet Direct:

<https://www.bidnetdirect.com/georgia/fultoncounty>.

This is to acknowledge receipt of Addendum No. 1, 12th day of May, 2021.

Baker & Taylor, LLC

Legal Name of Bidder

Lee Ann Queen

Lee Ann Queen

Signature of Authorized Representative

Director-Pricing Services

Title

EXHIBIT 5

SPECIAL CONDITIONS

Baker & Taylor, LLC

Response to Section 3-Special Conditions

SECTION 3 SPECIAL CONDITIONS

Fulton County Library System (FCLS) is seeking a vendor with an inventory of DVDs and Spoken Word Audiobooks (SWA) for adults, juveniles, and young adults. The inventory must include sufficient in-stock quantities of both older titles and new releases.

Baker & Taylor staff are public library specialists; our merchandisers are constantly working with publishers and libraries to identify trends and monitor inventory levels to maintain the most useful inventory for public libraries. Publishers represented include all of the major trade publication houses, as well as specialty children's publishers, text/technical publishers, university press, small press, independent press, and non-English language publishers. DVD manufacturers include over 490 studios, representing major studios as well as independents.

Due to the volume of titles shipped daily from our service centers, stock levels for publishers representing any popular, high-demand, and/or classic title are monitored closely. Stock is replenished on a regular basis, thus eliminating lengthy backorder timeframes.

Audiobook Selections

Title inventory includes Adult, Young Adult, and Juvenile selections, Fiction and Non-Fiction, appropriate for any audience level. Choose from popular literature, classic literature, language learning editions, inspirational/motivational titles, and more.

DVD Selections

We stock a wide supply of titles in all viewing categories, with material suitable for patrons of all ages and interests. In addition to stocking major studio theatrical hit releases, we also have an extensive inventory of direct to video, instructional, how-to, juvenile, animated, documentary, movie musical, music video, Bollywood, and Spanish language selections. Children's selections are available for popular movie/TV programming as well as educational pieces suitable for K-12 grade student learning.

The vendor must have a website through which the FCLS can select and order books, including pre-publication titles. The vendor must be able to catalog and process books according to FCLS specifications.

Our Title Source selection and ordering site is available to the Library. The site is described in item b. below.

Items will be cataloged and processed per specifications. Please note: cataloging/processing services are not available for product issued by Buena Vista Home Entertainment, a/k/a Walt Disney Studios Home Entertainment ("BVHE"). Due to supplier restriction, digitally scanned cover art is not available for spoken word audio CD product issued by Blackstone.

*Our methodology is described below in the **Processing and Cataloging** sections.*

Ninety-nine percent (99%) of all materials shipped shall be the correct title, edition and number of copies. No substitutions shall be made without prior written authorization from the FCLS. Vendor shall supply the latest edition of a title unless an earlier edition is specified. Binding shall be of the quality commercially sold by the publisher for specific use by public libraries.

Comply.

The FCLS expects a fill-rate that meets or exceeds 90% of all items ordered.

Comply, for in-print, publisher/manufacture available material orders.

In technical specifications, changes in procedures, and product enhancements, respondent must provide an online electronic ordering system that interfaces with Symphony Acquisitions System at no charge to the FCLS. Also, provide electronic invoicing via SirsiDynix modules and invoices

which include for each title the number of copies, title, author, publisher, unit list price, rate of discount, net unit price and extended net amount, cataloging and processing charge, if any.

Our Title Source selection and ordering site is compatible with Symphony. The Library can upload order records from carts created in Title Source into SIRSI Symphony and place orders using SIRSI Symphony acquisitions. The site is described in item b. below.

Baker & Taylor systems are compatible with Symphony and support electronic order, acknowledgement, and invoicing functions. Invoices contain all of the requested elements.

The FCLS must receive the copies in shelf-ready condition – cataloged and processed according to FCLS specifications.

*Books will be cataloged and processed per specifications. Our methodology is described below in **Processing and Cataloging – Shelf Ready NonBooks***

Permanent copies of DVDs and SWAs are purchased in all subject areas and age levels. The FCLS purchases DVDs of movies, tv shows, and documentaries for adults, children, and teens. That includes movies released in theater and straight-to-video and straight-to-streaming releases; current and past seasons of tv shows that air on streaming platforms, cable, and network tv; and documentaries. The FCLS purchases SWAs of popular fiction and non-fiction titles for adults, children, and teens.

Baker & Taylor staff are public library specialists; our merchandisers are constantly working with publishers and libraries to identify trends and monitor inventory levels to maintain the most useful inventory for public libraries. Publishers represented include all of the major trade publication houses, as well as specialty children's publishers, text/technical publishers, university press, small press, independent press, and non-English language publishers. DVD manufacturers include over 490 studios, representing major studios as well as independents.

Due to the volume of titles shipped daily from our service centers, stock levels for publishers representing any popular, high-demand, and/or classic title are monitored closely. Stock is replenished on a regular basis, thus eliminating lengthy backorder timeframes.

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Title inventory includes Adult, Young Adult, and Juvenile selections, Fiction and Non-Fiction, appropriate for any audience level. Choose from popular literature, classic literature, language learning editions, inspirational/motivational titles, and more.

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The contracted vendor will schedule monthly phone calls between key FCLS Collection Development staff and vendor representatives to go over questions, modifications

Your Project Manager will be pleased to arrange monthly meetings with B&T and Library staff to ensure that we understand current requirements and workflow and that we are available to provide the appropriate levels of service and support. Any modification to specification or change in procedure will be discussed, documented, and implemented based upon the Library's needs.

- a. The FCLS has a Central Library, 32 branches and two bookmobiles.

Comply

b. Ordering and Selecting non-books will be as follows:

- i. The FCLS must be able to use the Respondent's website to select non-books.

Baker & Taylor's Title Source 360™ is a revolutionary way to order product from one trusted source. Through the latest innovative technology, Title Source 360™ provides users with fast, accurate and personalized search results, and makes ordering easier than ever. Find the products you need and order them quickly and easily with a streamlined checkout process.

Our website is the most extensive database of bibliographic acquisitions information for U.S. publications. This subscription database includes book, ebook, spoken word audio, DVD, and music CD titles. Each record gives current print status (i.e. Not-Yet-Published, Out-of-Print), in-stock availability, and list price. Title information is updated daily and MARC records with tag information can be configured to support your current workflow.

Title Source 360™ Benefits:

- Largest database of book titles and media products
- Fast, customized search results based on prior searches or user profile
- Intuitive interface
- Inventory view and title searching within cart
- Product release calendar
- Special offers and promotions
- Live customer support
- Customized profiles
- Streamlined order management
- Simple batch entry upload and ordering process

Title Source 360™ makes it faster and easier to order books, movies or music products — now you can have millions of products at your fingertips with one easy-to-use ordering system.

Customized Search and Browse Capabilities

Title Source 360™ enhanced search capabilities include type-ahead and spell-checking to aid in your search.

Wealth of data at your fingertips

Each view provides publisher status, inventory level, estimated discounted price, cart and order duplication indication—without a single click of a button.

Enhanced MARC profiler

This feature makes integration with your ILS easy and efficient. Output customized, best available, MARC records with your required ILS data including, but not limited to, notes, location codes, fund codes, and collection codes, to create on-order records. On-order records can be used in the acquisitions process and to enable patrons to place holds on pre-pub titles.

Easy Cart Management

The innovative cart drawer is easily accessible on every page, so you can keep your lists and carts organized. Choose from multiple batch entry options: basic data entry, copy and paste and file import—multiple formats are supported.

Innovative Shared Cart Workflow

Share your cart with multiple users and control each step of the process, including selecting who can perform which function and assigning completion deadlines.

Title Source 360™ makes it faster and easier to order books, movies or music products

— now you can have millions of products at your fingertips with one easy-to-use ordering system.

The Title Source 360™ database contains detailed, comprehensive, up-to-date information on over 9 million book titles, 265,000 DVD titles, and 780,000 music titles. Data elements also include: 45 key search indices (including LC and Dewey classes), eleven filter criteria (including stock status, publication date, binding, format, and grade level), and duplicate checking between orders and selection carts.

Key Features of Title Source 360™ are:

- Updated daily to ensure accurate and current information, including in-stock titles, pre-publication, and new release titles
- Real-time inventory data
- Rich bibliographic information, including over 5.6 million jacket images in full color, first chapters, annotations, tables of contents, as well as standard bibliographic data such as author, ISBN, price, publisher, and publication
- Fully searchable Tables of Contents (1.4 million) and Annotations (5.4 Million). Approximately 1.2 million full-text reviews, including Kirkus, Library Journal, Publishers Weekly, School Library Journal, Horn Book, Choice, VOYA, BookPage, Foreword, AudioFile and E-Streams
- Automatically access titles by review publication date
- Over 45 search indices, including BISAC, LC and Dewey classes
- Create, merge, copy, export and transfer selection carts. Carts can even be emailed to other users
- Download MARC records into your ILS system with 9XX tags
- Duplicate checking between orders and selection carts
- Ordering grid capabilities for the library to track multiple branch distribution of title copies as well as three other user defined fields
- Order grid information may be downloaded to the library's ILS system for ordering and/or transmitted to CLS in the electronic order file sent from Title Source 360™
- Access to Lease Pre-publication lists and Quick Call
- Access to lookup ISBN's in library OPAC with one click
- Administrator determines levels of access for user IDs
- Orders placed electronically will receive an order confirmation within minutes of receipt. Confirmation will detail a status of Confirmed, Backordered, or Cancelled for each line item of the order. As backordered items move through the fulfillment process and are shipped for delivery, the online status maintained in Title Source will update to reflect the activity.

Shared Cart Functionality:

- Simultaneous Access to or Sharing of a single cart by multiple users within single TS360™ account.
- Enhanced Duplicate Checking allows a user to perform a duplicate check for a single title before and/or after placing the title in the cart. Those customers using our Grid Distribution system will see appropriate Grid information displayed in the printable popup window alongside previously provided duplicate information.
- An Inline Grid Distribution Table is incorporated within the Detailed Title Display to give users the ability to enter multiple rows without having to go to a separate grid screen. It is also available as a popup read-only window for shared grid carts.
- A Requisition Table for shared non-grid carts displays the requisition information supplied by all users and is viewable within the Detailed Title Display or from a popup window when using the Multiple Title Display. Information collected and displayed for each user includes: quantity, notes, and any Grid entries.

- Administrators and Cart Owners can find and replace Grid entries that may be obsolete.

Title Source 360™ is designed to support library workflows, and is integrated with Baker & Taylor's collection development service FirstLook™ and your integrated library system (ILS). Selection lists prepared for the Library will be delivered to your Title Source 360™ IDs. From there, they can be manipulated, downloaded, and ordered via EDI like any other cart, should you choose to do so.

EDI orders can also be "enriched" which will allow for communication of branch, fund or collection codes to our CLS division. Baker & Taylor will support the library with appropriate fund reports.

- ii. The Respondent's website must feature a database of non-books that is searchable by author, title, subject, format, date of publication, publisher, ISBN, price, print run etc or any combination of those search terms. The entry in the database for each title should include access to reviews of the titles, basic bibliographic information, and relevant information like the size of the book's print run, any special media tie-ins etc.

Database is searchable by the elements requested.

The Library may create lists using the Search and Filter selections in our Title Source product. Data elements include: 45 key search indices (including BISAC codes and key words, LC and Dewey classes), and eleven filter criteria (including stock status, publication date, binding, format, and grade level).

The database may be searched by keyword, title, author, ISBN, Approval subject descriptor, Dewey or LC classification, LC subject heading, publisher, or general subject code. Searches may be further narrowed by considering price, binding, print status, and date parameters.

Multiple filters and search criteria may be used in combination.

Search options include Academic Subject, All Fields (keyword), All Subjects (keyword), Annotations (keyword), Artist, Author, Continuations ID, BISAC (codes or keyword), Dewey Classification, Edition/Volume, General Subject, Genre, ISBN, UPC, ISSN, LCCN, LC Classification, Library Subject, Merchandise Category, Item Number, Label Code, Product Code, Publisher/Supplier/Distributor, Review Source, Review Text, Series LC, Series Product, Title (keyword or begins with), and Table of Contents (keyword).

Filter selections include Physical Format, E-content Platform, Publication Status, Book Classification, Language, Stock Status, Publication Date, Audience, Rating, Demand, List Price, Attributes, Initial Print Run, Lexile Scale, Date Record Created, Pre-Order Date, First Receipt Date, Book In Hand Date, Information Source, Accelerated Reader Information, and Reading Counts Information.

The title records contain rich bibliographic information, including over 5.6 million jacket images in full color, first chapters, annotations, tables of contents, as well as standard bibliographic data. Title detail is available

in expanded record view. Available information includes: ISBN/UPC/LCCN, Publisher/Producer, Edition/Volume, Audience, Publication Status, Publication Date, Street Date, Dewey, Inventory Status, real time inventory data, Inventory Demand, Series, Merchandise Category, Language, Pre-Order Date, Physical Format, Number of Pages, product dimensions (height, length, depth, weight), First Receipt Date, Initial Print Run, Library Subjects, General Subjects, Academic Subjects, BISAC Subjects, Lexile Scale, Accelerated Reader Information, and Reading Counts Information.

Additionally, Title Source provides fully searchable Tables of Contents (1.4 million) and Annotations (5.4 Million). Approximately 1.2 million full-text reviews, including Kirkus, Library Journal, Publishers Weekly, School Library Journal, Horn Book, Choice, VOYA, BookPage, Foreword, AudioFile and E-Streams

- iii. The website must provide access to selection tools, such as lists of forthcoming high demand pre-publication titles, lists of award winners, etc.

Online Selection Lists

Baker & Taylor's on-line selection lists are developed by our professional staff to help save you time and effort in searching for titles of interest. Utilizing Title Source, you can browse our comprehensive group of Title Lists, developed exclusively for you.

Lists are organized into useful categories of similar lists, helping you easily browse the topics that interest you and your patrons.

- *Adult Fiction and Non-Fiction*
- *Children's Fiction and Non-Fiction*
- *Spanish Language Fiction and Non-Fiction*
- *Spoken Word Audio*
- *Audio & Video Bestsellers*
- *Audio & Video New Releases*
- *Book Leasing (prepublication list of new releases)*
- *Booking Ahead*
- *Children's & Teen (CATS)*
- *State Book Awards*
- *Awards & Honors*
- *Bestsellers*
- *Kirkus Collections*

To access the lists, simply log-in from Title Source via Quick Links.

Custom List Services/Profiled Lists

Baker & Taylor has formal processes and has developed tools that can be used to address almost any library collection development need. The key elements are: our professional librarians and technical staff; sophisticated information systems, and a robust product database. In addition, B&T Collection Management Services integrate seamlessly with B&T's TS360™ web site and our industry-leading fulfillment services.

Librarians and Technical Staff

The B&T Collection Management team comprises over 20 professional librarians and paraprofessionals. The team is led by Martin Warzala, Director of Collection Management & Technical Development. Our

librarians have extensive experience working in library collection development before their employment with B&T. They are active at the state and national level in professional organizations. Members of this team have participated in conference presentation and have contributed to professional publications. B&T Collection Management has appropriate technical staff to address the necessary computer and application development issues associated with library collection development processes. In addition to supporting special projects and ongoing collection development processes, the B&T Collection Management team is available to consult on library collection management process enhancement and change management support.

Selection Lists

Baker & Taylor's Collection Management division has one of the most extensive databases in the industry to support ongoing selection as well as opening day collection projects. Our core selection application can access millions of book, audio and video titles.

Lists prepared by Baker & Taylor will be delivered as carts to Title Source 360™. Title Source offers a variety of selection list options, including electronic selection lists covering popular genres, industry current events, and titles in high demand. The user can also create their own selection lists by searching the database via 45 different search indices. Selection lists can be shared by multiple users within the account. Title Source 360 also gives the user the ability to apply grid distributions to a selection list (i.e. indicated branch, collection/holding codes or item types). The bibliographic data available to the user when viewing selection lists within Title Source 360 includes title, author, ISBN, price, UPC, subject headings, discounted price, inventory levels, publication date, Dewey number, and review sources.

Data can be accessed and output by using an extensive range of access points including but not limited to:

- Dewey Classification*
- Library of Congress Classification*
- Library of Congress Subject Headings*
- Fiction Genres*
- Juvenile Material Type, i.e. Picture Book, Easy Readers*
- Subject Thesauri such as BISAC Subject Classifications*
- Non-Book Material Genres*
- Key Word that can be applied to subject access points, full text annotations, and/or tables of contents*

In addition to these subject/content descriptions, data can be accessed and output by non-subject descriptive data elements including but not limited to:

- Review Citation*
- Citation in Industry Standard Bibliographies such as Public Library Catalog or Best Books for Children*
- Series*
- Level of Readership/Intended Audience*
- Physical Format/Material Type*
- Availability Status*
- Stock Status*
- Price*

Staff Collection Management librarians also maintain bibliographies that can be used to support library collection development projects. Examples include and are not limited to interdisciplinary multicultural collections that have African American, Hispanic/Latino, and/or Asian oriented content.

B&T can provide collection development data in a laser printed hard copy, MARC, or PC compatible format including Microsoft Excel. Data availability includes, but is not limited to the following:

- *ISBN/ISSN*
- *Binding/Format*
- *List Price*
- *Delivered Price*
- *Holdings*
- *Class Number (s)*
- *Author/Editor*
- *Title*
- *Edition Statement*
- *Publisher*
- *Date of Publication/Copyright*
- *Series*
- *Brief Annotation*
- *Interest Level*
- *Indication of Status*
- *Subject Classification*

In addition, B&T can include almost any data element that is included in the structure of a MARC record in our hard copy or electronic formats of selection lists. We can include data that indicates:

- *Juvenile Material Type, i.e. Picture Book, Easy Readers*
- *Subject Thesauri Elements such as BISAC Subject Classifications*
- *Non-book Material Genres*
- *Review Citation indications*
- *Citation in Industry Standard Bibliographies such as Public Library Catalog or Best Books for Children*
- *Physical Format/Material Type*
- *Availability Status*
- *Stock Status*
- *Regional and National Demand accumulated from all B&T customers*

Reviews

Baker & Taylor can provide access to full-text review citations from the following major review sources: AudioFile, Booklist, BookPage, Doody's, E-Streams, ForeWord, Clarion Reviews, Horn Book Guide, Horn Book Magazine, Kirkus, Voice of Youth Advocates, PW Annex, LJ, SLJ, Criticas, Library Talk, Book Report, and Technology Connection.

FirstLook™ Collection Development Services

FirstLook™ is Baker & Taylor's family of notification services, available to libraries. FirstLook™ is supported by a staff of experienced librarians and merchandising specialists who are experts in the publishing and entertainment industries. These services are supported by the industry's most sophisticated collection development management system, and title lists are provided via

Title Source 360™ where they can easily be conditioned and downloaded into your ILS.

FirstLook™ Basic

FirstLook™ Basic is a collection development program that provides notification of high-visibility new and forthcoming titles. FirstLook™ Basic is available to subscribers of Title Source 360™. Each month you will automatically receive a new cart that includes an up-to-date title list. Lists are available in the following categories:

- New Releases in Adult DVD*
- New Releases in Children DVD*
- Adult Fiction*
- Adult Non-Fiction*
- Adult Large Print*
- Adult Reference*
- Adult Mass Market*
- Adult Spanish*
- Children and Teens Mass Market*
- Children and Teens Spoken Word Audio*
- Children and Teens Picture Books*
- Axis 360 eBooks*

FirstLook™ Custom

First Look Custom is a Collection Development program that delivers fully customized selection lists for both print and non-print material based upon your selection criteria.

Our custom-profiled lists make your selection as seamless as possible. In conjunction with your Baker & Taylor Sales Consultant and/or Collection Management staff member, you determine which lists you want, how you want them, and when you want to receive them by completing a profile document with your unique specifications.

FirstLook™ Custom Features:

Multiple selection criteria including but not limited to:

- Subject criteria, such as Dewey and LC classification, BISAC and genre categories*
- Reviews and citations in review sources and/or bibliographies*
- Audience level*
- Series*
- Publishers*
- Citation in a Baker & Taylor publication or merchandising plan*
- Publication date*
- Format*

Flexible scheduling options

- One-time special profiles (i.e. replacement lists) available*
- Weekly, semi-monthly, quarterly, contingent upon profile/material type*

Duplication management

- Titles are checked against previous carts—view a title one time for selection efficiency and to prevent unwanted duplication*

Lists delivered as carts to:

- *Title Source 360™*

Lists sent via FTP, email or US mail in the following formats:

- *Word*
- *Excel*
- *PDF*
- *MARC*

B&T can provide collection development data in a laser printed hard copy, MARC, or PC compatible format including Microsoft Excel. Selection Lists can also be loaded into the Library's ILS via Baker & Taylor's Title Source 360™, or via MARC acquisition records.

- iv. The website must show the real-time inventory of these non-books – the number on order or in stock. In-stock inventory must include sufficient quantities to supply even multiple copies of each title. The inventory must cover product from the entire spectrum of publishers and distributors, including major and independent studios and major publishers of SWAs. *Real time inventory is displayed for each title record, providing On Hand and On Order information.*

Title inventory includes Adult, Young Adult, and Juvenile selections, Fiction and Non-Fiction, across all genres, appropriate for any audience or reading level. Choose from popular literature, classic literature, technical editions, reference editions and more.

Baker & Taylor has established relationships with over 75,000 publishers and imprints. We are public library specialists; our merchandisers are constantly working with publishers and libraries to identify trends and monitor inventory levels to maintain the most useful inventory for public libraries. Publishers represented include all of the major trade publication houses, as well as specialty children's publishers, text/technical publishers, university press, small press, independent press, and non-English language publishers. 490 DVD manufacturers are represented.

Due to the volume of titles shipped daily from our service centers, stock levels for publishers representing any popular, high-demand, and/or classic title are monitored closely. Stock is replenished on a regular basis, thus eliminating lengthy backorder timeframes.

- v. The website must also provide a duplicate check function and the ability to download orders to a spreadsheet as well as print them.

Title Source provides duplicate checking by ISBN across ordered carts and active carts as well as against the Library's current holdings. Any duplicate ISBN appearing in a search is noted as such for the Selector, flagged to provide an alert to the duplicate (C = duplicate in Cart / O = duplicate in Ordered Cart / H = duplicate in Holdings).

Additionally, using Shared Cart functionality, Enhanced Duplicate Checking allows a user to perform a duplicate check for a single title before and/or after placing the title in the cart. Those customers using our Grid Distribution system will see appropriate Grid information displayed in the printable popup window alongside previously provided duplicate information.

Title information contained in order records may be downloaded to a spreadsheet and printed.

- vi. The Respondent must be able to provide on a regular basis selection lists or carts that are customized to the FCLS's specifications or profile. Titles that appear on one selection list may not appear on any other selection list over the course of the year. The lists must be age-specific, with no overlap between juvenile and teen/young adult. FCLS defines Juvenile as pre-school through age 12 and Young Adult as ages 13-19.

Lists will be provided based on the Library's profiles, as requested.

Custom List Production

Baker & Taylor's Collection Management has one of the most extensive databases in the industry to support ongoing selection as well as opening day collection projects. Our core selection application can access over 3.5 million book, audio and video titles. Data can be accessed and output by using an extensive range of access points including but not limited to:

- Dewey Classification*
- Library of Congress Classification*
- Library of Congress Subject Headings*
- Fiction Genres*
- Juvenile Material Type, i.e. Picture Book, Easy Readers*
- Subject Thesauri such as BISAC Subject Classifications*
- Non-book Material Genres*
- Key Word that can be applied to subject access points, full text annotations, and/or tables of contents*

In addition to these subject/content descriptions, data can be accessed and output by non-subject descriptive data elements including but not limited to:

- Review Citation*
- Citation in Industry Standard Bibliographies such as Public Library Catalog or Best Books for Children*
- Series*
- Level of Readership/Intended Audience*
- Physical Format/Material Type*
- Availability Status*

- *Stock Status*
- *Price*

Staff collection management librarians also maintain bibliographies that can be used to support library collection development projects. Examples include, but are not limited to interdisciplinary multicultural collections that have African American, Hispanic/Latino, and/or Asian oriented content.

B&T can provide collection development data in a MARC, or PC compatible format including Microsoft Excel. Data availability includes, but is not limited to the following:

- *ISBN/ISSN*
- *Binding/Format*
- *List Price*
- *Delivered Price*
- *Holdings (see below)*
- *Class Number (s)*
- *Author/Editor*
- *Title*
- *Edition Statement*
- *Publisher*
- *Date of Publication/Copyright*
- *Series*
- *Brief Annotation*
- *Interest Level*
- *Indication of Status*
- *Subject Classification*

In addition, B&T can include almost any data element that is included in the structure of a MARC record in our hard copy or electronic formats of selection lists. We can include data that indicates:

- *Juvenile Material Type, i.e. Picture Book, Easy Readers*
- *Subject Thesauri Elements such as BISAC Subject Classifications*
- *Non-book Material Genres*
- *Review Citation indications*
- *Citation in Industry Standard Bibliographies such as Public Library Catalog or Best Books for Children*
- *Physical Format/Material Type*
- *Availability Status*
- *Stock Status*
- *Regional and National Demand accumulated from all B&T customers*

FirstLook™ Collection Development Services

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Title Source 360™ where they can easily be conditioned and downloaded into your ILS.

FirstLook™ Basic

FirstLook™ Basic is a collection development program that provides notification of high-visibility new and forthcoming titles. FirstLook™ Basic is available to subscribers of Title Source 360™. Each month you will automatically receive a new cart that includes an up-to-date title list. Lists are available in the following categories:

- New Releases in Adult DVD*
- New Releases in Children DVD*
- Adult Fiction*
- Adult Non-Fiction*
- Adult Large Print*
- Adult Reference*
- Adult Mass Market*
- Adult Spanish*
- Children and Teens Mass Market*
- Children and Teens Spoken Word Audio*
- Children and Teens Picture Books*
- Axis 360 eBooks*

FirstLook™ Custom

First Look Custom is a Collection Development program that delivers fully customized selection lists for both print and non-print material based upon your selection criteria.

Our custom-profiled lists make your selection as seamless as possible. In conjunction with your Baker & Taylor Sales Consultant and/or Collection Management staff member, you determine which lists you want, how you want them, and when you want to receive them by completing a profile document with your unique specifications.

FirstLook™ Custom Features:

Multiple selection criteria including but not limited to:

- Subject criteria, such as Dewey and LC classification, BISAC and genre categories*
- Reviews and citations in review sources and/or bibliographies*
- Audience level*
- Series*
- Publishers*
- Citation in a Baker & Taylor publication or merchandising plan*
- Publication date*
- Format*

Flexible scheduling options

- One-time special profiles (i.e. replacement lists) available*
- Weekly, semi-monthly, quarterly, contingent upon profile/material type*

Duplication management

- *Titles are checked against previous carts—view a title one time for selection efficiency and to prevent unwanted duplication*

Lists delivered as carts to:

- *Title Source 360™*

Lists sent via FTP, email or US mail in the following formats:

- *Word*
- *Excel*
- *PDF*
- *MARC*

Duplication management

Duplication management can be performed, comparing against previous lists or orders you've placed in the last 18 months. Ad-hoc/one time profiles are also available to address a special project.

- vii. The Respondent must be able to create multiple log-ons and passwords for up to 125 selectors, as well as for the account administrator. All orders from selectors will be sent to the Respondent from the account administrator.

Comply. Additionally, with Title Source, you are able to share your cart with multiple users and control each step of the process, including selecting who can perform which function and assigning completion deadlines.

Shared Cart Functionality:

- *Simultaneous access to, or sharing of, a single cart by multiple users within single TS360 account.*
- *Enhanced Duplicate Checking allows a user to perform a duplicate check for a single title before and/or after placing the title in the cart. Those customers using our Grid Distribution system will now see appropriate grid information displayed in the printable popup window alongside previously provided duplicate information.*
- *An Inline Grid Distribution Table is incorporated within the detailed title display to give users the ability to enter multiple rows without having to go to a separate grid screen. It is also available as a popup read-only window for shared grid carts.*
- *A Requisition Table for shared non-grid carts displays the requisition information supplied by all users and is viewable within the detailed title display or from a popup window when using the multiple title display. Information collected and displayed for each user includes: quantity, notes, and any Grid entries.*
- *Administrators and Cart Owners can find and replace grid entries that may be obsolete.*

- viii. Carts and lists must support centralized selection, i.e. permitting orders for multiple agencies for each title simultaneously, as well as permitting selectors to indicate whether this is to be processed as adult, juvenile, or YA.

Title Source with grids will permit the Library to centralize selection by placing a single order for multiple agencies for each title simultaneously. The selector can indicate whether the title is to be processed as adult, juvenile, young adult, or reference.

- ix. The FCLS must be able to place orders in Symphony through EDI, which generates a Purchase Order number and transmits the order to the Respondent.

Comply. Baker & Taylor systems are fully compatible with all major ILS systems (including Symphony), supporting electronic order, order acknowledgement, and invoicing functions. Data in title carts developed in Title Source may be uploaded to Symphony for use as order records. EDI orders can also be "enriched" which will allow for communication of fund, collection, quantity, and location information.

For ordering through the Library's acquisitions systems, Baker & Taylor has a unique workflow that helps the library automate the process of selection to acquisitions. This process starts with our Title Source website. Here, selectors can assign location and fund to quantities of titles for orders. That group of titles can be downloaded from Title Source, and uploaded into Symphony using the 960 tag that Symphony has designated for order record creation. After the order record has been created, Baker & Taylor has the ability to accept EDI orders from Symphony, provide EDI confirmations of order receipt, and provide electronic invoicing at the time of shipment. Since the library has decided to utilize shelf-ready cataloging and processing services from Baker & Taylor's CLS division, the EDI orders can also be "enriched" which will allow for communication of location and fund codes to our CLS division. After the order records have been received in, the PO can be placed in queue for FTP ordering. By logging in to our FTP site, <ftp.bakertaylor.com>, with the library username and password, the library will place orders into the .in directory of our FTP site.

- x. The FCLS requires a separate account that's different from permanent collection books.

Separate accounts will be established, as required.

- xi. The FCLS currently uses the following accounts for ordering non-books:

1. Processed (separate accounts for adult, juvenile & YA processed)
2. Product only (separate accounts for adult, juvenile & YA product only)
3. Various others, reflecting different FCLS fund accounts for special projects. The Respondent must be able to create separate fund accounts for these and all of the above.

The CLS project team will work with the library to create the appropriate grid and account structure to ensure compliance to this requirement for all account types. We currently have a process through Title Source which allows the Library to select items with grid information, place the order through Title Source, and the library can download the information to Symphony.

- xii. The Respondent must provide weekly reports showing, by branch, items ordered, shipped, back ordered and not yet published. There must be a separate weekly list of cancellations and reason for cancellation, by branch.

Baker & Taylor will provide reporting every week for material via an email from your Account Coordinator; this does not include branch level detail.

- xiii. The Respondent must provide a project manager who will work closely with FCLS Collection Management staff. A resume of the project manager should be included in the Respondent's proposal. The project manager must:

Please see below for information on our project team, including your Project Manager (Customer Success Manager).

- 1. Have the authority to implement any changes to cataloging or processing specifications as requested by the FCLS

Your Project Manager (Customer Success Manager) will have authority to implement changes to cataloging and processing specifications as requested by the library.

Should the Library require additional services in collection development, cataloging, processing or reporting, outside of what is outlined in this RFP, Baker & Taylor may adjust pricing accordingly based upon negotiations of pricing for the additional services and mutual agreement to the pricing.

- 2. Respond to calls and emails within 24 hours

Baker & Taylor understands and will comply with the 24 hour response time, however, it may take longer than 24 hours to provide resolution to a more complex issue or question.

- 3. Arrange regular conference calls or meetings to take feedback from Collection Management staff

Baker & Taylor will comply with this requirement. Your Customer Success Manager will work with the Library team to establish a monthly schedule for a status call. This call is an opportunity for our team to touch base with the Library staff, to communicate information about your accounts, and to listen to any concerns or issues from the Library team.

As a current customer, the Library has an established CLS Project Team. Upon award, CLS will work with the library to review account structure, cataloging profiles, and processing profiles and to produce any samples for approval as needed. Based on this review, we will make any necessary updates. Your Customer Success Manager

(CSM) will work with you to determine the next steps to organize and fulfill service needs.

Ultimately, the key to successful project management is communication. Internally, CLS emphasizes and focuses on team communication for facilitation and completion of all processes and tasks. Externally, this communication is no less important. Team to team communication between the Library and CLS builds a confidence and the environment that is needed for the successful completion of any project. In support of this "communications environment", the CSM is responsible for establishing regular conference calls with the Library and all the CLS team members. These meetings can serve a number of purposes, such as the regular review of profiles, requirements, and project status updates. Our experience has also proven that these meetings and calls aid in the development of the relationship between CLS and the Library by promoting open lines of communication at all times and by helping to resolve any outstanding issues or questions.

Project Team

A project team is assigned for each customized services customer. Each team member has been cross-trained across all functional project areas and has the experience of working on many projects of varying size and scope. The project team will be supported by a Customized Library Services (CLS) staff of over 300 trained professionals, performing the unique services needed to provide complete library solutions.

Baker & Taylor's Customized Library Services utilizes a team approach to working with libraries to help manage projects in the areas of Collection Development, Ongoing Cataloging and Processing, and Opening Day Collections. The core of this team approach is our project management philosophy. Our project managers and support staff will work with the library to ensure that all requirements are documented and understood, that necessary resources are available, and that a proper framework for communication is in place.

All CLS project teams consist of the library staff, and a minimum of a customer success manager (CSM), an automation specialist/cataloging/processing manager, and an account coordinator. Collection development managers are included on an as needed basis. Team members are responsible for managing their assigned resources to complete the project. In turn, each team member works closely with the project manager to ensure compliance to all requirements.

As a current customer, Fulton County Library System has an established CLS Project Team. Upon award, CLS will work with the library to review account structure, cataloging profiles, and processing profiles and to produce any samples for approval as needed. Based on this review, we will make any necessary updates. Your CSM will work with you to determine the next steps to organize and fulfill service needs.

The following Baker & Taylor staff members currently work in support of the Library and will continue to partner with the library upon award of this RFP. Resumes for each of the staff members below are included in Appendix 6.

Marie Franklin, Senior Customer Success Manager
Marie.Franklin@baker-taylor.com

Alisa Brown, Customer Success Manager
Alisa.Brown@baker-taylor.com
Collaborates with the Library to establish workflow, system connections, cataloging and processing requirements. Monitors accounts on a daily basis.

Gayle Floyd, Manager Customer Administration/Account Coordinators
Gayle.Floyd@baker-taylor.com

Lindsay Alexander, Account Coordinator
Lindsay@baker-taylor.com
Provides customer service, prepares internal account profiling documents, coordinates account setup, assists with reporting.

Tama Richie, Manager-CLS Operations
Tama.Richie@baker-taylor.com
Oversees processing workflow and procedures. Ensures processing quality control.

Penny Ginn
Penny.Ginn@baker-taylor.com
Oversees cataloging workflow and ensures quality control.

Martin Warzala, Director - Collection Management
Martin.Warzala@baker-taylor.com
Works with library staff to create, implement, and manage a collection development workflow that meets the needs of the library and of the patron community.

Leah Sealy, Area Sales Consultant
Leah.Sealy@baker-taylor.com
Provides local support, training, and assistance to the Library

Frank McDonald, Vice President of Sales, Public Libraries, Eastern Region
Frank.McDonald@baker-taylor.com
Oversees all service and sales to the Library

c. Materials will be shipped as follows:

- i. All DVDs and SWAs will be shipped to the Central Library in shelf-ready condition.

Comply. Materials will be delivered FOB Destination, with free shipping from the assigned service center.

- ii. All deliveries must be made during FCLS business hours.

Comply

- iii. Rush shipments must be shipped by UPS or other delivery service to meet the required turnaround time. Delivery of rush shipments must also be during the hours described above.

The Customized Library Services Project team will create the appropriate account structure to expedite rush material. We understand the need to bring to the library high demand material as soon as it becomes available. To that end, we have streamlined our receiving and operational process for in stock material to ensure the fastest possible turn time. Our commitment for rush orders is to ship the material within 10 days after receipt of order for in stock materials or from receipt of materials from publisher. It will be our target to get that material cataloged and processed within the time frame above, but based on operational and fulfillment condition this goal might not be obtainable 100 percent of the time.

Please note, the Library will be responsible for any expedited shipping charges for rush orders.

Rush materials should not exceed 20% of the Library's purchases.

- iv. All shipments will include a packing slip listing author, title, number of copies and ISBN of each title included, as well as "ship to" and "bill to" addresses, and the invoice and the purchase order numbers. The packing slip must also show the discount for each title. Any box in a shipment containing a packing slip must be clearly marked, "Packing Slip Included".

Baker & Taylor has developed a detailed packing list which enables the library to check in the order title by title, noting the price and quantity. Titles are listed alphabetically, by title. Packing slips include author, title, number of copies, ISBN of each title, "ship to" address, "bill to" account number, and purchase order number. List price and discounted price are displayed; the discount percentage does not appear. Baker & Taylor's ATS number (authorization to ship) is included on each invoice and packing slip and will allow the library to match the packing slips to invoices. Each box can contain a packing slip, or boxes containing a master packing slip are indicated with a capital 'M' on the address label.

- v. The FCLS will return all damaged DVDs and SWAs to the Respondent. The Respondent must replace the item free of charge or issue credits that can be used for future selections. The Respondent must arrange prepaid shipping for return of any damaged books.

Baker & Taylor will accept the authorized return of items that are damaged, defective, or incorrectly shipped. Please see the enclosed returns policy, Appendix 5, for further details on credits and returns. To make a return, simply contact your Account Coordinator within the time period specified to obtain an authorization number for your return as well as a prepaid

shipping label. Once the authorization has been obtained, the library can either have a no charge replacement shipped to the library, or may have the credit applied to the invoice in question.

d. Invoices will be remitted in compliance with the following:

- i. Invoices for non-boos will be emailed on a weekly basis to collection.development@fultoncountyga.gov, in an Excel spreadsheet.
Comply.
- ii. The Excel spreadsheet will include a Summary Worksheet of totals for quantities received, with processing costs listed separately.
Comply.
- iii. The Excel spreadsheet will include a Detailed Worksheet by locations listing individual purchase orders by quantities received, with processing cost listed separately.
Comply.
- iv. Invoices shall be on company letterhead with company name and address and include the following:
 1. The "Ship To" name and address
 2. The "Bill To" name and address
 3. The "Remit To" address for payment
 4. The purchase order number
 5. Reference to packing slip/shipment number the invoice number and date
 6. Author/title, ISBN, binding, list cost of book, number of copies
 7. Total list cost for all copies
 8. Discount (percentage)
 9. Total net cost for all copies
 10. Shelf-ready cost on invoice where it pertains
 11. Separate line items for each handling charge that pertains (e.g. Rush)

Comply. EXCEL and PDF versions will arrive under Baker & Taylor email addresses.

Processing and Cataloging – Shelf Ready Non-Books

FCLS reserves the right to make amendments to any part of the specifications listed in this bid, as the need arises, based on changes in technology, software, MARC format, AACR2, OCLC, Dewey Decimal Classifications, ILS, or the method by which FCLS catalogs/processes materials. The Respondent will be notified in writing via email of these changes and must agree to adjust their specs accordingly, within five (5) business days. Once the changes have been made, the Respondent must send the updated copy, via email, to the FCLS project administrator (to be identified) for a signature as confirmation that the requested amendments were made and that they will be implemented upon receipt of said signature.

Respondent must be able to provide MARC catalog records with appended holdings fields that can be loaded, indexed and retrieved by FCLS ILS, which is currently SIRSI Symphony, 3.5.3.1.

Respondent must have exported and loaded bibliographic records, with appended 949 holdings creation fields, to be considered for selection.

The Respondent must be able to deliver non-books fully cataloged and processed according to the following specifications.

1. Respondent must provide the processing supplies needed for the shelf-ready services being provided, including the following:

- a. Labels (spine, property, warning and disc)
- b. RFID tags: The FCLS's new branches will use RFID technology. Therefore the vendor for this book contract must plan to give each book both a barcode (described below) and an RFID tag. RFID tags shall be:
 - 2"x 2" or 1.9"x 3.2" based upon process material.
 - 1024 bit memory
 - Compatible with an air interface device based on ISO/IEC 18000 standards.
 - Shall be compatible with a 13.56 MHz system.
 - Tag shall be capable of ISO/IEC 15963 data protocol.
- c. OCR/Barcode Labels – Barcode labels must conform to existing FCLS standards for size, readability and composition:
 - Custom photocomposed OCR/barcode labels.
 - Size: Minimum of ¾ inch high by 2 inch wide
 - Minimum of 1/8 inch between barcode and OCR
 - FCLS name printed on top center of label: Fulton County Library System
 - Adhesive: 2 mil permanent adhesive
 - Laminate: 1 mil matte polyester
 - OCR number height: 1/8 inch
 - OCR Symbolology: OCR/A; check digit: modulus 10 (CK05)

- Barcode symbology: Code 39
- Density; standard
- Number of digits: One character "R" followed by ten random digits (0-9) with one space between 5th and 6th digits.
- Starting and ending numbers: (Will be provided by AFPLS).
- Barcode/OCR labels must interface successfully with the SIRSI ILS
- OCRs must be readable by Opto-Wand dual port OCR wand, model 1001.
- Barcodes must be readable by Intermec 9510 scanner & Intermec 9430 Trakker handheld scanner

NOTE: Vendor must send approval sample sheet to FCLS project administrator for testing and approval of the OCR labels before production.

2. Respondent will be required to provide these shelf ready services:

- a. Labels (spine, disc, ownership and waning)
- b. OCR/Barcode Labels
- c. RFID Tags
- d. CD Containers (Single and Multiple)
- e. DVD Containers (Single and Multiple)
- f. Alpha S3 Bottom Load DVD Security Case

3. Vendors must catalog non-book materials to FCLS specifications, including:

- a. Checking the FCLS ILS to determine if an item record already exists
- b. Providing added copy record if an item record already exists or creating a new record in compliance with FCLS cataloging practices. Original cataloging is estimated to be needed for fewer than 5% of items ordered.
- c. Cataloging to AACR2, RDA and current edition of Dewey Decimal Classification
- d. Conforming to OCLC MARC bibliographic record requirements
- e. Cataloging on OCLC through OCLC bibliographic utility
Cataloging is performed in Vendor utility; records are loaded to OCLC
- f. Conforming with FCLS cataloging practices
- g. Updating FCLS holdings in OCLC as needed
A file of records is sent weekly to OCLC to update holdings.
- h. Providing data in electronic format to the FCLS ILS, currently SIRSI
- i. Symphony 3.5.1.1.

4. Respondent must provide new catalog records, either through the editing of existing records in Respondent's bibliographic database or through the creation of original catalog records:

- a. New catalog records must conform to AACR, 2nd edition, 2002 revision and USMARC standards, RDA and must reflect any formally adopted changes to these standards throughout the life of the contract.

- b. All name and subject headings must reflect the latest version appearing in the online FCLS of Congress name and subject authority files, and supplemented by the latest paper or online edition.
- c. Call numbers must be assigned in the 099 MARC field, according to the Dewey Decimal Classification Scheme, 23rd edition (and any subsequent published updates)
- d. Respondent must subscribe, or have access through a bibliographic utility, to LC MARC catalog records.
- e. Fixed Fields must be established and edited according to the most current edition of the OCLC Bibliographic Formats and Standards documents.
- f. Respondents will use the following fields:
 - i. 010
 - ii. 020
 - iii. 022
 - iv. 028
 - v. 035 – Local System # (OCoLC)
 - vi. 049 – Use GAPA. Respondent must add this field to all formats of new materials cataloged for FCLS
 - vii. 099 – Call number. For LC MARC records change the 082 field to 099
 - viii. 1XX
 - ix. 240/245
 - x. 246
 - xi. 300
 - xii. 336,337,338 – Retain if present.
 - xiii. 505 – Retain for juvenile items. Delete for young adult items.
 - xiv. 520 – Retain for juvenile items. Delete for young adult items.
 - xv. 600, 650, 651, 655, 690 - Add local subject heading Young Adult material to Young Adult Materials.
 - xvi. 7XX
 - xvii. 949 Respondent must create 949 holdings record creation fields. The 949 fields include:
 - \$a call number
 - \$v volume or year
 - \$i item barcode
 - \$m FCLS – CENTRAL
 - \$l home location – FLOAT

- \$t item type – DVD_FLO, DVD_SET_FLO, JUV_DVD_FL, J_DVDST_FL, SPOK_CDFLO, SPK_CDSTFL, J_SPCD_FLO or J_SPCDSTFL
- \$x item cat 1 – DVD, JUV_DVD, SPOKEN_CD or YA_SPOK_CD
- \$z item cat 2 - ADULT, JUVENILE, or YOUNG_ADLT.

5. Additional Special Conditions:

- a. FCLS may sometimes choose to order some of these materials "product only". When FCLS submits a product only order, the vendor must remove the shrink wrap on all DVDs ordered "product only".
- b. All DVDs must be repackaged into a sturdy case suitable for heavy circulation.
- c. All audiobooks must be repackaged into a sturdy case suitable for heavy circulation.

9 Tag - Local Call Number Examples:

Type	Call number
Adult Feature Film	DVD 791.43 WOLF
Adult Television Series	DVD 791.45 WOLF
Adult Spoken CD Fiction	CD FICTION JOHNSON
Adult Spoken CD Biography	CD B JOHNSON
Adult Spoken CD Non Fiction	CD 940.53109 OLSEN
Juvenile Feature Film	J DVD FROZEN
Juvenile Television Series	J DVD BARNEY
Juvenile Nonfiction DVD	J DVD 513.2 MULTIPLICATION
Juvenile Spoken CD	J CD FICTION MCDONALD
Young Adult Spoken CD Fiction	Y CD FICTION COLLINS
Young Adult Spoken CD Nonfiction	Y CD 123.4567 SMITH

949 Tag - Local Holdings Examples

FCLS Name Code - 949 \$m

DESCRIPTION	CODE
Central Library	CENTRAL

Home Location Code – 949 \$l

DESCRIPTION	CODE
Floating Collection	FLOAT

Item Types Codes- 949 \$t

DESCRIPTION	CODE
Adult DVD	DVD_FLO
Adult DVD Set	DVD_SET_FL
Adult Blu Ray DVD	DVD_FLO
Adult Spoken CD	SPOK_CDFLO

Adult Spoken CD Set	SPK_CDSTFL
Juvenile DVD	JUV_DVD_FL
Juvenile DVD Set	J_DVD_STFL
Juvenile Blu Ray DVD	JUV_DVD_FL
Juvenile Spoken CD	J_SPCD_FLO
Juvenile Spoken CD Set	J_SPCDSTFL
Young Adult Spoken CD	SPOK_CDFLO
Young Adult Spoken CD Set	SPK_CDSTFL

Cat 1 Codes – 949 \$x

DESCRIPTION	CODE
Adult DVD	DVD
Adult Spoken CD	SPOKEN_CD
Juvenile DVD	JUV_DVD
Juvenile Spoken CD	JUV_DVD
Young Adult Spoken CD	YA_SPOK_CD

Cat 2 Codes- 949 \$x

DESCRIPTION	CODE
Adult	ADULT
Juvenile	JUVENILE
Young Adult	YOUNG_ADLT

Audio Visual Processing

Format	Vendor Supplied Material	Instructions
DVD	Case	Use original package if sturdy. If necessary repackage in Alpha Case. Include all original materials and booklets
	Disc Label	Label on each disc with location and OCR#
	Property label	Apply to front cover, ¼" from bottom, centered with label cover. Label states "FULTON COUNTY LIBRARY SYSTEM FLOATING COLLECTION"
	Warning label	Apply to front cover directly above Property Label if container houses 2 or more DVD's. Label states "Warning: If a single piece of this set is lost or damaged, we must charge you the price of the entire set. You will not be able to use your card

		until the charge is paid.”
	Disclosure label	Apply inside bottom center of each case stating “The FCLS cannot take responsibility for any damage from the use of this disk. Nor can the FCLS replace the disk if it is missing.”
	Barcode	Apply to top left corner under plastic covering.
	Spine Label	Apply to spine ¼” from the bottom
	RFID	Apply to back of Graphic , lower left corner
	Security Case	Place processed DVD in security case (Alpha S3)
Audiobook on CD	Case	Use original package if sturdy. Include all original materials and booklets
	Disc Label	Label on each disc with Fulton County Library System and OCR#
	Property label	Apply to front cover, ¼” from bottom, centered with label cover. Label states “FULTON COUNTY LIBRARY SYSTEM FLOATING COLLECTION”
	Warning Label	Apply to front cover directly above Property Label if container houses 2 or more CD’s. Label states “Warning: If a single piece of this set is lost or damaged, we must charge you the price of the entire set. You will not be able to use your card until the charge is paid.”
	Disclosure label	Apply inside bottom center of each case stating “The FCLS cannot take responsibility for any damage from the use of this disk. Nor can the FCLS replace the disk if it is missing.”
	Barcode	Apply to top left corner under plastic covering.
	Spine Label	Apply to spine ¼” from the bottom
	RFID	Apply to back of Graphic , lower left corner

Regarding

Processing and Cataloging – Shelf Ready Non-Books

We recognize that requirements can change, and we stand ready to assist with any new plans or goals identified by the Library. Our staff will continue to meet regularly with Library staff to ensure that we understand current requirements and workflow and that we are available to provide service and support.

Baker & Taylor will work with the Library to accommodate any changes in specifications that may take place during the course of the contract. Any modifications from the original requirements of the project must be discussed by the team leaders from the Library and CLS and then submitted in writing. CLS and the Library will agree to an implementation schedule for the change request. When requested, CLS can make modifications to the Library specifications and these modifications can be applied within 5 working days to items that have not already been cataloged and processed by CLS. Price adjustments may be contingent upon any or all of the following: Changes in cataloging specifications, processing specifications, collection development, specialized hardware or software purchases made by Baker & Taylor and required by the Library, storage of materials, or non-standard delivery of materials.

Please see our response to SIRSI System Loader (below) for our detailed cataloging methodology.

*Baker & Taylor will comply with the library's processing and cataloging specifications as outlined in **Processing and Cataloging – Shelf Ready Non-Books**, with the clarifications noted. Cataloging/processing services are not available for product issued by Buena Vista Home Entertainment, a/k/a Walt Disney Studios Home Entertainment ("BVHE"). Due to supplier restriction, digitally scanned cover art is not available for spoken word audio CD product issued by Blackstone.*

The CLS department has over 300 trained professionals staffed to handle the library's customized requirements. These staff members are dedicated to meeting the library's requirements and exceeding your expectations. Our commitment to excellence and doing the job right the first time is unmatched in our industry. After cataloging is complete, the processing department provides the physical processing for each item. The processors review the processing instructions gathered at the site visit. Following these instructions, the processor attaches the spine label, barcode, and any special labels required by the library. After the application of all physical components, the library's materials move to the case selection area. Experienced technicians determine if repackaging is required, and select cases following the Library's processing profile directions.

RFID

CLS Shelf Ready Processing can also include the application and linking of RFID tags. Baker & Taylor's Customized Library Services has been providing RFID services for print and audiovisual material since 2001. To date, we have linked, printed and/or applied tags for over 1 million items.

As this is a developing technology with unlimited potential for library use, we will continue to support the needs and requirements of our customers.

Once the material is fully processed, it is ready for the final and most important stage in our CLS process, back audit.

Back Audit

The back audit team is the final step in ensuring the material we ship to the library is of the highest quality and is in compliance with the library's profiled specifications. The CLS back auditors inspect each order by cross referencing the completed processing and the processing instructions gathered at the site visit. Once the library's material passes this stage, the order is ready to be staged for delivery to the library.

SIRSI System Loader

The FCLS's integrated library system loader must be able to use the Respondent's incoming data to add or overlay records in existing FCLS database. Incoming data from the Respondent must supply correctly encoded data in the MARC record leader. The following fields are considered as the matching mechanism and must be accurate and consistent:

- ISBN (020 tag)
- ISBN/ISSN number
- LCCN number
- Respondent's own assigned ID number (001 tag)

1. MARC catalog records provided by the Respondent will fall into two categories:

a. Added copy records

Respondent searches the FCLS database and determines that the non-book in hand exactly matches an existing record in the FCLS database. Respondent must supply the nearest equivalent record in Respondent's bibliographic database with the exact 020 tag with new holdings record(s) appended in 949 tag(s). The Respondent's bibliographic record must be replaced by (or merged with) the existing FCLS record by the System loader.

- i. Respondent must match on the alphabetic prefix as well as the numeric portion of the 001 tag --Respondent identification number. Current 001 alphabetic prefixes in use are: EXAMPLE: 001: OCM135131, BRD00277843, bl2345678000
- ii. Loader must also match on the ISBN (020) and LCCN (010) fields. The Respondent must indicate any additional fields supported for record matching through the Respondent's system bibliographic loader.

b. New catalog records

Respondent must provide new catalog records, either through the editing of existing records in the Respondent's bibliographic database or through the creation of original catalog records.

- i. New catalog records must conform to AACR2, latest edition, Rev. and US MARC standards and must reflect any formally adopted changes to these standards throughout the life of the contract.
- ii. All name and subject headings must reflect the latest authoritative version appearing in the online FCLS of Congress name and subject authority files, with RDA implementation.
- iii. Call numbers must be assigned, in the 099 MARC field, according to the Dewey Decimal Classification Scheme (and any subsequent published updates).
- iv. Respondent must subscribe, or have access through a bibliographic utility, to LC MARC catalog records.
- v. New catalog records must conform fully to the requirements for cataloging.
- vi. Respondent will be required to maintain an error rate of 1% or less for bibliographic records for the following fields:
 - 1) 010
 - 2) 020
 - 3) 022
 - 4) 028
 - 5) 099
 - 6) 049
 - 7) 1XX
 - 8) 245
 - 9) 246
 - 10) 300
 - 11) 600, 650, 651, 655, 690
 - 12) 7XX

13) 949

Please see our cataloging methodology below for a description of cataloging services utilizing a Z39.50 interface. Item in hand cataloging is provided in any instance requiring original cataloging or CIP upgrade.

For items that already have full cataloging availability, our catalogers use a virtual edition of the item for the cataloging process. This virtual edition includes all of the metadata associated with the item. In addition, the cataloger reviews and compares the Library order data and the Library ordering instructions during the copy cataloging process. This state of the art method gives our cataloger easy access to all relevant data including MARC data, Library order data, and order specifications, simultaneously.

2. Viewing FCLS database for added copy status:

- a. Respondent must be able to view the existing FCLS bibliographic database so that the non-book-in-hand can be matched against the FCLS bibliographic database. Non-books that exactly match an existing record will be treated as added copy books.
- b. Respondent must be able to access the FCLS database for read-only access using the Internet.
- c. Respondent will match non-book-in-hand against the FCLS bibliographic database, and insert the exact 001 tag, as it appears in the FCLS record, in the respondent's bibliographic record, to insure record overlay by the bibliographic loader.

Please see our cataloging methodology below for a description of the provision of added copy records. We utilize a Z39.50 interface to find a matching record, and, if a matching record is found, copy the Library's database record to a local file and include the appropriate 949. The existing 001 will be retained in the record.

Book in hand cataloging is provided only in instances requiring original cataloging or CIP upgrade. Please see item 1 above for details.

3. Downloading records to FCLS:

- a. Respondent must be able to connect to the FCLS database at the time of the contract to deliver MARC records to FCLS via FTP or internet.

Baker & Taylor will post records to a folder on our FTP site and will send a notification via email to the Library to inform them of the updated file.

- b. Data should arrive at FCLS preferably daily but at least twice a week, and must arrive at FCLS not less than 24 hours prior to receipt by FCLS of the items ordered.

Cataloging records are added to the database the day the items are released for shipping from our warehouse.

- c. Respondent must provide with each data shipment a report counting the number of bibliographic records and the total number of holdings records, by agency, included in the shipment. Purchase order number(s) or other links to the non-book order(s) must reference this report

Baker & Taylor currently provides this information to the library in the notification email that lets the library know that records are available for download. Please note, the requested information in item c. is not available by agency.

- d. Each data shipment must provide all bibliographic and holdings creation fields for a complete order shipment so that books are not received for which there are no records, and records are not received for which there are no corresponding non-books.

Baker & Taylor will comply with this requirement.

4. Holdings Records:

- a. Respondent must create 949 holdings record creation fields using the correct formats and codes for branch, location, call number, item type, item category 1, etc. Respondent must explain how respondent's system will maintain and validate FCLS 949 codes, including the FCLS barcode

Baker & Taylor will provide 949 holdings as requested.

Baker & Taylor has created a program which will work with our cataloging utility to validate these 949 codes. We utilize a MACRO process to assist our catalogers in verifying these codes.

- b. Respondent must transmit new titles added to the FCLS database to OCLC for loading into the OCLC system to set FCLS' holdings symbol (GAP)

Baker & Taylor will provide this service.

- c. Respondent will be required to maintain an error rate of 2% or less for item records in the following areas:

- i. branch, location, item type: correctly spelled and formatted code used;
- ii. branch, location, item type: represents the correct book medium;
- iii. call number, volume/part: correctly formatted;
- iv. call number, volume/part: reflects book-in-hand and relevant information in bibliographic 099 field

Comply. We will work with the Library to determine the definition of errors and the appropriate process for reporting cataloging and processing errors.

Cataloging Methodology

Custom cataloging is Baker & Taylor's premier service. CLS has performed online cataloging, editing and maintenance for Libraries since 1989. Our preferred method is to access the Library's ILS using the Z39.50 protocol. Customized Library Services has created a state of the art cataloging methodology that leverages Z39.50 protocol for accessing the library's database and a resource pool of records from the Library of Congress and any Baker & Taylor created records. This technology allows our CLS catalogers to have access to the most current version of the library's cataloging records without the overhead of being directly online. Records obtained from the Library's database are saved to a library specific work file located in our secure cataloging utility. The records in the work file are used in the creation of spine labels and as a vehicle for providing item-linking information.

Major Features of the CLS Preferred Cataloging Methodology (Z39.50):

Only authorized CLS catalogers have access to the library's database and work file. The cataloger will process material first by searching for a matching record in the library's database and work file simultaneously.

A successful search occurs when our cataloger matches the data elements found in the appropriate record tags. CLS considers the title, author, imprint/publisher, edition and date of publication when matching a record. During the CLS profiling, the project team will document the appropriate attributes for matching records. When a matching record is found, the appropriate item level information (examples: barcode number, list price, collection code, etc.) is keyed and the record is saved to the library's work file.

If a record is not found in the library's database or work file, the CLS Bibliographic Database is searched, followed by LC MARC and other databases. The CLS Bibliographic Database contains all CIP records upgraded to full MARC standards by CLS catalogers, as well as new records created by CLS original catalogers.

We will establish a workflow based on the Library's preferences. If the record is not found in the above resources, the Library may also choose to have CLS search OCLC on their behalf for records not found in the library's catalog. Once a record is located in OCLC it is saved to the Library's work file and the record is updated to the Library's specifications. The option of utilizing OCLC will also help to minimize the Library's need for original cataloging. Please note that the process of using OCLC is available upon CLS' receipt of a signed third party agreement which grants permission to our catalogers to access OCLC on the library's behalf. There are no additional charges from CLS for this service. However, it should be noted that all corresponding OCLC charges will be the responsibility of the Library. On a weekly basis, an electronic file is sent to OCLC to update the library's holdings for all contributed records.

When a full matching record is found in one of the resource databases, it is upgraded to meet the library's specifications and the appropriate item tag is keyed. The record is then saved to the library's work file.

If the matching record found is not a full level record, the record is upgraded to meet LC standards and is saved to the CLS Bibliographic Database. The record is then further edited to meet the library's specifications and the appropriate item record is keyed. The record is then saved to the library's work file. The exception to a full level record would be that some AV pre-pub records are not upgraded to full MARC standards. However, these records are upgradeable to the Library's local standards. If a matching record cannot be found in the multi-database search string, a request is forwarded to an original cataloger in the CLS department. Our original catalogers will create a record according to RDA rules. LC authority files are used to validate author and subject headings. Once the record is created, it is saved into the CLS Bibliographic Review File. Once the record has been reviewed and approved, it is saved in the CLS Bibliographic Database. The library's assigned cataloger is notified, the record is edited to meet the library's specification, and the appropriate item tag is keyed.

Every title sent to the library will have a full MARC record with the appropriate item tags. The records will either be new additions to the library's catalog, edited and modified to the library's standards, or existing records from the library's catalog.

When the cataloger has completed the order, laser printed label sets consisting of spine, barcode, bibliographic, and other labels as required by the library are printed. The barcode is provided in a standard format, with an eye readable number strip available. All other labels are customizable for font, pitch, boldness and italics. Options for label font include Courier, Times New Roman and Arial; pitches may be 12, 14, or 16 and text can be left justified or centered. For thin books, we can provide one line spine labels and for Picture Books we can provide a larger font author letter spine label. The library will supply a unique barcode range, barcode prefix, and symbology information.

Call number and bibliographic information is extracted directly from the MARC record to ensure accuracy. After the labels are printed, a file of MARC records corresponding to the titles in the order is created. Released records are flagged so they cannot be selected again.

The file of records will be put on the B&T FTP server for the library to retrieve and load. The records are maintained on the Library's work file for historical reference.

BAKER & TAYLOR APPENDICES

APPENDIX 3

MATERIAL CATEGORY DEFINITIONS

I. Adult Trade Hardcover Editions (O, C) *(may include some spoken word audio materials)*

High demand materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles are typically released in hardback and can be either fiction or current non-fiction. Publisher promotional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a trade edition would be: 14th Deadly Sin by James Patterson, ISBN: 9780316404021.

II. Juvenile Trade Hardcover Editions (J)

High demand, juvenile materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles are typically released in hardback and can be either fiction or current non-fiction. Publisher promotional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example would be: Are You Ready to Play Outside by Mo Willems, ISBN: 9781423113478.

III. Adult Quality Paperback Editions (B, C)

High demand paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a quality paperback would be: The Boys in the Boat by Daniel Brown, ISBN 9780143125471.

IV. Juvenile Quality Paperback Editions (G)

High demand, juvenile paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a quality paperback would be: Tuck Everlasting by Natalie Babbitt, ISBN: 9780313269811.

V. Mass Market Paperback Editions (P)

A standard rack size paperback typically found in bookstores or other retail outlets. An example of a mass market paperback would be: The City of Ember by Jeanne Duprau, ISBN: 9780375822742.

VI. Single Edition Reinforced (R)

A high quality binding designed to provide a long shelf life in a heavy use environment. Although the binding is fanned and glued it may not be sewn, which is typically found in the publisher library edition. Subject content can include both fictional and non-fiction works appealing to juveniles as well as adults. These bindings are identified by the publisher to Baker & Taylor. An example of a single edition reinforced binding would be: Because of Winn Dixie by Kate DiCamillo, ISBN 9780763650070.

VII. Publisher Library Editions (Z)

Fiction as well as non-fiction materials appealing to both juveniles and adults, designed with the rugged durability required of the environment typically found in a library setting. Publisher Library Editions are traditionally of the highest quality, usually fanned, sewn and glued to provide the greatest possible shelf life of any binding. These bindings are identified by the publisher to Baker & Taylor. An example of a publisher library edition would be: Curious George Visits the Library by Margaret Rey, ISBN: 9781599614199.

VIII. University Press Trade Editions (A) *(may include some spoken word audio materials)*

This category would include any University Press Trade Editions, both adult and juvenile, and are subject to publisher reclassification. An example of a university press trade edition would be: Alexander McQueen: Savage Beauty by Andrew Bolton, ISBN: 9780300169782.

IX. Text, Technical, Reference, Small Press, and/or Titles of Limited Demand (S, X, N, L, M, V, T, U, W, Letter O, 1, 4, 5, 6, 7, 8)

Category of materials includes, but is not limited to, text, technical, reference, professional medical, small press, and some university press titles (excluding University Press Trade Editions). It includes titles purchased from publishers on a non-returnable basis, those publishers that extend little discount to Baker & Taylor, and publishers whose titles have limited sales volume based upon a semi-annual review.

It includes individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). Additionally, any publisher which is not in compliance with some of Baker & Taylor's purchasing requirements could be in this category. Materials in this category are both adult and juvenile, may be of any binding and may include some spoken word audio materials. Examples within this category would be: The Merck Index, ISBN: 9781849736701, Strategies That Work, ISBN: 9781571104816, Beauty and the Beast ISBN: 9781566563871, Generals of the Bulge: Leadership in the U.S. Army's Greatest Battle ISBN 9780811711999, and Floods, ISBN 9781024030031

X. Imported English and Non-English Language Editions (F, K, 3)

Titles produced and distributed outside of the domestic US. These titles may be of any binding type and represent various publishers. An example would be El Angel Caido by Nalini Singh, ISBN 9788490625224.

XI. Enhanced Service Program Titles (V/Q)

This category includes materials where Baker & Taylor receives no discount from the publisher, or prepayment is required by the publisher, or publishers which have restrictions on returns, or books of small or non-commercial publishers with limited sales volume based upon a semi-annual review. Any publisher which is not in compliance with Baker & Taylor's purchasing requirements would be in this category. Materials in this category may be of any binding. These titles will receive no discount and are subject to a service charge. An example within this category would be: Business Income Coverage Guide, ISBN: 9781941627532.

XII. Spoken Word Audio (H)

Materials designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles can be either fiction or current non-fiction. An example would be: The Complete Sherlock Holmes by Sir Arthur Conan Doyle ISBN: 9781491542286.

XIII. Board Books (I)

Durable materials from widely distributed domestic publishers designed for young children; pages are manufactured of heavy gauge cardboard to prevent tearing. These editions typically feature few pages, simple themes and colorful illustrations or photographs. An example of a board book would be: Runaway Bunny by Margaret Wise Brown, ISBN: 9780061074295.

XIV. Novelty Items/Activity Books (I)

Specially packaged gift set or novelty item related to a book product or attached as an accessory to a book product. These items would include a book with toy, rag books, washable cloth books, books with accessories or kits, electronic sound books, sticker books, tracing books or coloring books. This category also includes any non-book merchandise such as model kits, hobby kits, flash cards or jigsaw puzzles. An example of an item in this category would be: Very Hungry Caterpillar Cookbook & Cookie Cutters Kit by Lara Starr, ISBN 9781452125527.

XV. Special Programs (D and E as indicated in the Discount Terms and Conditions of Sale)

Programs, formats, or editions offered only by Baker & Taylor or not included in any other category. These programs include but may not be limited to Follett Bound and Turtleback editions. Examples of items in this category would be: Clifford's Valentines Day by Norman Bridwell, ISBN 9781435201736 and Junie B. Jones is Captain Field Day by Barbara Park, ISBN 9780613337670

APPENDIX 4

ENHANCED SERVICES PROGRAM (print and spoken word audio CD editions only)

Baker & Taylor is pleased to offer a service that will save your library time and money when procuring titles from small and hard to find publishers. By utilizing B&T's vast publisher and title database, the library can purchase a wide variety of low demand and small print run titles from associations and limited edition, prepayment, and non-returnable publishers.

Baker & Taylor's Enhanced Services Program provides the library with access to millions of active book titles representing over 75,000 imprints. This breadth of coverage is greater than that of any other book industry wholesaler.

The "ESP" program builds on B&T's already outstanding publisher relations by:

- Expanding our vendor relations team responsible for the follow-up of all publisher orders, improving the speed of delivery of all titles to the library;
- Widening our publisher base to include hundreds of small non-commercial publishers formerly considered apply direct by the book industry; and
- Increasing our reporting capabilities by providing order status reports for 100% of all titles not yet published and by supplying anticipated publication release dates for all out of stock items.

This category includes material where Baker & Taylor receives no discount from the publisher or prepayment is required by the publisher or books of small, limited in demand and/or non-commercial publishers. Any publisher which is not in compliance with Baker & Taylor's purchasing requirements would be in this category. Materials in this category may be of any binding. These titles will be invoiced at list price.

For libraries concerned about purchasing these types of titles, B&T's Title Source website can assist the librarian in researching a particular item's category and format. Program titles will appear with a Y or Q in the discount code field. Additionally, you may contact your Customer Service representative or Information Services via phone, fax, or e-mail (btinfo@baker-taylor.com) to determine these titles before placing an order.

As a convenience to the library, B&T can exclude these titles from all orders by adjusting your account profile setup. Please contact your Customer Service Representative for additional information.

APPENDIX 5

RETURN POLICY / PRINT AND SPOKEN WORD AUDIO

(Revised July 2015)

The following guidelines are required to ensure prompt handling of your return. All product returns (excluding Book Leasing programs) require prior authorization from a Customer Service Representative. *You may contact your appropriate representative via the toll-free number listed on your packing list.*

How to Obtain Return Authorization

Please use the Return Authorization Form from your shipment's packing list to make all returns. Contact your Customer Service Representative for return authorization. ***All claims must be made within 45 days from the date of invoice.***

1. When calling for return authorization, please have the following information available:
 - A. Return Authorization Form
 - B. Your account number and ATS# from the shipment's packing list (located mid-page under the Return Authorization Form explanation)
 - C. Reason for the claim/return
 - D. Action being requested – Replacement of product or Credit to your account; no replacement product necessary
2. Your Customer Service Representative will assign your return an authorization number (RTA#). To expedite the process, please clearly mark the RTA# on the Return Authorization Form and on the outside of the carton in the upper right corner from the shipping label.
3. Make your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
4. ***Products incorrectly shipped by Baker & Taylor may be returned with authorization within 45 days of the product's date of invoice.*** Product(s) meeting the definition of Publisher defective may be returned with prior authorization within six months of the product's date of invoice. Products purchased with value-added processing services which have been shipped as ordered are considered non-returnable.

DAMAGED SHIPMENTS: If you receive a damaged carton(s) which resulted in damaged product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact your Baker & Taylor Customer Service Representative via the toll-free number listed on the packing list.

CLAIMING SHORTAGES: Please check your packing list or invoice before claiming shortages. ***All claims must be made within 45 days from the product's invoice date.*** Please ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you have signed for as received from the Carrier are not claimable as shortages from Baker & Taylor.

INTERNATIONAL CUSTOMERS ONLY: For information on making returns of damaged, defective, or incorrect products, please contact your local International Sales Office or our International Customer Service Department (internationallibrarycustomerservice@baker-taylor.com). You may also refer to the website http://www.btol.com/international_libraries_details.cfm?sideMenu=Contact%20Us&home=home_help_details.cfm&ctx=1

All returns should be sent to:

Baker & Taylor Returns Center
Department R
251 Mt. Olive Church Road
Commerce, GA 30599



SCENE & HEARD A/V

(Updated July 2015)

Library & Education Account Audio/Video Product Returns Policy

The following guidelines are required to ensure the prompt handling of your Audio / Video (AV) returns; Music CD, DVD and Blu-ray product. All AV product returns (**excluding DVD lease return product - please contact AV Customer Service for separate return procedures for your DVD Lease program product**) require prior return authorization from an AV Customer Service Representative. **Please contact your AV Customer Service Rep at 800-775-1700.**

How to Obtain Return Authorization

Contact your AV Customer Service Representative for return authorization numbers. **All claims must be made within 45 days of invoice date.**

1. When calling for return authorization, please have the following information available:
 - A. Your account number and invoice #s
 - B. Reason for the claim/return
 - C. Action being requested -
 1. Replacement of product (defective return will receive a replacement of the same title)
 2. Credit to your account; no replacement product necessary for mis-ships
 3. Overstock return credit requires Customer Service Mgr and Sales Mgr approval
2. Your AV Customer Service Representative will assign your return an authorization number (RA#). To expedite the process, please clearly mark the RA# on the outside of the carton in the upper right corner from the shipping label and on inserted documents.
3. Ship your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
4. **Products incorrectly shipped by Baker & Taylor require an authorization to be returned. Product should be returned within seven days of invoice date; must be returned within 45 days of the product's invoice date.** Product(s) meeting the definition of a Manufacturer's defective may be returned with a prior authorization. Products purchased with value-added processing services which have been shipped as ordered are considered non-returnable, unless disc is defective. In this case, a replacement of same title will be sent (multi disc sets require *all* discs to be returned).

DAMAGED SHIPMENTS: If you receive a damaged carton(s) which resulted in damaged Audio/Video product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact your **Baker & Taylor AV Customer Service Rep** via the toll-free number above.

CLAIMING SHORTAGES: Please check your packing list or invoice before claiming shortages. **All claims must be made within 15 days from the product's invoice date.** Please ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you have signed for as received from the Carrier are not claimable as shortages from Baker & Taylor.

All returns with RA# should be sent promptly to:

**Baker & Taylor Returns Center
Dept. R
251 Mt. Olive Church Road
Commerce, GA 30599**

Questions? Contact your B&T
AV Customer Service Rep (800.775-1700)

Email via AVInfo@Baker-Taylor.com or
LibraryA/Vcustomerservice@baker-taylor.com

Baker & Taylor A/V Sales 800-775-1700

21-0432 Real Estate and Asset Management

Request approval of a Resolution approving an Underground Easement Agreement between Fulton County, Georgia and Georgia Power Company for the purpose of installing electrical utility service equipment at 1838 Donald Lee Hollowell Parkway, Atlanta, Georgia, formally known as the Dogwood Branch Library; to authorize the Chairman to execute an Underground Easement Agreement and related documents; to authorize the County Attorney to approve as to form and make modifications as necessary prior to execution; and for other purposes.

(APPROVED UPON ADOPTION OF THE CONSENT AGENDA)

21-0433 Human Resources Management

Request approval of a contract to spread on the minutes the Fiscal Year 2021 contracts for employees hired contractually by Fulton County - specifically the Grievance Review Board Attorney and to authorize the County Attorney to approve the contract as to form and substance and make any modifications thereto prior to execution by the Chairman. The cost of the contract shall not exceed \$35,098.00. Effective January 1, 2021 - December 31, 2021 with Two (2) one-year renewal options. **(APPROVED UPON ADOPTION OF THE CONSENT AGENDA)**

Arts and Libraries**21-0434 Library**

Request approval to amend a MOU with UGA Cooperative Extension to continue to provide research-based education in the areas of Agriculture and Natural Resources, Family and Consumer Sciences, 4-H and Youth Development to Fulton County citizens. **(APPROVED UPON ADOPTION OF THE CONSENT AGENDA)**

21-0435 Library

Request approval of the lowest responsible bidder - Bid #21ITBC0407B-EC, Auburn Avenue Research Library in the amount not to exceed \$50,000.00 with Yankee Book Peddler dba GOBI Library Solutions from (EBSCO) (Contoocook, New Hampshire) to provide books for the Auburn Avenue Research Library. Effective upon BOC approval through December 31, 2021, with two renewal options. **(APPROVED UPON ADOPTION OF THE CONSENT AGENDA)**

21-0436 Library

Request approval of the lowest responsible bidder - Fulton County Library Systems, 21ITBC129236B-YJ Library Non-book Materials (CD's, DVD's and Spoken Words Audio Materials) in the amount of \$88,000.00 with Baker and Taylor LLC (Charlotte, NC) to provide Non-book Materials. Effective, upon BOC approval, through December 31, 2021, with two renewal options. **(APPROVED UPON ADOPTION OF THE CONSENT AGENDA)**

IN WITNESS THEREOF, the Parties hereto have caused this Contract to be executed by their duly authorized representatives as attested and witnessed and their corporate seals to be hereunto affixed as of the day and year date first above written.

OWNER:

FULTON COUNTY, GEORGIA

DocuSigned by:

Robert L. Pitts

14E1B4AA5E6A44A

Robert L. Pitts, Chairman
Fulton County Board of Commissioners

ATTEST:

DocuSigned by:

Tonya R. Grier

EEC476C4837648D...

Tonya R. Grier
Clerk to the Commissioners

(Affix County Seal)



APPROVED AS TO FORM:

DocuSigned by:

Dominique Martinez

D7D420799114482...

Office of the County Attorney

APPROVED AS TO CONTENT:

DocuSigned by:

Gayle Holloman

94783FCA11D54AB...

Gayle Holloman, Executive Director
Fulton County Library System

CONTRACTOR:

BAKER & TAYLOR, LLC.

DocuSigned by:

Lee Ann Queen

A88E24D586924BA

Lee Ann Queen
Director – Pricing Services

ATTEST:

Secretary/
Assistant Secretary

(Affix Corporate Seal)

ATTEST:

Jennifer B. Rhyne

Notary Public

County: Gaston

Commission Expires: November 15, 2022

DocuSigned by:

(Affix Notary Seal)



X RCS

X RM

ITEM#: 2021-0436 RCS: 6/16/2021
RECESS MEETING

ITEM#: xxx RM: xxx
REGULAR MEETING