



TECHNICAL PROPOSAL

RFP Number: RFP0320282035

RFP Title: State Library Materials

Julie Janssen

Iowa Department of Administrative Services

Hoover State Office Building, Level 3

1305 East Walnut Street

Des Moines, IA 50319-0105

**Attachment #4
Response Check List**

RFP REFERENCE SECTION	RESPONSE INCLUDED	
	Yes	No
One (1) electronic copy of the Proposal.	✓	
One (1) Public Copy with Confidential Information Excised (optional)	N/A	
Technical Proposal		
Exhibit 1 - Transmittal Letter	✓	
Exhibit 2 - Executive Summary	✓	
Exhibit 3 - Firm Proposal Terms	✓	
Exhibit 4 - Respondent Background Information	✓	
Exhibit 5 - Experience	✓	
Exhibit 9 - Acceptance of Terms and Conditions	✓	
Exhibit 10 - Certification Letter	✓	
Exhibit 11 - Authorization to Release Information	✓	
Exhibit 12 - Mandatory Technical Specifications	✓	
Exhibit 13 – Scope of Services	✓	
Exhibit 14 – Availability of Library Materials	✓	
Exhibit 15 – Cataloging and Physical Processing	✓	
Exhibit 16 – Bibliographic Records	✓	
Exhibit 17 – Ordering Process	✓	
Exhibit 18 – Selection and Acquisitions	✓	
Exhibit 19 - Invoicing	✓	
Exhibit 20 –Delivery Requirements	✓	
Exhibit 21 – Collection Development Tools	✓	
Exhibit 22 – Customer Service and Returns	✓	
Exhibit 23 – Additional Features and Services	✓	
Exhibit 24 – Performance Measures	✓	
Exhibit 25 - Addendums	✓	
Exhibit 26 - Request for Confidentiality	✓	
Cost Proposal	✓	

Q8. Item 3.2, Exhibit 5. This section requests Letters of Reference from 3 customers/clients. Given the current situation with COVID, most of our customers have closed libraries and staff is not available for comment. In lieu of this requirement, may we instead provide 3 references with contact information?

A8. This is acceptable.

Exhibit 1
Transmittal Letter



May 13, 2020

Julie Janssen-Purchasing Agent
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

RE: RFP 0320282035 - State Library Materials
DUE: May 15, 2020 at 3:00 p.m.

Dear Ms. Janssen:

Thank you for allowing Baker & Taylor the opportunity to offer proposal for RFP 0320282035. Our response is detailed on the following pages.

Should you have any questions upon reviewing our response, please contact me as listed below. I will be pleased to answer any questions or to clarify any information.

Baker & Taylor, LLC
2810 Coliseum Centre Drive Ste. 300
Charlotte, NC 28217

Telephone: 800-775-7930, ext. 3245
Fax: 704-998-3260
E-Mail: QueenL@baker-taylor.com
Bids@baker-taylor.com

Thank you for your consideration. We look forward to your response to our proposal.

Sincerely,

A handwritten signature in blue ink that reads "Lee Ann Queen".

Lee Ann Queen
Director – Pricing Services
Baker & Taylor, LLC

Exhibit 2
Executive Summary

Exhibit 2 - Executive Summary

The Respondent shall prepare an executive summary and overview of the goods and/or services it is offering, including all of the following information:

- Statements that demonstrate that the Respondent has read and understands the terms and conditions of the RFP including the Contract provisions in Section 6.

We have read and understand the terms of the RFP document.

- An overview of the Respondent's plans for complying with the specifications of this RFP. Baker & Taylor understands that the State seeks vendors for the supply of library materials. We will furnish and deliver print product and related cataloging and processing services as described in the RFP instructions and specifications.

In the proposal that follows, we have outlined our capabilities and our proven commitment to service. These qualities, coupled with our 190-year history and our breadth of title and publisher coverage, make Baker & Taylor the best choice for a material vendor partner.

We offer:

- *experience; B&T is pleased to serve as a wholesale vendor for library clients across the United States*
- *a team of dedicated account specialists, to monitor both standard orders and specialized projects*
- *an area field sales representative to offer on-site assistance and training as needed*
- *full-service service centers, for fast and efficient delivery*
- *quality title selections geared toward the support of all patron needs*
- *a variety of cataloging/processing services to provide quick and efficient delivery to the shelf*
- *electronic selection tools to assist with title searches, collection development, and ordering functions*
- *a Collection Development staff with the knowledge and experience to benefit your staff and your patrons*

- Any other summary information the Respondent deems to be pertinent.

Experience

Baker & Taylor is a leading full-line distributor of books, videos and music products to library facilities. Our contacts and experience in the library marketplace have enabled us to establish the most comprehensive coverage of materials and range of services in the industry. We are a leading supplier of books and related cataloging and processing services, with annual sales of more than 115 million books from over 75,000 publishers and imprints. The oldest book distributor in the United States, B&T has provided economical pricing and excellent services for over 190 years.

Product/Services

Full Service Provider

Baker & Taylor is an industry leader in the provision of library materials and related technical services for library customers across the US. We have developed a multitude of innovative services in the areas of collection management, cataloging services and technical processing.

Baker & Taylor is a leader in the library market because of the wide range of products offered and because of the products and services developed during our decades of service. Our goal is to address library customers' particular needs, including:

- *On-line ordering and order confirmation*
- *Automated or outsourced cataloging services*
- *Opening day collection preparation*
- *Continuing collection development and refinement*
- *Evaluation and acquisition of specialized and technical books*
- *Automatic receipt of pre-profiled book titles*
- *Preparing books for circulation*

Fulfillment/Inventory

A force in the book and media communities, Baker & Taylor has established relationships with over 75,000 publishers and producers, 25,000 from which we order materials on a regular basis. We are continually expanding the number of publishers and producers from which we purchase materials. We add, on average, 300 new publisher/producers a month, including major trade, university press, independent press, foreign language press, specialty publishers, and high demand, non-print producers. Our aggressive pursuit of the materials libraries need is best emphasized by our "open list" approach to new publishers and publishers for which we have noticed an increase in demand.

We offer a wide variety of formats: print, eBook, spoken word audio, DVD, and Music CD product.

**Exhibit 3 –
Firm Proposal Terms**

Exhibit 3 - Firm Proposal Terms

The Respondent shall guarantee in writing the goods and/or services offered in the Proposal are currently available and that all Proposal terms, including price, will remain firm for the number days indicated on the RFP cover sheet following the deadline for submitting Proposals.

The goods and services proposed are currently available. Proposal terms, including price, will remain firm for 120 days following the deadline for submitting proposals.

**Exhibit 4 –
Respondent Background Information**

Exhibit 4 - Respondent Background Information

The Respondent shall provide the following general background information:

- Does your state have a preference for instate Contractors? Yes or No. If yes, please include the details of the preference.

Yes. Please see the below excerpt from North Carolina General Statutes, Chapter 143, Article 3 (143-59 b., Reciprocal Preference)

§ 143-59. Preference given to North Carolina products and citizens, and articles manufactured by State agencies; reciprocal preferences.

(b) Reciprocal Preference. – For the purpose only of determining the low bidder on all contracts for equipment, materials, supplies, and services valued over twenty-five thousand dollars (\$25,000), a percent of increase shall be added to a bid of a nonresident bidder that is equal to the percent of increase, if any, that the state in which the bidder is a resident adds to bids from bidders who do not reside in that state. Any amount due under a contract awarded to a nonresident bidder shall not be increased by the amount of the increase added by this subsection. On or before January 1 of each year, the Secretary of Administration shall electronically publish a list of states that give preference to in-State bidders and the amount of the percent increase added to out-of-state bids. All departments, institutions, and agencies of the State shall use this list when evaluating bids. If the reciprocal preference causes the nonresident bidder to no longer be the lowest bidder, the Secretary of Administration may waive the reciprocal preference. In determining whether to waive the reciprocal preference, the Secretary of Administration shall consider factors that include competition, price, product origination, and available resources.

- Name, address, telephone number, fax number and e-mail address of the Respondent including all d/b/a's or assumed names or other operating names of the Respondent and any local addresses and phone numbers.

*Baker & Taylor, LLC
2810 Coliseum Centre Drive Ste. 300
Charlotte, NC 28217*

*Telephone: 800-775-7930, ext. 3245
Fax: 704-998-3260
E-Mail: QueenL@baker-taylor.com
Bids@baker-taylor.com*

- Form of business entity, e.g., corporation, partnership, proprietorship, or LLC.

Limited Liability Company

- Copy of W-9.

Please see Appendix 5

- State of incorporation, state of formation, or state of organization.

Formed in Delaware

- The location(s) including address and telephone numbers of the offices and other facilities that relate to the Respondent's performance under the terms of this RFP.

*Baker & Taylor, LLC
2810 Coliseum Centre Drive Ste. 300
Charlotte, NC 28217
Telephone: 800-775-7930, ext. 3245*

*Baker & Taylor
501 South Gladiolus Street
Mokenca, IL 60954
Telephone: 800-775-2300*

- Number of employees.

1,123

- Type of business.

Wholesaler

- Name, address and telephone number of the Respondent's representative to contact regarding all contractual and technical matters concerning the Proposal.

*Baker & Taylor, LLC
2810 Coliseum Centre Drive Ste. 300
Charlotte, NC 28217*

*Telephone: 800-775-7930, ext. 3245
Fax: 704-998-3260
E-Mail: QueenL@baker-taylor.com
Bids@baker-taylor.com*

- Name, contact information and qualifications of any subcontractors who will be involved with this project the Respondent proposes to use and the nature of the goods and/or services the subcontractor would perform.

No subcontractors will be used in performance of this agreement.

- Respondent's accounting firm.

Deloitte and Touche

- Awarded Respondent will be required to register to do business in Iowa before payments can be made.

Baker & Taylor is registered in Iowa.

- For Contractor registration documents, go to:

<https://das.iowa.gov/procurement/vendors/how-do-business>

Exhibit 5 - Experience

Exhibit 5 - Experience

The Respondent must provide the following information regarding its experience:

- **Number of years in business.**
192 years in business, formally formed in 1991.
- **Number of years of experience with providing the types of services sought by the RFP.**
192 years in business, formally formed in 1991.
- **Number of years and experience with providing these services to the State of Iowa.**
Baker & Taylor has participated in State contract awards for the provision of library materials since 2002.
- **The level of technical experience in providing the types of services sought by the RFP.**

Experience

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Baker & Taylor is a leader in the library market because of the wide range of products offered and because of the products and services developed during our decades of service. Our goal is to address library customers' particular needs, including:

- *On-line ordering and order confirmation*
- *Automated or outsourced cataloging services*
- *Opening day collection preparation*
- *Continuing collection development and refinement*
- *Evaluation and acquisition of specialized and technical books*
- *Automatic receipt of pre-profiled book titles*
- *Preparing books for circulation*

Fulfillment/Inventory

A force in the book and media communities, Baker & Taylor has established relationships with over 75,000 publishers and producers, 25,000 from which we order materials on a regular basis. We are continually expanding the number of publishers and producers from which we purchase materials. We add, on average, 300 new publisher/producers a month, including major trade, university press, independent press, foreign language press, specialty publishers, and high demand, non-print

producers. Our aggressive pursuit of the materials libraries need is best emphasized by our “open list” approach to new publishers and publishers for which we have noticed an increase in demand.

We offer a wide variety of formats: print, eBook, spoken word audio, DVD, and Music CD product.

- A list of all goods and/or services similar to those sought by this RFP that the Respondent has provided to other businesses or governmental entities.

Baker & Taylor is a wholesaler of book, audiobook on CD, DVD, and music CD product.

- Letters of reference from three (3) previous or current customers or clients knowledgeable of the Respondent’s performance in providing goods and/or services similar to the goods and/or services described in this RFP and a contact person and telephone number for each reference.

Per Addendum 2, in lieu of letters of reference, please see three client references below.

*The Library Network
41365 Vincenti Court
Novi, MI 48375*

*Jim Flury-Technical Services Department Head
248-536-3100, ext. 133
JFlury@tln.lib.mi.us*

*State of Connecticut
Dept. of Administrative Services
450 Columbus Blvd.
Hartford, CT 06103*

*Jill Belisle, Contract Specialist
860-713-5149
Jill.Belisle@ct.gov*

*Colorado Library Consortium
7400 E. Arapahoe Rd. , # 75
Centennial, CO 80112*

*Kira Zimmerman, Cooperative Product Manager
303-422-1150
KZimmerman@clicweb.org*

Exhibit 9 –

Acceptance of Terms and Conditions

Exhibit 9 - Acceptance of Terms and Conditions

By submitting a Proposal, Respondent acknowledges its acceptance of the terms and conditions of the RFP and the General Terms and Conditions without change except as otherwise expressly stated in its Proposal. If the Respondent takes exception to a provision, it must identify it by page and section number, state the reason for the exception, and set forth in its Proposal the specific RFP or General Terms and Conditions language it proposes to include in place of the provision. If Respondent's exceptions or responses materially alter the RFP, or if the Respondent submits its own terms and conditions or otherwise fails to follow the process described herein, the Agency may reject the Proposal, in its sole discretion.

6.2.8 Insurance

As we are a wholesale firm providing materials as ordered, we respectfully request consideration to remove Errors and Omissions coverage from insurance requirements.

**Exhibit 10 –
Certification Letter**

Exhibit 10 - Certification Letter

The Respondent shall sign and submit with the Proposal, the document included as Attachment #1 (Certification Letter) in which the Respondent shall make the certifications included in Attachment #1.

**Attachment #1
Certification Letter**

(Date) May 14, 2020

Julie Janssen, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFP0320282035 State of Iowa Library Materials - PROPOSAL CERTIFICATIONS

Dear Julie Janssen:

I certify that the contents of the Proposal submitted on behalf of *Baker & Taylor, LLC* in response to Iowa Department of Administrative Services for RFP0320282035 for State of Iowa Library Materials are true and accurate. I also certify that Respondent has not knowingly made any false statements in its Proposal.

Certification of Independence

I certify that I am a representative of Respondent expressly authorized to make the following certifications on behalf of Respondent. By submitting a Proposal in response to the RFP, I certify on behalf of the Respondent the following:

1. The Proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the Agency or with any person serving as a member of the evaluation committee.
2. The Proposal has been developed independently, without consultation, communication or agreement with any other Respondent or parties for the purpose of restricting competition.
3. Unless otherwise required by law, the information found in the Proposal has not been and will not be knowingly disclosed, directly or indirectly prior to Agency's issuance of the Notice of Intent to Award the contract.
4. No attempt has been made or will be made by Respondent to induce any other Respondent to submit or not to submit a Proposal for the purpose of restricting competition.
5. No relationship exists or will exist during the contract period between Respondent and the Agency or any other State agency that interferes with fair competition or constitutes a conflict of interest.

Certification Regarding Debarment

I certify that, to the best of my knowledge, neither Respondent nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a five year period preceding this Proposal been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this Proposal had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Respondent knowingly rendered an erroneous certification, in addition to other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

Certification Regarding Registration, Collection, and Remission of Sales and Use Tax

Pursuant to *Iowa Code sections 423.2(10) and 423.5(8) (2016)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Respondents to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Proposal in response to the (RFP), the Respondent certifies the following: (check the applicable box)

- Respondent is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code chapter 423*; or
- Respondent is not a "retailer" or a "retailer maintaining a place of business in this state" as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

Respondent also acknowledges that the Agency may declare the Respondent's Proposal or resulting contract void if the above certification is false. The Respondent also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in addition to other remedies available to Agency.

Sincerely,


Signature

Lee Ann Queen Director-Pricing Services
Name and Title of Authorized Representative

5-14-2020
Date

Exhibit 11 –

Authorization to Release Information

Exhibit 11 - Authorization to Release Information

The Respondent shall sign and submit with the Proposal the document included as Attachment #2 (Authorization to Release Information Letter) in which the Respondent authorizes the release of information to the Agency.

Attachment #2
Authorization to Release Information Letter

(Date) May 14, 2020

Julie Janssen, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFP0320282035- State of Iowa Library Materials AUTHORIZATION TO RELEASE INFORMATION

Dear Karl:

Baker & Taylor, LLC hereby authorizes the Iowa Department of Administrative Services ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Respondent in response to RFP0320282035.

The Respondent acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Respondent acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Respondent is willing to take that risk.

The Respondent hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to the RFP.

The Respondent authorizes representatives of the Agency or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Respondent's Proposal submitted in response to RFP.

The Respondent further authorizes any and all persons, and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Respondent's Proposal. The Respondent hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Respondent that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,



Signature

Lee Ann Queen Director-Pricing Services

Name and Title of Authorized Representative

5-14-2020

Date

**Exhibit 12 –
Mandatory Specifications**

Exhibit 12 – Mandatory Specifications

The Respondent shall answer whether or not it will comply with each specification in Section 4 of the RFP. Where the context requires more than a yes or no answer or the specific specifications so indicates, Respondent shall explain how it will comply with the specification. Merely repeating the Section 4 specifications may be considered non-responsive and result in the rejection of the Proposal. Proposals must identify any deviations from the specifications of the RFP or specifications the Respondent cannot satisfy. If the Respondent deviates from or cannot satisfy the specification(s) of this section, the Agency may reject the Proposal.

SECTION 4 SPECIFICATIONS

Overview

The successful Respondent shall provide the goods and/or services to the State in accordance with the specifications and technical specifications as provided in this Section. The Respondent shall address each specification in this Section and indicate whether or not it will comply with the specification. If the context requires more than a yes or no answer or the section specifically indicates, Respondent shall explain how it will comply with the specification. Proposals must address each specification. Merely repeating the specifications may be considered non-responsive and may disqualify the Respondent. Proposals must identify any deviations from the specifications of this RFP or specifications the Respondent cannot satisfy. If the Respondent deviates from or cannot satisfy the specification (s) of this section, the Agency may reject the Proposal.

All items listed in this section are Mandatory Specifications. Respondents must indicate either “yes” or “no” to each specification in their Proposals and provide an explanation as to how the specification is met. By indicating “yes” a Respondent agrees that it shall comply with that specification throughout the full term of the Contract, if the Respondent is successful. In addition, if specified by the specifications or if the context otherwise requires, the Respondent shall provide references and/or supportive materials to verify the Respondent’s compliance with the specification. The Agency shall have the right to determine whether the supportive information and materials submitted by the Respondent demonstrate that the Respondent will be able to comply with the Mandatory Specifications. If the Agency determines the responses and supportive materials do not demonstrate the Supplier will be able to comply with the Mandatory Specifications, the Agency may reject the Proposal.

- 4.1. Respondent shall provide a web-based system to search, browse, order, deliver, catalog and physically process library materials.

Yes.

Search/Browse/Order in Web-based system –Please see our response to Exhibit 21

Deliver – Please see our response to Exhibit 20

Catalog/Process Materials-Please see our response to Exhibit 15

- 4.2 Respondent shall provide a variety of materials, adult and juvenile, in various formats (e.g., print, audiobook, DVD) from all types of publishers for libraries to purchase.

Yes. Please see our response to Exhibit 13.

- 4.3 Respondent shall provide web based system training, support, documentation.

Yes. Please see our response to Exhibit 22.

Exhibit 13 –

Scope of Services

Exhibit 13 – Scope of Services

Agency shall order a variety of materials, adult and juvenile, in various formats (e.g., print, audiobook, DVD) from all types of publishers.

Baker & Taylor's title database currently contains over 6.5 million records and our cataloging database over 5 million records.

Print

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

DVD / Blu-ray

We supply the industry's widest supply of titles in all viewing categories. In addition to stocking all of the major studio theatrical hit releases, we also have an extensive inventory of 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.

Music

Represented genres include: Latin, Soul, Reggae, Rhythm & Blues, Jazz, Country & Western, Pop, Classical, New Age, Soundtracks, Rap, Hip Hop, Blues, Rock, Alternative, Latin Rock, Blue Grass, Tropical, Norteno, Tejano, Regional Mexican, World Music, Children's Music, Adult Contemporary, Contemporary Christian, Gospel, Folk, Polka, Dance, Holiday, and many more.

Exhibit 14 –

Availability of Library Materials

Exhibit 14 - Availability of Library Materials

- 14.1** Describe the book and Audio-Visual formats available (e.g. hardback, paperback, pre-bind, audiobook, DVD, CD, etc.)

Our inventories include print material (hardcover, single edition reinforced, publisher library editions, prebound editions, trade paperback, and mass market paperback), spoken word audio on CD, DVD/Blu-ray material, and Music CD material. Please see Exhibit 13 for additional information.

- 14.2** List the number of titles available in inventory by format (e.g. book, audiobook, CD, DVD) and all formats available. Below is an example of formats including but not limited:

- Books
 - Hard Cover
 - Trade Paperback
 - Mass Market
 - Board Books
 - Large Print
 - Graphic novels
- DVD (PCLS is not currently collection Blu-Ray)
- Music CD
- Audiobooks
- Read-along (Book and CD sets)

Baker & Taylor inventory includes all of the material types/genres listed above. Average title and volume count in national inventory appears below, by format

<i>Average National Inventory</i>	<i>Titles</i>	<i>Volumes</i>
<i>Book</i>	<i>677,300</i>	<i>11.2 million</i>
<i>Audio Book</i>	<i>8,200</i>	<i>80,700</i>
<i>DVD/Blu-Ray</i>	<i>25,600</i>	<i>592,000</i>
<i>Music CD</i>	<i>13,429</i>	<i>103,000</i>

- 14.4** Provide the average delivery time for items in stock.

Product Only Orders

In-stock items will be delivered within 3 days of receipt of order. Items not in stock will be ordered from the publisher and will be delivered within 7 days of receipt from the publisher source.

Standard Processing

In-stock items will be delivered within 5-7 days of receipt of order. Items not in stock will be ordered from the publisher and will be delivered within 8-10 days of receipt from the publisher source.

- 14.5** Provide averages for both processed and unprocessed items.

Product Only Orders

In-stock items will be delivered within 3 days of receipt of order. Items not in stock will be ordered from the publisher and will be delivered within 7 days of receipt from the publisher source.

Standard Processing

In-stock items will be delivered within 5-7 days of receipt of order. Items not in stock will be ordered from the publisher and will be delivered within 8-10 days of receipt from the publisher source.

14.6 What is the minimum number of titles and items the Respondent keeps in stock for each format?

Our inventories are managed and will fluctuate based upon customer demand and the number of new titles released each month; our goal is to maintain the titles, new and classic, as needed by customers.

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

The numbers that you see below represent our average counts.

Average National Inventory	Titles	Volumes
<i>Book</i>	<i>677,300</i>	<i>11.2 million</i>
<i>Audio Book</i>	<i>8,200</i>	<i>80,700</i>
<i>DVD/Blu-Ray</i>	<i>25,600</i>	<i>592,000</i>
<i>Music CD</i>	<i>13,429</i>	<i>103,000</i>

VIP Program

*Publisher Inventory Data is uniquely available in real-time through the **VIP Program**. Let Baker & Taylor's VIP Program create the one-stop shopping experience that will offer you and your patrons the broadest range of titles and inventory coverage in the industry. B&T has partnered with over 100 of the most important publishers in the business to deliver a unique service, providing us with their inventory positions - on their shelves - in real time! Benefits of sourcing titles through Baker & Taylor:*

- VIP gives access to an additional 800,000 titles with publisher in stock availability -*
- No disruption to your workflow - get the titles you need with all the value-added services you depend on from Baker & Taylor*
- Enhance the breadth of titles you can bring to your patrons*

14.7 List any publishers and imprints to which Respondent has exclusive rights and any discount that is offered.

Baker & Taylor is a wholesale firm offering access to title selections from over 75,000 publishers and imprints. We have no exclusive publisher agreements.

14.8 Describe the tools and services Respondent provides to assist with selection of English-language print and Audio Visual or Media materials.

Title Source 360, our bibliographic selection and ordering website, will work in conjunction with your ILS and will be a source of title and order information. Please see below for a description of the website and of available selection lists and programs.

Title Source 360

We are pleased to offer our Title Source website to participating Libraries and agencies for viewing of inventory, selection of material, placement of electronic orders via ILS, and reviewing updated order status. The site is fully functional and features multi-faceted searching and filtering options.

Baker & Taylor's Title Source 360™ website 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 all online at ts360.baker-taylor.com.

Title Source 360™ is the most extensive database of bibliographic acquisitions information for U.S. publications. This subscription database includes book, e-book, 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, latest list price, and the Library's estimated discounted price. Title information is updated daily.

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/producer 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.

The Title Source 360™ database contains detailed, comprehensive, up-to-date information on over 9 million book titles, 200,000 DVD titles, and 750,000 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 insure accurate and current information, including in-stock titles, pre-publication, and new release titles*
- Inventory Display – At all views, Title Source 360 displays updated inventory data (typically updated on the hour)*

Uniquely available from Baker & Taylor, publisher inventory is also displayed via our Virtual Inventory Program (VIP). Through VIP, in addition to B&T inventory displays, you also may view inventory on the publishers' shelves. Title Source 360 customers are profiled to see VIP (Virtual Inventory Program) inventory levels from participating VIP Publishers.

Warehouse *primary **secondary	On Hand Inventory
Commerce*	54
Momence**	47
VIP***	150

Real-time Inventory

- Real-Time Check – inventory totals may be instantly checked in “real-time” via a one click link to “Real Time Inventory”*
- Discounted price and list price are automatically presented in all cart views, with no need for a price check.*

- *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/producer, and publication*
- *Fully searchable Tables of Contents (1.4 million) and Annotations (5.4 Million). Review citations are available from respected journals including Kirkus, Library Journal, Publishers Weekly, School Library Journal, Horn Book, VOYA, BookPage, Foreword, AudioFile and E-Streams*
- *Automatically access titles by review publication date*
- *Over 45 search indices, including BISAC, LC and Dewey classes*
- *User-specific preferences manage both the format (book/movie/music) as well as the Audience Level (selectors may select specific Audience levels to further refine initial views, search results, etc.)*
- *With one click, a user may remove any preset filters and quickly display a broader set of search results*
- *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:
Titles in carts may be duplicate-checked by ISBN across currently held and previously ordered carts or within a workgroup, under the same Administrative account. Duplicate checking by ISBN also is available between carts and against the Library's current catalog. If a duplicate ISBN exists in the current catalog, the User sees a notifying symbol on the title record while searching, alerting the User of the duplicate (C = duplicate in Cart / O = duplicate in Ordered Cart / H = duplicate in Holdings).*

Title Source 360 is unique in providing dynamic tracking of ordered titles as they move through our fulfillment process. Graphic icons "O" at every view can be clicked to reveal a current status of the item (BACKORDERED, RESERVED, CANCELED, SHIPPED) at that time. This tracking is also available for orders transmitted through the ILS EDI process.

- *Duplicate Data for alternate formats of a work may be viewed with one-click access. This feature provides the user with information on any alternate format of the work being searched and also provides a quick summary to identify if any of the alternate formats are currently contained in another cart, in another order, or within Library Holdings.*
- *Digital catalogs and title listings viewed in TS360 also instantly reflect any duplicate order or cart activity.*

- *Access to Lease Pre-publication lists and Quick Call*
- *Access to lookup ISBNs in library OPAC with one click*
- *Administrator determines levels of access for user IDs*

Shared Cart Functionality:

-Simultaneous Access to or Sharing of a single cart by multiple users within single Title Source 360™ 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.

Title Ranking

Title Ranking brings the art of Baker & Taylor's collection development expertise together with the science of data analytics to create a decision support system integrated with Title Source 360. Equip your library with the information to select the right titles and quantities, for the right locations.

Comparison peer groups have been developed, based on geographic region. These peer groups provide benchmark data to assist in title determination. Our staff will be pleased to work with the Library in selecting the best peer groups for comparison.

First Look Custom carts or ad hoc carts (built by the library) in Title Source 360 can be sent for ranking, where data metrics (such as author standing, series placement, publisher, BISAC Subject, pre/post order demand trends, inventory position, full text review profile, etc.) will be used to create a ranking for each title, as to its standing in its particular BISAC subject category.

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 are available within 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

Additionally, Baker & Taylor offers onsite or guided web training to any Library staff members as needed. Our staff is available to provide training on any B&T product or service, either onsite or via webinar. Trainings may be provided at regularly scheduled intervals or may be scheduled as needed by the Library. We will be pleased to coordinate with Library staff to develop training schedules at your convenience.

Library Created Lists

Multiple filters and search criteria may be used in combination.

Search topics 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, "Exclude Sensitive Juvenile Material", Demand, List Price, Features, Initial Print Run, Advertising Budget, Lexile Scale, Date Record Created, Date Record Updated, Pre-Order Date, First Receipt Date, Book In Hand Date, Information Source, Accelerated Reader Information, and Reading Counts Information.

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

Baker & Taylor Created Lists

Popular title and topic lists, created by our Collection Development staff, are available for your access in cart form. These lists are part of our Selection List Services, described below.

Selection Services

Our Title Source site provides access to a variety of current release and pre-publication title lists. Please see below for additional information.

Popular title and topic lists, created by our Collection Development staff, are available for your access, in cart form. These lists are part of our Selection List Services.

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 list 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*
- *Music and Video*

- *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.

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*

Publications

These catalogs are available electronically via our website WWW.BAKER-TAYLOR.COM. From the top horizontal bar, select "Libraries"; then "Public Libraries". From the left side bar, select "Publications".

Publications also are available as consideration carts in Title Source, to assist with selection.

Forecast

Our most extensive publication, Forecast is a monthly magazine promoting soon to be published hard cover, paperback, and spoken word audio titles. Forecast speaks to librarians about future bestsellers and noteworthy mid list titles so they can make well informed buying decisions. Features include monthly subject collections as well as publicity news on upcoming author tours, media tie-ins, and serial and book club rights.

CATS Series

CATS Series features the newest and most popular continuing series for public libraries, including picture books, easy-to-read, juvenile fiction and nonfiction, graphic novels/ Manga/comic strip books, teen fiction and nonfiction, and Spanish/bilingual titles. New titles are shipped to you automatically upon publication when you request the series appropriate for your children's and teen collections.

La Vida Espanol

Baker & Taylor's quarterly e-publication, highlighting a great collection of recent releases and bestselling books in Spanish, including a wide selection of children's books, YA books and books for adult readers. Look for four issues each year, delivered via e-mail in February, May, August and November. La Vida Español is only available in English-language.

Graphic Novels

Graphic Novels is the Baker & Taylor catalog dedicated to graphic novels, one of the fastest growing genres in books.

Graphic Novels, a full-color publication, offers many pages of title lists and insight into the unique "language" of this specialty category. Sections include: Art, Children's Graphic Novels, Fantasy, Series, Historical Fiction, Horror, Humor, Literary, Manga, Media Tie-In, NonFiction, and Superheroes.

Graphic Novels is published quarterly.

Growing Minds

This publication is a comprehensive guide to Baker & Taylor's juvenile selections featuring titles appropriate for all interest levels from toddlers through young adults. Published ten times a year, each issue of Growing Minds contains special theme collections that cover a variety of subjects of interest.

Please note the June and July issues are combined, as are the November and December issues.

Contents of Growing Minds include:

Audiobooks

Board Books

Picture Books

Early Readers

*Middle Readers
Young Adult
Featured Series
Selected Series
Graphic Novels Series*

At Home

It's time to spruce up the yard, reorganize the clutter, plan that much-needed renovation, update and repair the plumbing, and redecorate one's living space, and this special annual catalog's contents will show you how!

*At Home encompasses a rich variety of new, recently published, and forthcoming books, in hardcover and trade paperback. It features an outstanding collection of works, for both adults and children, that covers such topics as **Antiques & Collectibles, Architecture, Cooking, Crafts & Hobbies, Decorating & Design, Gardening & Landscaping, Holidays & Celebrations and Home Repair.***

Press Play Microsite (available via Title Source)

Provides movie and music selections and suggestions. Features include Top 125 CDs, Top 250 Movies, Box Office Hits, and Now In Theaters.

Selection lists by genre are also available in Title Source (BROWSE/SELECTION LISTS/MUSIC & VIDEO). Then select AV First Look to review monthly lists or select separate categories for Award Winners and Honors.

DVD

Search our lists for titles in Action/Adventure, Comedy, Documentary, Drama, Family, Foreign, Sports, Travel, Educational, Horror, Music Video, Mystery, Performing Arts, Science Fiction, Television, Top Sellers, and Westerns.

Music CD

Search our lists for titles in Pop, World Music, Electronica, Latin, Folk, Reggae, New Age, Cast Recordings, Cajun & Zydeco, Classical, Soul, Rap, Hip Hop, Blues, Holiday, Gospel, Christian, Children's, Bluegrass, Jazz, Country & Western, Soundtracks, and more.

Titles on the microsite and the genre selection lists are available in selection list format for ease of order and are issued monthly.

14.9 Describe the tools and services Respondent provides to assist with selection of World Language print and media materials.

World Language titles are listed within our Title Source 360 site, for easy search and discovery. Please see 14.8 for a description of our Title Source website.

Our Title Source website allows Users access to World Language title data.

Print

The majority of non-English titles are Spanish, however, other languages represented are Arabic, Cambodian, Chinese, Czech, Dutch, French, German, Greek, Hebrew, Hungarian,

Italian, Japanese, Korean, Latin, Norwegian, Polish, Russian, Swedish, Turkish, Ukrainian, Vietnamese, and Yugoslavian. Many of these titles are language-learning editions.

DVD/Blu-ray

Most widely released DVD/Blu-ray items now contain soundtracks in multiple languages, including Spanish. Additionally, our title data contains over 7,200 videos produced outside of the US containing native languages of Argentina, Brazil, India, China, Chile, France, Germany, Italy, Japan, Korea, Mexico, Portugal, Poland, Peru, Russia, Spain, Sweden, and Venezuela.

Music CD

While Music has no associated language, our present inventory data includes over 17,000 titles classified as Latin music or World Music. These titles are available for backorder.

Collection Development Support

Our Collection Development team is available to assist with selection lists for Spanish language material, and forthcoming titles appear in our La Vida Español on-line publication.

La Vida Español

Baker & Taylor's quarterly e-publication, highlighting a great collection of recent releases and bestselling books in Spanish, including a wide selection of children's books, YA books and books for adult readers. Look for four issues each year, delivered via e-mail in February, May, August and November. La Vida Español is only available in English-language.

Contents of typically includes:

Adult and Children's Books

Adult and Children's Books - Bestsellers

DVD Bestsellers

Music Bestsellers

Recommended DVD Releases

Specially Developed Collection Development Listings

14.10 Explain how these tools work?

Please see 14.8 and 14.9 for a description of our Title Source website and selection lists.

14.11 Does the Respondent supply Audio Visual or book titles in languages other than English?

Yes, please see 14.9

14.12 Provide a list of all languages and formats available

Please see 14.9.

14.13 Describe Respondents standing order services including but not limited to; management of standing orders, duplication services, claiming mechanisms, and cancellation process.

Standing order services are available for popular materials via our Automatically Yours programs (author-driven profiles) and for traditional series materials via our Continuation Services program (series profiles).

Dedicated Customer Service Staff

All program inquiries are given the highest priority, and we follow up to ensure that the Library has the reports and easy collection development tools needed to manage all profiles and to make expansion considerations. In addition, we provide to the Library staff notifications of new series, authors and plans, and website updates, as part of the service announcing exciting new plans and opportunities for increasing coverage for patrons. All plans are actively maintained via Managerial, Collection Development and Customer Service staff to ensure maximum availability of thousands of authors and series. The Library will also receive "Title Reports" when series or authors cease or are removed from plans, so that internal records are as current as possible.

For both traditional, reference-based Continuation Services (<http://www.baker-taylor.com/continuations>) and Automatically Yours (popular author/series) (<http://www.baker-taylor.com/ay>) services, the Library staff has on-demand access to selection lists for hundreds of publishers, subjects and authors for all of our plans. The flexibility of the service allows us to establish standing orders and notifications to assist in streamlining and simplifying the Library's internal ordering and selection process. In addition to standard selection lists, our Standing Order Services Support Center will create customized lists for your specific standing order and notification profiles to reveal missing series and to eliminate manual comparison work by the Library staff.

Management of Standing Orders

Continuation Services (Traditional reference series)

Our Continuation Services database includes 40,000+ Series representing in excess of 250,000 individual titles. These include numbered and unnumbered monographic series, proceedings, non-subscription serials, sets in progress, selected U.S. government documents, and publications of the United Nations and other international agencies, as distributed in the U.S. Some of our best-selling series include: World Almanac and Book of Facts, Writer's Market, Rand McNally Road Atlas, Physician's Desk Reference, Scott Standard Postage Catalogue, Fodor's Travel Series, Peterson's Guides and Who's Who Directories.

Unlike other vendors in the industry, B&T does not limit your selection of series and titles to a closed listing. B&T offers a wide variety of publishers and has an extensive offering in text, technical and reference series collections. If you are interested in receiving a series which is not in our database, we will contact the appropriate Publisher to determine its availability and establish it for you.

On-Line services include:

- View/modify your standing order profile on-line. Subscribers can make title changes, add series, or review pending shipments at their convenience.*
- Access to Enriched Series/title database containing over 250,000+ series titles. Search options include: ISBN, title, publisher, author, editor, subject categories, and more.*
- On-line claims and new series request service – claiming a specific issue or requesting new series is only a mouse-click away. Our program specialists will constantly monitor submitted claims and provide daily updates, so subscribers can make informed decisions.*

- *Easily navigate through profiled series based on the Series title.*

Baker & Taylor's Continuation Services program also offers the following additional features:

Publisher Flyer Program

Promotional flyers from our vendor partners announcing "new & noteworthy" series, published 4-6 times per year (free of charge).

The Navigator

Quarterly publication of forthcoming titles, free of charge. The Core List, published annually, contains more than 1,500 titles covering a variety of subject areas, including: Business, Travel & Tourism, Bibliographies, Computer Technology, Economics, Education, Occupations & Careers, and much more. Libraries of all types can rely on this authoritative list to build or enhance their standing order collection. Each Core List entry includes series ID, title, publisher, last title published, last date published, list price, frequency and special notes. Additional information, such as subtitle, title changes, and main series can be found in the "notes" column for selected entries.

Free Price Quotation Service

Submit a list of titles to our Continuations staff and they will provide a price quotation with the most recent issues available (free of charge).

Free Account Transfer Service

Baker & Taylor can handle all of the time-consuming account transfer tasks for the Library, free of charge. Simply follow two easy steps:

- 1) *Forward a notification letter requesting an account transfer with a supply of your Library's letterhead and envelopes.*
- 2) *Include your current standing order titles listing including the publisher/vendor name and address for each title and the last issue received by the library.*

Baker & Taylor will take care of the rest including:

- *Forwarding cancellation notices to the applicable publisher/vendor*
- *Periodic updates of pending titles, including additional requests to publisher/vendor*
- *Confirmation of your current Baker & Taylor series profile to ensure all titles have been added.*

Comprehensive Management Reports

Master profile reports, status reports, shipping & invoice histories, and individual title reports are available in Excel and Word format.

Automatic Order and Shipment Programs

Automatically Yours

Baker & Taylor's Automatically Yours program delivers the latest publications from popular authors right to your door. Select your favorite authors, and Baker & Taylor will send the latest titles, as soon as they are released.

Automatically Yours has 8 different programs to choose from:

Popular Adult Fiction Authors – featuring over 1000 fiction authors

CATS Authors & Illustrators – featuring over 600 of the most popular children and young adult authors, both fiction and non-fiction.

CATS Awards – featuring more than 80 professionally selected national and international children's and teens awards

Spoken Word Audio

Large Print Popular Adult Fiction Authors

Book Club Plans - Baker & Taylor offers 4 different Book Club Plans to help meet your patrons' needs:

"Today" Show Book Club

Reading with Ripa Book Club

"Good Morning America" Book Club

"Oprah's" Book Club

(although Oprah has discontinued her book club, she will occasionally recommend titles. We will continue to automatically ship these titles)

Inspirational Authors – Offers over 250 authors to choose

Graphic Novels - Available for Adult and Teen titles. Choose from 500 series.

CATS Series (Children's and Teens) (popular series automatic shipment)

This service provides the newest and most popular continuing series for libraries, including picture books, easy-to-read, juvenile fiction and nonfiction, graphic novels/Manga/comic strip books, teen fiction and nonfiction, and Spanish/bilingual titles. New titles are shipped to you automatically upon publication when you request the series appropriate for your children's and teen collections.

Additionally, we provide confirmation reports on forthcoming titles including information such as ISBN, publisher, and order status.

Hot Hits – Standing Order Program (Music CD-Demand Driven)

Each week you will receive a list of New Release music titles, based on your profiled Music Genre selections. This will allow you to make changes to the list before the titles are ordered and shipped to your account.

Benefits of the Hot Hits program include:

- Never receive the same title twice

- Convenient delivery of lists (Title Source cart or EXCEL spreadsheet)
- Flexibility to adjust your order quantities at any time
- Weekly e-mail updates of new titles
- Choose to receive Parental Advisory or Edited versions of titles

The program is simple – just tell us how many copies of a title you would like to receive, based upon the following Music genres:

Quantity	
_____	Dance
_____	Country
_____	World
_____	Soundtrack
_____	Jazz
_____	Rock
_____	Latin
_____	Rap
_____	New Age
_____	Blues
_____	Classical
_____	Pop
_____	R & B
_____	Reggae
_____	Parental Advisory
_____	Clean Version Only

Each time a New Release is announced, we will send to you the titles that are in the Genres that you've selected.

Box Office (DVD-Demand Driven)

With the dramatic rise in DVD demand, we understand the difficulty in keeping up with ordering all of the box office hits. Baker & Taylor can help with our Box Office Hits on DVD Standing Order Program. Simply choose the quantity you would like to receive, based on the millions sold at theatres, and we will ship the product to you. Each week, by email, we will send you the latest list of titles to hit the charts. For more information, please contact us at 800-775-2600 extension 2079.

TV and Movie Standing Order Plans (DVD-Series Driven)

Many libraries are experiencing tremendous growth in their circulation of AV titles; selecting and maintaining an adequate collection of popular DVDs can be a challenge. Our plans allow you to have all of the most popular DVD series titles, shipped automatically as they are produced and released.

Deduplication Services

Using Title Source, titles in carts may be duplicate-checked by ISBN across currently held and previously ordered carts or within a workgroup, under the same Administrative account. Duplicate checking by ISBN also is available between carts and against the Library's current catalog. If a duplicate ISBN exists

in the current catalog, the User sees a notifying symbol on the title record while searching, alerting the User of the duplicate (C = duplicate in Cart / O =duplicate in Ordered Cart / H = duplicate in Holdings).

Claiming Mechanisms

We will be pleased to assist with any program claims. Claims for missing issues or for titles missing from a shipment may be submitted on-line or may be sent to our customer service staff. Our staff will follow up on claims to provide information on the status of late publications or to provide replacements for any missing product.

Cancellation Process

Author-Driven Profiles / Popular Series/DVD or Music Profiles

The Library will receive confirmation reports on forthcoming titles including information such as ISBN, publisher, and order status. This will identify program titles on order and pending shipment up to a month in advance for DVD or Music titles and up to 3 months in advance for print editions (title notifications are provided weekly for titles in the Hot Hits or Box Office program) . This provides the Library an opportunity to review the titles and order or cancel if desired.

Profiled Print Series

In order to provide the most efficient delivery schedule, issues for profiled series are queued for automatic order and shipment. Should the Library choose to cancel a profiled series, please notify our staff 30 days prior to the publication date of the next issue.

14.14 Describe Respondents Standing Orders (Continuations) services, including but not limited to: Open orders for all titles that fit a particular category.

- Reference Materials
- Serial Monographs
- Current popular authors
- Juvenile Series
- Manga Series

Please see 14.13 for details.

14.15 Describe Respondents Firm Orders services

Standing orders (described in 14.13) are profiled, automatic orders, based on the Library's predetermined selection of authors or series. We define firm orders as ad hoc orders, created by the Library or as selected from B&T prepublication or thematic title lists on an as-needed basis.

Ordering accounts may be established based on the Library's collection needs. Selectors may use our Title Source website to develop carts of material, which may be ordered against the accounts as needed. A purchase order number may be assigned to items ordered. There are no minimum order requirements; selectors may create orders in the manner which best fits the Library's workflow.

Please see 17.1 for additional information on electronic ordering and order status.

Please see 14.8 and 14.9 for a description of our Title Source website and selection lists.

**Exhibit 15 –
Cataloging and Physical Processing**

Exhibit 15 - Cataloging and Physical Processing

15.1 Describe Respondents technical Cataloging and Physical Processing services.

TechXpress Services

Baker & Taylor offers a comprehensive range of processing/cataloging services for the shelf-ready preparation of book, spoken word audio, DVD, and Music CD product through techXpress. This service provides cataloging and processing solutions and service levels designed to accommodate every need.

Baker & Taylor can provide a full range of processing services, including mylar jackets, plastic cover lamination for paperback materials, cases, cover art, spine labels, barcodes, and ownership labels/stamping.

15.2 Explain how Respondents services can be tailored to fit State of Iowa Library requirements.

Cataloging/processing services may be profiled to meet the Library's local requirements and needs. Please see our profiling forms for details

<http://www.baker-taylor.com/PDFs/Techxpress%20Cataloging%20Specifications.pdf>

15.3 Physical Processing Materials

Include The jacketing of books. The processing of AV materials (e.g., DVD, audiobook). All AV materials receive a barcode on the back of the item, and a label with the number of units included in the item. Supplying RFID/Barcode linked sets Supplying property stamps. Agency's detailed specifications will be provided after Contract award.

The requested services are available. Please see 15.1 and 15.2 for details.

**Exhibit 16 –
Bibliographic Records**

Exhibit 16 - Bibliographic Records

16.1 Describe the level of bibliographic records provided by Respondent.

MARC at the Point of Order

Our Title Source website allows Users to output customized, best available, MARC records with 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 acquisition process and to enable patrons to place holds on pre-pub titles.

Data elements may include

- o Academic Subjects*
- o Account Alias*
- o Attributes – Included*
- o Attributes – Primary*
- o Audience*
- o Author/Artist*
- o Back Order Quantity*
- o Bib Number*
- o Binding*
- o BISAC Subjects*
- o BISAC Subjects – (codes)*
- o Cancelled Quantity*
- o Cart Name*
- o Cart Note*
- o Confirmed Quantity*
- o Date/Time Item placed in Cart*
- o Date/ Time of Download*
- o Edition – Primary*
- o Edition Number – Primary*
- o General Subjects*
- o Genre*
- o GTIN/UPC*
- o ISBN*
- o ISBN 10*
- o Item added by (login ID)*
- o Line Item Note*
- o List Price*
- o Merchandise Category*
- o Net Price*
- o OCLC Number*
- o Order Quantity*
- o Physical Format – Included*
- o Physical Format – Primary*
- o PO PER Line Item*
- o Product Line*
- o Product Type*
- o Publication Date*
- o Publication Status*
- o Publisher*
- o Purchase Order Number*
- o Rating*
- o Release Date*

- o SAN/SANSUFFIX
- o Street Date
- o Supplier
- o Title

MARC Services (for titles shipped)

TechXpress

Baker & Taylor's expertise in cataloging is built upon our cataloging system (techXpress) which produces its MARC and MicroLIF records from a database containing over 6 million records. Baker & Taylor's automated bibliographic records are user-friendly, compatible with virtually every software system, and contain full cataloging information for more titles than any distributor. Records will be provided for any title with an existing record in our cataloging database.

Baker & Taylor's MARC records are available via our website at www.baker-taylor.com. This service is designed to allow registered customers to download the MARC record file associated with their Baker & Taylor shipment. By downloading the file through the Internet, there is no delay in receiving the MARC record information.

16.2 Provide samples of entries.

Please see Appendix 6.

16.3 Describe how Respondent will enable Agency to load bibliographic records at the point of order to allow for discoverability and placing of holds early in the acquisitions process.

Please see 16.1

16.4 Audio Visual materials receive a sequential barcode on the front of the item, a genre label based on ordering grids, and a label with the number of units included in the item. Barcode numbers will need to be sent to the Library in a machine readable cataloging (MARC) file at the time of processing for upload into item records

Barcodes, genre labels, and labels detailing the number of units in the item are available. Barcode numbers may appear within the associated MARC record as generated for shipped product. Records are provided on an FTP site for download.

The update and overlay of the library's existing records is available as a customized service. We will be pleased to review any such requests and provide pricing quotations based upon the level of record manipulation and customization required.

16.5 Can the list price of the item be automatically included in a specified subfield in each MARC tag?

List price may appear in a specified subfield within the MARC as available in the cataloging specifications form. Please see item 15.2.

Exhibit 17 - Ordering Process

17.1 Describe the Respondents ordering process.

Regarding electronic orders, Library staff may utilize the Title Source website to search for and select titles of interest. These titles are held in a cart, for consideration. Working carts may be saved and returned to at a later time to add or delete titles and to add notes, as needed. Carts may be standalone, for a single selector, or may be created in a shared environment with other selectors. Once the cart titles have been finalized, the cart may be ordered. The order may be placed directly from Title Source, or, MARC derived from the online order records may be uploaded to any compatible ILS to be used as order records. In either case (ordered from TS or from the ILS), each title ordered will receive an acknowledgement and a status of Confirmed, Backordered, or Cancelled within minutes of order placement. 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.

17.2 List all ways orders are accepted by Respondent.

Orders, with confirmation, may be placed via toll free telephone, toll free fax, mail, e-mail, or electronically via ILS or our website.

17.3 Describe Respondent Electronic Data Interchange (EDI) capabilities.

Baker & Taylor systems are compatible with all commercially produced ILS systems and support EDI order, acknowledgement, and invoicing functions as developed within the ILS.

17.4 Describe any order restrictions that the Respondent has in place.

None

17.5 Provide the Respondents average turn-around time from the receipt of an order to the shipment of materials for in stock items?

Product Only Orders

In-stock items will be shipped within 1 day of receipt of order. Items not in stock will be ordered from the publisher and will be shipped within 7 days of receipt from the publisher source.

Standard Processing

In-stock items will be shipped within 3-5 days of receipt of order. Items not in stock will be ordered from the publisher and will be shipped within 5-7 days of receipt from the publisher source.

17.6 Provide a timeline for out of stock items.

Please see 17.5 above.

17.7 Describe how Respondent communicates out of stock and backordered materials to Agency.

Out of Stock and backordered items are reported via Status reporting. Status Reports (backorder reports) and reports of titles cancelled are provided at the point of order and, then, thereafter, with

each shipment. Order status also may be viewed on-line, at any time, via our On-Line Customer Support website.

Order status also appears within our Title Source website. Orders placed electronically via Title Source will receive an order confirmation within minutes of receipt. The confirmation will provide 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.

Invoice and status information is also available via Online Customer Support (OCS) at www.baker-taylor.com. OCS is Baker & Taylor's web-based account management system. OCS's sophisticated search options include the ability to query orders by Purchase Order Number, B&T Number, ISBN, and Order Date Range. The OCS data is updated to reflect the latest order and invoice status, as well as up to six months of history.

The library can obtain updated status information at any time by accessing OCS. A backorder summary report including information on all backordered and cancelled titles is available. The library can go to the reports/downloads tab to request this report, setting date parameters and selecting all accounts or specific ones. The report is emailed to the library within 24 hours.

You can also view detailed information, including order and account status, warehouse location, quantities and prices, and shipping details. There's even an option that helps you print invoices and order details for your records.

17.8 Provide a timeline for processed and unprocessed materials.

Please see 17.5

17.9 What is the Respondents average fulfillment rate for an order within thirty (30) days?

Typical fill rates for orders of in-print and publisher available material are 88% initial fill; 96-98 % within 30 days.

17.10 Explain how Respondent will provide pre-ordered items.

Baker & Taylor can provide current, high demand, new release titles to the Library on or before street date. This means that the Library will have these popular titles on their shelves and ready to circulate as soon as they are available.

Street Date Receipt for Bestseller Material

Baker & Taylor's pre-publication ordering program accepts early orders for highly anticipated, high-demand titles and delivers the titles on or before the general release date (street date). Pre-publication orders are backordered on your account and stock is then reserved for your order.

In order to receive these titles prior to street date, please place orders at least 5 weeks prior to the scheduled publication date.

17.11 Describe Respondent Advanced Shipping Notification (ASN) capabilities.

Presently, we provide ASNs via EDI with Polaris and Biblionix. We are in a test phase with a text ASN that can be emailed.

**Exhibit 18 –
Selection and Acquisitions**

Exhibit 18 – Selection and Acquisitions

- 18.1** Describe the process, services, tools or utilities available and utilized for selecting materials and ordering.

*Please see 14.8 and 14.9 for a description of our Title Source website and selection lists.
Please see 14.13 for a description of standing order and auto-ship programs.*

- 18.2** Describe Respondent claims process.

Claims for titles missing from a shipment may be submitted on-line or may be sent directly to our customer service staff. Our staff will follow up to provide replacements for any missing product or account credit, as desired by the Library.

- 18.3** Describe Respondent replacement items process.

Replacement requests for damaged or defective product may be submitted on-line or may be sent directly to our customer service staff.

Baker & Taylor will accept the authorized return of items that are damaged, defective, or incorrectly shipped. There is no charge associated with returned product. The Library may request replacement product or an account credit. Please see the enclosed return policies, Appendix 4, for further details on credits and returns.

**Exhibit 19 –
Invoicing**

Exhibit 19 – Invoicing

19.1 Describe Respondents invoice services.

Baker & Taylor's invoices include the following:

Billing and Shipping Name and Address

Purchase Order Number

Reference to Packing Slip ("ATS" number)

Title/Author/Publisher

ISBN/Binding/Quantity

List Price

Discount (Percentage)

Discounted Price

Net Total Cost for All Copies (after discount)

Processing Cost (if applicable)

Baker & Taylor invoices can list books alphabetically by title or author, or in the same sequence as the original purchase order. Processing charges will be listed separately on the same invoice containing the books ordered.

Invoices are generated as product is shipped. Hardcopy invoices may be enclosed in shipment or mailed, as directed. Invoices also may be transmitted to the ILS or may be accessed on-line via our On-Line Customer Support (OCS) website.

19.2 Describe the electronic invoice capabilities.

Baker & Taylor systems are compatible with all commercially produced ILS systems and support EDI order, acknowledgement, and invoicing functions as developed within the ILS.

**Exhibit 20 –
Delivery**

Exhibit 20 - Delivery

20.1 Provide Respondents delivery requirements.

None. Items will be delivered FOB Destination from Momence, IL

20.2 Provide delivery dates after receipt of order.

Product Only Orders

In-stock items will be delivered within 3 days of receipt of order. Items not in stock will be ordered from the publisher and will be delivered within 7 days of receipt from the publisher source.

Standard Processing

In-stock items will be delivered within 5-7 days of receipt of order. Items not in stock will be ordered from the publisher and will be delivered within 8-10 days of receipt from the publisher source.

20.3 Provide the primary warehouse location for the shipping point of materials.

Baker & Taylor

501 South Gladiolus Street

Momence, IL 60954

20.4 Describe shipping services, fulfillment rates, accuracy rates and locations of warehouses. Include all associated costs.

Shipping

Orders will be filled from your primary service center in Momence, IL.

Library orders are delivered FOB Destination. Shipments are delivered via commercial carrier, ground freight.

Product Only Orders

In-stock items will be shipped within 1 day of receipt of order. Items not in stock will be ordered from the publisher and will be shipped within 7 days of receipt from the publisher source.

Standard Processing

In-stock items will be shipped within 3-5 days of receipt of order. Items not in stock will be ordered from the publisher and will be shipped within 5-7 days of receipt from the publisher source.

Shipping Label

Baker & Taylor's enhanced shipping label includes the pack date, freight carrier, account number, B&T picklist number, carton number and individual carton weight. Each carton in a shipment is numbered, and the final carton also indicates total carton count (e.g. 1,2,3, and 4 of 4).

Packing List

A packing list is enclosed in each carton of the shipment. The list notes the title, publisher, ISBN, and format of each work, along with the quantity, list price, discounted price, and extended price, per line item. The packing list is arranged alphabetically by title.

Fulfillment

Typical fill rates for orders of in-print and publisher available material are 88% initial fill; 96-98 % within 30 days.

Accuracy Rates

Error rate associated with shipping services is less than 0.5%.

Location of Warehouse

*Baker & Taylor
501 South Gladiolus Street
Momence, IL 60954*

20.5 Does the Respondent offer substitutions of Library Materials? Explain the process.

No. Title orders are filled by the ISBN specified at the point of order.

20.6 Explain the Respondents Special Order policy and process.

Should the Library require special handling or delivery options for an order, please contact Customer Service for assistance (800-775-1200). We will be pleased to work with the Library to accommodate the special request.

**Exhibit 21 –
Collection Development Tools**

Exhibit 21 - Collection Development Tools

21.1 Describe all collection development services, tools (print or online) and utilities the Respondent offers assist libraries in managing collections.

Please see 14.8 and 14.9 for a description of our Title Source website and selection lists.

21.2 Provide examples of print sources and a URL for online sources if applicable.

[URL for Online Resources](#)

To assist in the evaluation of our proposal and to demonstrate features of our website, we have implemented a trial ID for our Title Source selection and ordering website. Please note, as the terms proposed in the RFP are not yet active, the site will not yet reflect the State's discounted prices.

Please let us know if you have any questions regarding the site.

<https://ts360.baker-taylor.com>

Login id: IowaStBid

Password: Password1 (Case Sensitive)

Should you require additional ids for evaluation, please contact our offices for assistance (QueenL@baker-taylor.com)

Examples of Print Sources

Catalogs and selection lists are available online. After logging in to the Title Source ID (above), from the tabs at the top of the screen, select BROWSE, then

SELECTION LISTS (for selection lists by topic and genre)

BISAC BROWSING (selection lists)

MOVIE GENRE BROWSING

MUSIC GENRE BROWSING

B&T PUBLICATIONS (for Online Catalogs)

21.3 Explain what collection analysis tools are available.

Collection Management and Selection Tools – Projects and Special Lists

Baker & Taylor's Collection Management has one of the most extensive databases in the industry to support Collection Projects and ongoing selection. Our core selection application can access almost 10 million book, e-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 and are not limited to interdisciplinary multicultural collections that have African American, Hispanic/Latino, and/or Asian oriented content.

Selection lists are provided in a cart format, delivered to the Library's ID in our Title Source 360 site. B&T also 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 (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*

Review Sources

B&T can provide access to full-text review citations from the following major review sources.

<i>AudioFile</i>	<i>1992--</i>
<i>Booklist</i>	<i>Jan. 1995--</i>
<i>BookPage</i>	<i>Inception 1999--</i>
<i>Choice</i>	<i>1998--</i>
<i>Doody's</i>	<i>1993--</i>
<i>E-Streams</i>	<i>Inception (not known)</i>
<i>ForeWord</i>	<i>Inception 1999--</i>
<i>Horn Book Guide</i>	<i>1994--</i>
<i>Horn Book Magazine</i>	<i>1996--</i>
<i>Kirkus</i>	<i>1991--</i>
<i>Voice of Youth Advocates</i>	<i>1997--</i>
<i>PW</i>	<i>12/23/2003</i>
<i>LJ</i>	<i>all available reviews (~1985--)</i>
<i>SLJ</i>	<i>all available reviews (~1985--)</i>
<i>VideoLibrarian</i>	<i>Jan. 2002</i>

Holdings Comparison

It is our experience that library systems require the review and consideration of current holding information in library development projects. Contingent upon the library's ability to produce a machine-readable extract in conformance to Collection Management specifications, we can match this to our selection list data.

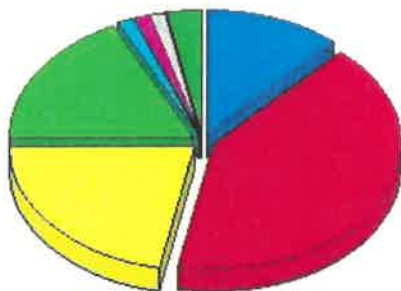
We can accept holdings data in an ASCII or MARC format. Our experience is that ASCII data matched by ISBN provides the best level of service. In almost all instances in which library holdings are included in a collection development project, the following processes are followed:

- Designated technical staff at the library extract an ASCII or MARC file of data to be included in the project
- The data file is transmitted to B&T via FTP
- B&T Technical staff reviews and tests the data for compatibility
- Compatibility issues are addressed and resolved, if necessary, by B&T staff working with the library's technical staff
- Holdings are matched to selection lists produced by B&T librarians in conformance to the specific documented collection management requirements
- Depending on the project time-line, periodic holding updates may be scheduled and included in the process
- B&T can utilize the data supplied by the library that matches the B&T databases by ISBN and include it in the selection lists produced for the library.

Holding Analysis by Dewey 10's by Chart and Graph Holding Analysis

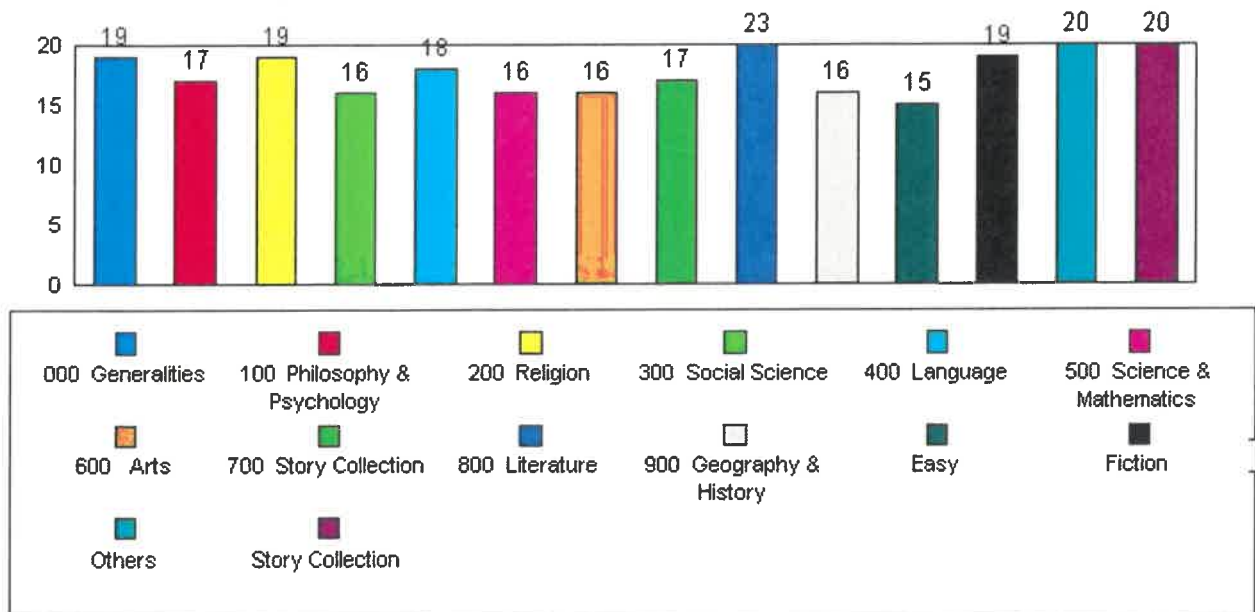
Dewey Sub Range	Classification	Average Date Of Publication	Item Count	Items Past Max Age	Percentage
600	Arts	1988	16	13	1.71
610	Medical sciences	1990	350	267	37.55
620	Engineering & allied sciences	1990	249	173	26.71
630	Agriculture	1989	149	115	15.98
640	Home economics & family living	1991	96	65	10.30
650	Management & auxiliary services	1994	19	11	2.03
660	Chemical engineering	1990	20	15	2.14
670	Manufacturing	1987	10	9	1.07
680	Manufacture for specific uses	1986	13	13	1.39
690	Buildings	1992	10	5	1.07
Totals			932		

Holding Analysis - Dewey Sub Range vs Item Count



600 Arts	11.8%
610 Medical sciences	41.2%
620 Engineering & allied sciences	22.1%
630 Agriculture	17.6%
640 Home economics & family living	1.5%
650 Management & auxiliary services	1.5%
660 Chemical engineering	1.5%
680 Manufacture for specific uses	2.9%
Total:	100.0%

Holding Analysis - Dewey Range vs Average Age



Online Functionality

21.4 Please include a sample cart or list as well as documentation on setting up profiles

Please see 21.2 for information to access sample selection lists. Please see Appendix 7 for Profiling documents for the creation of custom list production schedules.

21.5 Describe access libraries will have to view inventory, select materials, place EDI orders, review account information, and check the status of orders. Provide examples.

We are pleased to offer our Title Source website to the Library for viewing of inventory, selection of material, placement of EDI orders via ILS, and reviewing updated order status. Please see 14.8 for a description of the site and 21.2 for information on accessing the site via trial id.

Please see Appendix 8 for screen shot examples.

21.6 Describe the advanced searching and filtering options available.

Multiple filters and search criteria may be used in combination.

Search topics 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, "Exclude Sensitive Juvenile Material", Demand, List Price, Features, Initial Print Run, Advertising Budget, Lexile Scale, Date Record Created, Date Record Updated, Pre-Order Date, First Receipt Date, Book In Hand Date, Information Source, Accelerated Reader Information, and Reading Counts Information.

- 21.7** Describe Respondents online selection and ordering software, and the actual generation of an order in the Respondents system. Does the online selection and ordering software provide real-time and accurate information on titles currently in stock?

We are pleased to offer our Title Source website to the Library for viewing of inventory, selection of material, placement of EDI orders via ILS, and reviewing updated order status. Real time inventory is displayed with every title entry. Please see 14.8 for a description of the site and 21.2 for information on accessing the site via trial id.

Generation of an Order

Please see 17.1 for a description of order placement via Title Source.

- 21.8** Does the Respondents online database contain a link to the Library's catalog to check holds using ISBN, Universal Product Code (UPC), or Online Computer Library Center (OCLC) Control number?

Titles in carts may be duplicate-checked by ISBN across currently held and previously ordered carts or within a workgroup, under the same Administrative account. Duplicate checking by ISBN also is available between carts and against the Library's current catalog. If a duplicate ISBN exists in the current catalog, the User sees a notifying symbol on the title record while searching, alerting the User of the duplicate (C = duplicate in Cart / O = duplicate in Ordered Cart / H = duplicate in Holdings).

- 21.9** Explain if standing order plans available? Please list available plans.

Please see 14.13 for information on traditional standing order services and popular author and series standing order plans.

- 21.10** Is there a cumulative history of titles that can be searched by title, author, ISBN or other product number?

Yes. Previously ordered cart history is available in Title Source. Please see 21.8 for information on duplicate checking.

- 21.11** Is there a feature that allows the contents of a list or cart to be compared to the order history?

Yes. The contents of a cart under development may be compared to previously ordered carts. Please see 21.8 for information on duplicate checking.

- 21.12** Describe the ability to export the contents of a cart/list as a file of MARC records using a customized MARC profile established by the Library, which can be then loaded into the Library's acquisition system

Enhanced MARC Profiler 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.

- 21.13** Is the Respondents able to receive and correctly interpret orders in the EDIFACT format?

B&T can receive and interpret EDI orders. EDI orders can also be "enriched" which will allow for communication of branch, fund or collection codes.

- 21.14** Explain any new features or upcoming online enhancements.

Our Title Source 360 online selection and ordering tool is constantly evolving to meet the needs of our customers. Suggestions are always welcome! The past few years have seen improvements in the accessibility of cart drawers and order grids and the addition of the Virtual Inventory Program (VIP), and Title Ranking services.

Most recently, our staff has incorporated standing order program and profile management into the Title Source site. Users can view all titles within a series and all series that are profiled for the Library. Additionally, an order status dashboard is scheduled for implementation within the calendar year.

- 21.15** Provide trial logins to your online selection product/product database.

Please see 14.8 for a description of the site and 21.2 for information on accessing the site via trial id.

Exhibit 22 - Customer Service and Returns

22.1 Describe technical support provide for Respondents website and online ordering.

Our Product Support team is available to assist with any questions on Title Source or any other Baker & Taylor service. Staff is available between 8 am and 6 pm EST Monday through Friday and may be reached by calling (800) 775-3700 or emailing tech.support@baker-taylor.com.

22.2 Provide dedicated customer service representative contact information.

***Karen Haley** (Customer Service Representative – Books / Spoken Word Audio)
Karen.Haley@baker-taylor.com / 800-775-1200, ext. 2202*

***Dan Metro** (Customer Service Representative – DVD / Blu ray / Music CD)
Dan.Metro@baker-taylor.com / 800-775-2600, ext. 2086*

As the Library's Customer Service Representatives, these staff members are responsible for account set up and control, order management, and day-to-day activities concerning account profiles. They also maintain daily communication with their customers, sales representatives, and the contract department. These individuals will serve as your initial contact points for any customer service issues.

22.3 Describe Respondents return policy for library materials.

Baker & Taylor will accept the authorized return of items that are damaged, defective, or incorrectly shipped. There is no charge associated with returned product. The Library may request replacement product or an account credit. Please see the enclosed return policies, Appendix 4, for further details on credits and returns.

22.4 Describe Respondents reporting capabilities. Provide examples.

Standard Reporting

Our standard reporting services are available to assist the Library with tracking of ordered, backordered, and received product.

Invoices are provided with each shipment, detailing the items contained in the shipment (ISBN, Title, Author, Publisher, Quantity Shipped, List Price, Discount, Discounted Price, and the cost associated with any processing services). Associated purchase order numbers and account identifiers appear with every line item.

Status Reports (backorder reports) and reports of titles cancelled are provided at the point of order and, then, thereafter, with each shipment. Order status also may be viewed on-line, at any time, via our On-Line Customer Support website.

Order status also appears within our Title Source website. Orders placed electronically via Title Source will receive an order confirmation within minutes of receipt. The confirmation will provide 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.

Invoice and status information is also available via our Online Customer Support (OCS) at www.baker-taylor.com. OCS is Baker & Taylor's web-based account management system. OCS's sophisticated search options include the ability to query orders by Purchase Order Number, B&T Number, ISBN, and Order Date Range. The OCS data is updated to reflect the latest order and invoice status, as well as up to six months of history.

The library can obtain updated status information at any time by accessing OCS. A backorder summary report including information on all backordered and cancelled titles is available. The library can go to the reports/downloads tab to request this report, setting date parameters and selecting all accounts or specific ones. The report is emailed to the library within 24 hours.

You can also view detailed information, including order and account status, warehouse location, quantities and prices, and shipping details. There's even an option that helps you print invoices and order details for your records.

22.5 Describe Respondents cancellation policy for all library materials.

Firm Order Material

Please contact your Customer Service Representative; we will be pleased to assist with the cancellation of any titles on order, if not yet processed or shipped.

Author-Driven Profiles / Popular Series/DVD or Music Profiles

The Library will receive confirmation reports on forthcoming titles including information such as ISBN, publisher, and order status. This will identify program titles on order and pending shipment up to a month in advance for DVD or Music titles and up to 3 months in advance for print editions (title notifications are provided weekly for titles in the Hot Hits or Box Office program). This provides the Library an opportunity to review the titles and order or cancel if desired.

Additionally, changes may be made to the profile at any time, at the Library's request.

Profiled Print Series

In order to provide the most efficient delivery schedule, issues for profiled series are queued for automatic order and shipment. Should the Library choose to cancel a profiled series, please notify our staff 30 days prior to the publication date of the next issue.

Changes may be made to the profile at any time, at the Library's request.

22.6 Describe the Respondents return policy for defective or damaged library materials.

Defective Material.

Replacement requests for damaged or defective product may be submitted on-line or may be sent directly to our customer service staff.

Baker & Taylor will accept the authorized return of items that are damaged, defective, or incorrectly shipped. There is no charge associated with returned product. The Library may request replacement product or an account credit. Please see the enclosed return policies, Appendix 4, for further details on credits and returns.

22.7 Describe any and all documentation provided by Respondent.

Baker & Taylor will accept the authorized return of items that are damaged, defective, or incorrectly shipped. Please see the enclosed return policies, Appendix 4, for further details on credits and returns. To make a return, simply contact your Customer Service Representative within the time period specified to obtain an authorization number for the return. This number is established to enable our staff to track the returned product; account credit or replacement material is provided immediately.

Once the number 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. A sample of a Return Authorization Form and Credit Memo are also attached in Appendix 10.

**Exhibit 23 –
Optional Features and Services**

Exhibit 23 –Optional Features and Services

23.1 Describe any other services or enhanced content that may include but is not limited to; jacket art, TOC and reviews.

Jacket art, tables of contents, review citations, downloadable order records, shared cart workflows, and VIP inventory displays are part of our standard Title Source service.

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.

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.

Inventory Display

At all views, Title Source 360 displays updated inventory data (typically updated on the hour)

Uniquely available from Baker & Taylor, publisher inventory is also displayed via our Virtual Inventory Program (VIP). Through VIP, in addition to B&T inventory displays, you also may view inventory on the publishers' shelves. Title Source 360 customers are profiled to see VIP (Virtual Inventory Program) inventory levels from participating VIP Publishers.

Warehouse *primary **secondary	On Hand Inventory
Commerce*	54
Momence**	47
VIP***	150

Real-time Inventory

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/producer, and publication

- Fully searchable Tables of Contents (1.4 million) and Annotations (5.4 Million).

Full text reviews and grid ordering functionality are premium services, available for an additional fee.

-Approximately 1.2 million full-text reviews, including Kirkus, Library Journal, Publishers Weekly, School Library Journal, Horn Book, VOYA, BookPage, BookList, Foreword, AudioFile and E-Streams

-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 in the electronic order file sent from Title Source 360™

**Exhibit 24 –
Performance Measures**

Exhibit 24 – Performance Measures

Provide any performance measures Respondent has used in similar Contracts for Library Materials.

Some important factors to consider would be customer/end user satisfaction, customer service response, presence of sales representation, vendor cooperation, and vendor's ability to interface with Library systems.

**Exhibit 25 –
Addendums**

Exhibit 25 - Addendums

Provide signed copy of posted RFP addendums.



April 30, 2020

To: All Potential Respondents
From: Julie Janssen, Purchasing Agent
Subject: RFP032028035 State of Iowa Library Materials

Addendum One

Please amend the subject RFP to include answers to the following timely received questions:

- Q1.** In the noted description of the opportunity, it states that one vendor will be awarded. Would you consider a response from a vendor providing only audiovisual materials?
- A1.** Yes, we would consider a response from a vendor providing only audio visual materials.
- Q2.** We see on page 4 of the RFP under section 1.4 Objectives it states "It is the State Library of Iowa's intent to award to one (1) primary Awardee of all library materials." Will you be choosing secondary vendors?
- A2.** Primary and Secondary awards are a possibility.
- Q3.** Brodart has a question regarding the above referenced RFP. Is it required that the references requested are from within the State of Iowa?
- A3.** No, references do not need to be from Iowa libraries, any library or library system within the United States is acceptable for a reference.
- Q4.** In item 1.4, the RFP states an intent to award to one primary vendor. Will this be a sole vendor award, or will there be primary and secondary vendor awards?
- A4.** Primary and Secondary awards are a possibility.
- Q5.** Please confirm, this response will be submitted via the VSS site; no hardcopy response is required. Is this correct?
- A5.** This is correct.
- Q6.** Will the State require any security, bid bond, or performance bond in association with this agreement?
- A6.** No.
- Q7.** Attachment 4. This Attachment references Exhibits 6-8, but these Exhibit sections do not appear in item 3.2, Technical Proposal. Please advise if these sections are required and, if so, please provide a description of each requirement.

RFB0320282035 Attachment #4 is incorrect.

Attachment #4 Response Check List

RFP REFERENCE SECTION	RESPONSE INCLUDED	
	Yes	No
One (1) electronic copy of the Proposal.		
One (1) Public Copy with Confidential Information Excised (optional)		
Technical Proposal		
Exhibit 1 - Transmittal Letter		
Exhibit 2 - Executive Summary		
Exhibit 3 - Firm Proposal Terms		
Exhibit 4 - Respondent Background Information		
Exhibit 5 - Experience		
Exhibit 6 - Financial Information		
Exhibit 7 - Termination, Litigation, and Debarment		
Exhibit 8 - Criminal History and Background Investigation		
Exhibit 9 - Acceptance of Terms and Conditions		
Exhibit 10 - Certification Letter		
Exhibit 11 - Authorization to Release Information		
Exhibit 12 - Mandatory Technical Specifications		
Exhibit 13 – Scope of Services		
Exhibit 14 – Availability of Library Materials		
Exhibit 15 – Cataloging and Physical Processing		
Exhibit 16 – Bibliographic Records		
Exhibit 17 – Ordering Process		
Exhibit 18 – Selection and Acquisitions		
Exhibit 19 - Invoicing		
Exhibit 20 –Delivery Requirements		
Exhibit 21 – Collection Development Tools		
Exhibit 22 – Customer Service and Returns		
Exhibit 23 – Additional Features and Services		
Exhibit 24 – Performance Measures		
Exhibit 25 - Addendums		
Exhibit 26 - Request for Confidentiality		
Cost Proposal		

A7. Now, therefore, the parties herein acknowledge and agree that Attachment #4 of RFB0320282035 is hereby amended as follows:

**Attachment #4
Response Check List**

RFP REFERENCE SECTION	RESPONSE INCLUDED	
	Yes	No
One (1) electronic copy of the Proposal.		
One (1) Public Copy with Confidential Information Excised (optional)		
Technical Proposal		
Exhibit 1 - Transmittal Letter		
Exhibit 2 - Executive Summary		
Exhibit 3 - Firm Proposal Terms		
Exhibit 4 - Respondent Background Information		
Exhibit 5 - Experience		
Exhibit 9 - Acceptance of Terms and Conditions		
Exhibit 10 - Certification Letter		
Exhibit 11 - Authorization to Release Information		
Exhibit 12 - Mandatory Technical Specifications		
Exhibit 13 – Scope of Services		
Exhibit 14 – Availability of Library Materials		
Exhibit 15 – Cataloging and Physical Processing		
Exhibit 16 – Bibliographic Records		
Exhibit 17 – Ordering Process		
Exhibit 18 – Selection and Acquisitions		
Exhibit 19 - Invoicing		
Exhibit 20 –Delivery Requirements		
Exhibit 21 – Collection Development Tools		
Exhibit 22 – Customer Service and Returns		
Exhibit 23 – Additional Features and Services		
Exhibit 24 – Performance Measures		
Exhibit 25 - Addendums		
Exhibit 26 - Request for Confidentiality		
Cost Proposal		

Q8. Item 3.2, Exhibit 5. This section requests Letters of Reference from 3 customers/clients. Given the current situation with COVID, most of our customers have closed libraries and staff is not available for comment. In lieu of this requirement, may we instead provide 3 references with contact information?

A8. This is acceptable.

- Q9. Attachment 5. Are vendors required to bid all of the material formats listed here in order to be eligible for award?
- A9. We will accept bids on individual material formats.
- Q10. Attachment 5. Regarding the first grid for Processing Costs: should pricing for DVD, CD, and Audiobook only follow the descriptions found in 15.3 and 16.4, or, should the vendor provide pricing for a variety of services?
- A10. Use the descriptions as base requirements, but do include all services and pricing offered.
- Q11. Attachment 5. Regarding the second grid for material discounts: for several of these categories (ex. Large Print, Graphic Novel, Textbook, Audiobook) the available discount will depend upon the binding type and content of the work. May vendors provide a range of discounts for any such line item?
- A11. Yes, but provide the dependencies that affect the discounts and pricing. Make it easy to apply for comparisons.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.

Lee Ann Queen
Signature

5-14-2020
Date

Lee Ann Queen
Typed or Printed Name



May 11, 2020

To: All Potential Respondents
From: Julie Janssen, Purchasing Agent
Subject: RFP032028035 State of Iowa Library Materials

Addendum Two

Please amend the subject RFP to include answers to the following timely received questions:

Q1. We thought that our Ohio Stay at Home Orders would be lifted by the time this opportunity could be uploaded. Our team is still required to work from home until our company establishes us to be back in the office. This means that our Vice President will not be on site for formal signatures. Is electronic signature via Docu-Sign allowed?

A1. Yes, Electronic Signatures are accepted by the State of Iowa.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.

Lee Ann Queen
Signature

5-14-2020
Date

Lee Ann Queen
Typed or Printed Name

**Exhibit 26 –
Request for Confidentiality**

Exhibit 26 - Request for Confidentiality

The Respondent must sign and submit with the Proposal the document included as Attachment #3 Form 22 – Request for Confidentiality.

Attachment #3
Form 22 – Request for Confidentiality
SUBMISSION OF THIS FORM 22 IS REQUIRED

THIS FORM 22 (FORM) MUST BE COMPLETED AND INCLUDED WITH YOUR PROPOSAL. THIS FORM 22 IS REQUIRED WHETHER THE PROPOSAL DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND ELIMINATED FROM EVALUATION. COMPLETE PART 1 OF THIS FORM IF NO INFORMATION PROPOSAL DOES NOT CONTAIN CONFIDENTIAL INFORMATION. COMPLETE PART 2 OF THIS FORM IF THE PROPOSAL DOES CONTAIN CONFIDENTIAL INFORMATION.

1. Confidential Treatment Is Not Requested

A Respondent not requesting confidential treatment of information contained in its Proposal shall complete Part 1 of Form 22 and submit a signed Form 22 Part 1 with the Proposal.

2. Confidential Treatment of Information is Requested

A Respondent requesting confidential treatment of specific information shall: (1) fully complete and sign Part 2 of Form 22, (2) conspicuously mark the outside of its Proposal as containing confidential information, (3) mark each page upon which the Respondent believes confidential information appears and **CLEARLY IDENTIFY EACH ITEM for which confidential treatment is requested; MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a "Public Copy" from which the confidential information has been excised.

Form 22 will not be considered fully complete unless, for each confidentiality request, the Respondent: (1) enumerates the specific grounds in Iowa Code Chapter 22 or other applicable law that supports treatment of the information as confidential, (2) justifies why the information should be maintained in confidence, (3) explains why disclosure of the information would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by Respondent to respond to inquiries by the Agency concerning the confidential status of such information.

The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFP. The confidential information must be excised in such a way as to allow the public to determine the general nature of the information removed and to retain as much of the Proposal as possible.

Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Respondents may not request confidential treatment with respect to pricing information and transmittal letters. A Respondent's request for confidentiality that does not comply with this form or a Respondent's request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting Respondent's Proposal as non-responsive. Requests to maintain an entire Proposal as confidential will be rejected as non-responsive.

If Agency receives a request for information that Respondent has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such information, Respondent shall, at its sole expense, appear in such action and defend its request for confidentiality. If Respondent fails to do so, Agency may release the information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Respondent fails to comply with the request process set forth herein, if Respondent's request for confidentiality is unreasonable, or if Respondent rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

Part 1 – No Confidential Information Provided

Confidential Treatment is Not Requested

Respondent acknowledges that proposal response contains no confidential, secret, privileged, or proprietary information. There is no request for confidential treatment of information contained in this proposal response.

This Form must be signed by the individual who signed the Respondent's Proposal. The Respondent shall place this Form completed and signed in its Proposal.

- *Fill in and sign the following if you have provided no confidential information. If signing this Part 1, do not complete Part 2.*

<u>Baker & Taylor, LLC</u>	<u>0320282035</u>	<u>State Library Materials</u>
Company	RFP Number	RFP Title
<u>Lee Ann Queen</u>	<u>Director-Pricing Services</u>	<u>5-14-2020</u>
Signature (required)	Title	Date
Lee Ann Queen		

(Proceed to the next page only if Confidential Treatment is requested.)

Baker & Taylor Appendices

RFP Number: RFP0320282035

RFP Title: State Library Materials

Julie Janssen

Iowa Department of Administrative Services

Hoover State Office Building, Level 3

1305 East Walnut Street

Des Moines, IA 50319-0105

Appendices 1-3

See Cost Proposal – Separately Sealed

Appendix 4

APPENDIX 4

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**

C ONTINUATION SERVICES

FROM BAKER & TAYLOR

STANDING-ORDER CANCELLATION AND RETURN POLICY

(Effective 12/07)

Baker & Taylor Continuation Services is a customized standing-order program designed for public, academic and school libraries. Customers may sign up for series on a standing-order basis, and will automatically receive every publication as they become available from publishers. Due to the nature of this program, only the exact amount of required books is ordered from each publisher on behalf of profiled customers. It is therefore necessary to adhere to a firm cancellation/return policy.

CANCELLATION POLICY

The customer must notify Continuation Services 1.800.775.3600 at least 30 DAYS PRIOR TO PUBLICATION DATE to request the cancellation of a title or the deletion of a series from their profile.

To keep customers informed of their backordered titles, Continuation Services shipments include a Backorder Status Report. This report lists titles, which a customer can expect to receive within the next three months. NOTE: Backorder Status Reports should be reviewed immediately upon receipt of shipment. Also, Master Profile Reports, a listing of all series on a customer's standing-order profile, are available upon request. Registered users may also view/maintain their standing order profiles and backordered titles via <http://compass.btol.com>.

RETURN POLICY

The following guidelines are required to ensure prompt handling of your return. All Continuation Services product returns require authorization from your Continuation Services Customer Account Representative in Bridgewater, New Jersey 1.800.775.3600.

- 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, that have been shipped as ordered or property stamped by your library, are considered non-returnable.
- A title, which is ordered and received through Baker & Taylor Continuation Services, cannot be returned if a duplicate is received from another source. These books should be returned to the other supplier.

HOW TO OBTAIN RETURN AUTHORIZATION

Please use the Return Authorization Form from your shipment's packing list to make all returns. Contact your Continuation Services Customer Account Representative at 1.800.775.3600 for return authorization. All claims for damages and shortages 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- attached to the carton packing list
 - B. Your Continuation Services "C" account number, invoice and/or ATS# from the shipment's packing list
 - C. Reason for claim/return
 - D. Action being requested:
 - a. Replacement of product
 - b. Credit to your account; no replacement product necessary
2. Your Customer Account Representative will assign your return an authorization number (RTA#). To expedite the process, please clearly mark the RTA number on the Return Authorization Form and on the outside of the carton in the upper right corner of the shipping label.
3. Make your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
Ship Returns to: Baker & Taylor Returns Center, Dept. R, 251 Mt. Olive Church Road, Commerce, GA 30599

DAMAGED SHIPMENTS

If you receive a damaged carton(s), which resulted in a 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 Continuation Services Customer Account Representative via the toll-free number listed above.

CLAIMING SHORTAGES

Please check your packing list or invoice before claiming shortages. All shortage 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.

DVD/Music CD RETURN POLICY

(Revised June 2016)

The following guidelines are required to ensure the prompt handling of your Audio / Video (AV) returns; Music CD, DVD, Blu-ray and 4k disc product. Note; Vinyl product is not returnable, per manufacturer's policies, and is a "one way" sale. All Music CD, DVD, Blu ray and 4K disc AV product returns (**excluding DVD/BD lease return product - please contact AV Customer Service for separate return procedures for your DVD/BD 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 requires 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 which 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 800.775-2600 x2050

Baker & Taylor A/V Sales 800.775-2600

Appendix 5

Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
BTAC Acquisition Corp.

2 Business name/disregarded entity name, if different from above
Baker & Taylor, LLC (EIN 47-3179974)

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

Individual/sole proprietor or single-member LLC

C Corporation

S Corporation

Partnership

Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ▶ _____

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
2810 Coliseum Centre Drive

6 City, state, and ZIP code
Charlotte, NC 28217

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

				-			-				
--	--	--	--	---	--	--	---	--	--	--	--

or

Employer identification number

1	6	-	1	7	5	8	4	4	5
---	---	---	---	---	---	---	---	---	---

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here

Signature of U.S. person ▶

Lee Ann Queen
Lee Ann Queen

Date ▶

5-14-2020

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Appendix 6

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245 1 0 #aOpen book /#cJessica Simpson with Kevin Carr O'Leary.
250 #aFirst edition.
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300 #a408 pages ;#c24 cm
336 #atext#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
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650 0 #aSingers#zUnited States#vBiography.
650 0 #aActors#zUnited States#vBiography.
700 1 #aO'Leary, Kevin Carr,#eauthor.

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050 1 4 #aPR6058.A5928#bH38 2020
082 0 4 #a823/.914#223
100 1 #aHannah, Sophie,#d1971-#eauthor.
240 1 0 #aHaven't they grown
245 1 0 #aPerfect little children /#cSophie Hannah.
250 #aFirst U.S. edition.
264 1 #aNew York, NY :#bWilliam Morrow, an imprint of
HarperCollinsPublishers,#c[2020]
300 #a329 pages ;#c24 cm
336 #atext#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
650 0 #aFriendship#vFiction.
655 0 #aPsychological fiction.
655 7 #aSuspense fiction.#2gsafd
655 7 #aMystery fiction.#2gsafd
775 0 8 #iReproduction of (manifestation):#aHannah, Sophie, 1971-#tHaven't they
grown#dLondon : Hodder & Stoughton, 2020#z9781444776188

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082 0 4 #a813/.6#223
100 1 #aParks, Brad,#d1974-#eauthor.
245 1 4 #aThe last act :#ba novel /#cBrad Parks.
264 1 #a[New York] :#bDutton,#c[2020]
300 #axiv, 464 pages ;#c20 cm
336 #atext#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
650 0 #aActors#vFiction.
650 0 #aUndercover operations#vFiction.
655 7 #aSuspense fiction.#2gsafd
775 0 8 #iReproduction of (manifestation):#aParks, Brad, 1974-#tLast act#dNew
York : Dutton, [2019]# w(DLC) 2018024578

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001 bl2020005706
005 20200327151718.5
008 200225r20202019nyu 000 1 eng d
010 #abl2020005706
020 #a9781250253224#qpbk.
040 #aNjBwBT#beng#cNjBwBT#erda#dIMmBT#dNjBwBT
050 1 4 #aPS3602.R859#bR85 2020
082 0 4 #a813/.6#223
100 1 #aBruns, David,#d1966-#eauthor.
245 1 0 #aRules of engagement /#cDavid Bruns and J.R. Olson.
264 1 #aNew York, NY :#bSt. Martin's Paperbacks,#c2020.
300 #ax, 372 pages ;#c19 cm
336 #atext#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
650 0 #aCyberterrorism#vFiction.
655 7 #aSuspense fiction.#2gsafd
700 1 #aOlson, J. R.,#eauthor.
775 0 8 #iReproduction of (manifestation):#aBruns, David, 1966-#tRules of
engagement#dNew York : St. Martin's Press, 2019#w(DLC) 2019001793

000 nam a i
001 bl2019039193
005 20200204043404.2
008 200102s2020 nyua j 000 0 eng d
010 #abl2019039193
020 #a9781984851123#qlib. bdg.
040 #aNjBwBT#beng#cNjBwBT#erda
050 1 4 #aQL737.C22#bK797 2020
082 0 4 #a599.77#223
100 1 #aKratt, Martin,#eauthor.
245 1 0 #aWild dogs and canines! /#cby Martin Kratt and Chris Kratt.
264 1 #aNew York :#bRandom House,#c[2020]
300 #a29 pages ;#bcolor illustrations ;#c24 cm.
336 #atext#2rdacontent
336 #astill image#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
490 1 #aStep into reading. Step 2, reading with help
500 #a"Wild Kratts."
500 #a"A science reader."
520 #aThe Kratt brothers activate their creature powers to introduce readers to canids, the wild members of the dog family, including foxes, wolves, and the different types of wild dog found in different parts of the world.
650 0 #aCanidae#vJuvenile literature.
650 1 #aDog family (Mammals).
700 1 #aKratt, Chris,#eauthor.
830 0 #aStep into reading.#nStep 2 book.

000 nam a i
001 bl2019032869
005 20200201115937.8
008 191022s2020 flua j 000 1 eng d
010 #abl2019032869
020 #a9781731614926#qlib. bdg.
040 #aNjBwBT#beng#cNjBwBT#erda
050 1 4 #aPZ7.D87805#bHee 2020
082 0 4 #a[E]#223
100 1 #aDuffield, Katy,#eauthor.
245 1 0 #aHee-haw help /#cby Katy Duffield ; illustrated by Hazel Quintanilla.
264 1 #a[Vero Beach, Florida] :#bRourke Educational Media,#c[2020]
300 #a32 pages :#bcolor illustrations ;#c24 cm.
336 #atext#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
490 1 #aRemy and Ruby's rescue ranch
520 #aWhen a donkey arrives at the ranch, Remy and Ruby aren't sure about his
loud braying.
650 1 #aDonkeys#vFiction.
650 1 #aDomestic animals#vFiction.
700 1 #aQuintanilla, Hazel,#d1982-#eillustrator.
800 1 #aDuffield, Katy.#tRemy and Ruby's rescue ranch.

000 pam a i
001 bl2019038844
005 20200206100918.9
008 191226s2020 nyua j 000 0 eng d
010 #abl2019038844
020 #a9781465490537
040 #aNjBwBT#beng#cNjBwBT#erda#dGCmBT
050 1 4 #aPE1155#b.M59 2020
082 0 4 #a421/.1#223
100 1 #aMilner, Charlotte,#eauthor,#eillustrator.
245 1 0 #aB is for bee /#cCharlotte Milner.
250 #aFirst American edition.
264 1 #aNew York, NY :#bDK Publishing,#c2020.
300 #a1 volume (unpaged) :#bcolor illustrations ;#c16 cm
336 #atext#2rdacontent
336 #astill image#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
500 #aCover title.
520 #aIntroduces the letters of the alphabet, with facts about bees
representing each letter, describing where bees call home, how they buzz,
and what beekeepers do to harvest honey.
650 0 #aAlphabet books.
650 0 #aBees#vJuvenile literature.
650 0 #aBoard books.
650 1 #aAlphabet.
650 1 #aBees.
650 1 #aBoard books.

000 nam a i
001 b12020008649
005 20200408154530.9
008 200406s2020 nyua j 000 1 eng d
010 #abl2020008649
020 #a9781523507474
040 #aNjBwBT#beng#cNjBwBT#erda
050 1 4 #aPZ7.1.M727#bGo 2020
082 0 4 #a[E]#223
100 1 #aMoyle, Sabrina,#eauthor.
245 1 0 #aGood night Baboon! :#ba bedtime counting book /#cstory by Sabrina Moyle
; pictures by Eunice Moyle.
264 1 #aNew York, NY :#bWorkman Publishing,#c[2020]
300 #a1 volume (unpaged) :#bcolor illustrations ;#c18 cm
336 #atext#2rdacontent
336 #astill image#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
500 #aCover title.
520 #aBaby Baboon and a different number of sleepy animals go through their
bedtime routines, counting down from ten to one, including nine skunks
who wash in the tub, six dinos who brush their gums, and two llamas who
are tucked in snug.
650 0 #aBoard books.
650 1 #aAnimals#vFiction.
650 1 #aBedtime#vFiction.
650 1 #aCounting#vFiction.
650 1 #aBoard books.
700 1 #aMoyle, Eunice,#eillustrator.

000 nam a i
001 bl2020002844
005 20200204155435.7
008 200129r20202019meu d 000 1 eng d
010 #abl2020002844
020 #a9781432873523
040 #aNjBwBT#beng#cNjBwBT#erda
050 1 4 #aPR6052.A465#bS665 2020
082 0 4 #a823/.914#223
100 1 #aBalogh, Mary,#eauthor.
245 1 0 #aSomeone to remember /#cMary Balogh.
250 #aLarge print edition.
264 1 #aWaterville, ME :#bThorndike Press, a part of Gale, a Cengage
Company,#c2020.
300 #a231 pages ;#c23 cm.
336 #atext#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
490 1 #aA Westcott novel
490 1 #aThorndike Press large print core
650 0 #aAristocracy (Social class)#zEngland#vFiction.
650 0 #aUpper class families#vFiction.
651 0 #aEngland#xSocial life and customs#y19th century#vFiction.
655 7 #aLove stories.#2gsafd
655 7 #aRegency fiction.#2gsafd
650 0 #aLarge type books.
800 1 #aBalogh, Mary.#tWestcott novel.
830 0 #aThorndike Press large print core series.

000 nam a i
001 b12020004051
005 20200206085346.6
008 200205r20202020miu jd 000 1 eng d
010 #abl2020004051
020 #a9781432872380
040 #aIMmBT#beng#cIMmBT#erda
050 1 4 #aPZ7.1.A4295#bNi 2020b
082 0 4 #a[Fic]#223
100 1 #aAlbert, Melissa,#eauthor.
245 1 4 #aThe night country :#ba Hazel Wood novel /#cMelissa Albert ;
illustrations by Jim Tierney.
250 #aLarge print edition.
264 1 #a[Farmington Hills, Michigan] :#bThorndike Press, a part of Gale, a
Cengage Company,#c2020.
300 #a451 pages :#billustrations ;#c23 cm
336 #atext#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
650 1 #aFairy tales#vFiction.
650 1 #aMagic#vFiction.
650 1 #aFantasy.
650 1 #aLarge type books.
700 1 #aTierney, Jim,#eillustrator.

000 pam a i
001 bl2019038325
005 20200204043526.4
008 191219s2020 caua 6 000 0 eng d
010 #abl2019038325
020 #a9781974710744#qpbk.
040 #aNjBwBT#beng#cNjBwBT#erda#dGCmBT
041 1 #aeng#hjpn
050 1 4 #aPN6790.J33#bI53413 2018 v. 9
082 0 4 #a741.5/952#223
100 1 #aInagaki, Riichiro,#eauthor.
240 1 0 #aDr. Stone.#lEnglish
245 1 0 #aDr. Stone.#n9, #pFinal battle /#cstory, Riichiro Inagaki ; art, Boichi
; translation/Caleb Cook ; touch-up art & lettering/Stephen Dutro.
246 3 0 #aFinal battle
246 3 #aDoctor Stone.#n9
250 #aShonen Jump manga edition.
264 1 #aSan Francisco, CA :#bVIZ Media, LLC,#c[2020]
300 #a100 pages, 91 unnumbered pages :#billustrations ;#c20 cm.
336 #atext#2rdacontent
336 #astill image#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
490 1 #aShonen Jump manga
500 #aPages numbered from right to left.
500 #aChiefly illustrations.
655 0 #aGraphic novels.
700 0 #aBoichi,#d1973-#eartist.
700 1 #aCook, Caleb D,#etranslator.
830 0 #aShonen Jump manga.

000 nam a i
001 bl2019027335
005 20200201115748.8
008 190910s2020 mnua j 6 000 0 eng d
010 #abl2019027335
020 #a9781532135118#qlib. bdg.
020 #a9781644941393#qpbk.
040 #aNjBwBT#beng#cNjBwBT#erda
050 1 4 #aPZ7.7.Y83#bDes 2020
082 0 4 #a741.5/973#223
100 1 #aYu, Bill,#eauthor.
245 1 0 #aDesert determination /#cwritten by Bill Yu ; illustrated by Thiago Vale
and Yonami ; colored by Dal Bello ; lettered by Kathryn S. Renta.
264 1 #aMinneapolis, Minnesota :#bGraphic Planet, an imprint of Magic
Wagon,#c[2020]
300 #a32 pages :#bcolor illustrations ;#c24 cm.
336 #atext#2rdacontent
336 #astill image#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
490 1 #aSurvive!
500 #aChiefly illustrations.
520 #aWhile on an ATV tour in the desert, friends Rob and Lilian find an
abandoned mine they decide to explore, but when a cave-in blocks the way
out, they will have to fight to survive.
655 0 #aGraphic novels.
650 1 #aCaves#vFiction.
650 1 #aAccidents#vFiction.
650 1 #aSurvival#vFiction.
650 1 #aGraphic novels.
700 1 #aVale, Thiago,#eartist.
700 0 #aYonami,#eartist.
830 0 #aSurvive (Minneapolis, Minn.).

000 nam a i
001 bl2013040405
005 20200204040026.2
008 130913s2012 njua b 001 0 eng
010 #abl2013040405
020 #a9781118019085
040 #aNjBwBT#beng#cNjBwBT#erda
050 1 4 #aBF121#b.H78 2012
082 0 4 #a150#223
100 1 #aHuffman, Karen,#eauthor.
245 1 0 #aPsychology in action /#cKaren Huffman, Palomar College.
250 #aTenth edition.
264 1 #aHoboken, NJ :#bJohn Wiley & Sons, Inc.,#c[2012]
300 #a1 volume (various pagings) :#billustrations (chiefly color) ;#c29 cm
336 #atext#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
504 #aIncludes bibliographical references and indexes.
650 0 #aPsychology#vTextbooks.

000 nam a i
001 bl2013040415
005 20200204040026.2
008 130913s2013 njua b 001 0 eng d
010 #abl2013040415
020 #a9780470547847
040 #aNjBwBT#beng#cNjBwBT#erda
050 1 4 #aQD415#b.V63 2013
082 0 4 #a547/.7#223
100 1 #aVoet, Donald,#eauthor.
245 1 0 #aFundamentals of biochemistry :#blife at the molecular level /#cDonald
Voet, University of Pennsylvania, Judith G. Voet, Swarthmore College,
Charlotte W. Pratt, Seattle Pacific University.
250 #aFourth edition.
264 1 #aHoboken, NJ :#bJohn Wiley & Sons, Inc.,#c[2013]
300 #a1 volume (various pagings) :#billustrations (chiefly color) ;#c29 cm
336 #atext#2rdacontent
337 #aunmediated#2rdamedia
338 #avolume#2rdacarrier
504 #aIncludes bibliographical references and index.
650 0 #aBiochemistry#vTextbooks.
700 1 #aVoet, Judith G,#eauthor.
700 1 #aPratt, Charlotte W,#eauthor.

000 nim a i
001 bl2020004804
005 20200219100855.4
007 sd fungnmmned
008 200217s2019 nyunnnn f n eng d
010 #abl2020004804
020 #a9781250242501
040 #aNjBwBT#beng#cNjBwBT#erda
050 1 4 #aPS3601.L3565#bI52 2019
082 0 4 #a813/.6#223
098 1 4 #aV#aALEX-T#aISV#aA 50#5NjBwBT
100 1 #aAlexander, Tasha,#d1969-#eauthor.
245 1 0 #aIn the shadow of Vesuvius /#cfrom the New York times bestselling author
 of Uneasy lies the crown, Tasha Alexander.
250 #aUnabridged.
264 1 #aNew York, New York :#bMacmillan Audio,#c[2019]
300 #a8 audio discs (9.5 hr.) ;#c4 3/4 in..
306 #a093000
336 #aspoken word#2rdacontent
337 #aaudio#2rdamedia
338 #aaudio disc#2rdacarrier
344 #adigital#2rda
347 #aaudio file#2rda
347 #bCD audio
490 1 #aA Lady Emily mystery
500 #aTitle from container.
511 0 #aRead by Bianca Amato.
520 #aWhen she discovers a body hidden in plain sight among the ruins of
 Pompeii, Lady Emily launches an investigation that is complicated by
 archaeologists' secrets and a beautiful young woman who claims to be
 Emily's husband Colin's daughter.
600 1 0 #aHargreaves, Emily,#cLady (Fictitious character)#vFiction.
650 0 #aUpper class#zEngland#vFiction.
651 0 #aVesuvius (Italy)#xEruption, 79#vFiction.
655 7 #aHistorical fiction.#2gsafd
655 7 #aMystery fiction.#2gsafd
655 7 #aAudiobooks.#2gsafd
700 1 #aAmato, Bianca,#enarrator.
800 1 #aAlexander, Tasha,#d1969-#tLady Emily mystery.

000 nim a i
001 bl2020000640
005 20200204043352.3
007 sd fungnmmned
008 200108s2020 nyunnnnj f n eng d
010 #abl2020000640
020 #a9780593155714
028 0 2 #aYA 3974#bListening Library
040 #aNjBwBT#beng#cNjBwBT#erda
050 1 4 #aPZ7.T21723#bAl 2020c
082 0 4 #a[Fic]#223
098 1 4 #aZS#aTAYL-M#aADP#aL 74#5NjBwBT
100 1 #aTaylor, Mildred D,#eauthor
245 1 0 #aAll the days past, all the days to come /#cfrom the award-winning
author of Roll of thunder, hear my cry, Mildred D. Taylor.
250 #aUnabridged.
264 1 #aNew York, New York :#bListening Library,#c[2020]
300 #a12 audio discs (14 1/2 hr.) ;#c4 3/4 in.
306 #a143000
336 #aspoken word#2rdacontent
337 #aaudio#2rdamedia
338 #aaudio disc#2rdacarrier
344 #adigital#2rda
347 #aaudio file#2rda
347 #bCD audio
500 #aTitle from container.
511 0 #aRead by Allyson Johnson.
520 #aWhen she returns to her home in Mississippi after finishing law school,
Cassie Logan becomes involved in voter registration drives and other
aspects of the Civil Rights Movement of the 1960s.
655 7 #aChildren's audiobooks.#2lcgft
650 1 #aRace relations#vFiction.
650 1 #aCivil rights movements#vFiction.
650 1 #aPrejudices#vFiction.
650 1 #aAfrican Americans#vFiction.
650 1 #aFamily life#zMississippi#vFiction.
651 1 #aMississippi#xHistory#y20th century#vFiction.
650 1 #aAudiobooks.
700 1 #aJohnson, Allyson,#enarrator.

000 njm a4i
001 be2019021260
005 20200201115454.9
007 sd fsngnmmned
008 190717r2019201unyumunn n eng d
010 #abe2019021260
024 1 #a190759656921
024 7 #a00190759656921#2gtin-14
028 0 2 #a19075965692#bSony Music Entertainment
040 #aNjBwBT#beng#erda#cNjBwBT
047 #app#arc
050 1 4 #aM1627#b.N69 2019
082 0 4 #a782.42164#223
098 1 4 #aMA#aCOLL#aNTW-71#aC 92#5NjBwBT
245 0 0 #aNow that's what I call music!#n71.
246 3 #aNow 71
246 3 #aNow seventy-one
264 1 #aNew York, NY :#bSony Music Entertainment,#c[2019]
300 #a1 audio disc ;#c4 3/4 in.
336 #aperformed music#2rdacontent
337 #aaudio#2rdamedia
338 #aaudio disc#2rdacarrier
344 #adigital#boptical#gstereo#2rda
347 #aaudio file#2rda
347 #bCD audio
382 1 1 #asinger#2lcmpt
388 1 #aTwo thousand tens#2lcs
505 0 #aSucker (Jonas Brothers) -- If I can't have you (Shawn Mendes) -- Break
up with your girlfriend, I'm bored (Ariana Grande) -- Sweet but psycho
(Ava Max) -- Bad guy (Billie Eilish) -- Wow (Post Malone, featuring Roddy
Rich, Tyga) -- Old town road (Lil Nas, featuring Billy Ray Cyrus) - Talk
(Khalid) -- Never really over (Katy Perry) -- Easier (5 Seconds of
Summer) -- Call you mine (the Chainsmokers ; Bebe Rexha) -- Juice (Lizzo)
-- Just us (DJ Khaled, featuirng SZA) -- Be alright (Dean Lewis) --
Someone you loved (Lewis Capaldi) -- Speechless (Dan + Shay) -- Lost
without you (Freya Ridings) -- Get you the moon (Kina, featuring Snøw) --
Number one fan (MUNA) -- Lionheart (David Francisco).
500 #aReissues.
500 #aTitle from container.
511 0 #aVarious performers.
655 7 #aPopular music.#2lcs
655 7 #aRock music.#2lcs
655 7 #aElectronic dance music.#2lcs
655 7 #aRap (Music).#2lcs
700 1 #aMendes, Shawn,#d1998-#eperformer.
700 1 #aGrande, Ariana,#eperformer.
700 1 #aMax, Ava,#d1994-#eperformer.
700 0 #aEilish, Billie,#d2001-#eperformer.
710 2 #aJonas Brothers,#eperformer.

000 njm a4i
001 be2020009758
005 20200505113858.4
007 sd fsngnmmned
008 200421p20202019nyurcnn n eng d
010 #abe2020009758
024 1 #a194397058826
024 7 #a00194397058826#2gtin-14
028 0 2 #a19439-70588-2#bRCA
033 0 0 #a2019----#b4364#cM26
040 #aNjBwBT#beng#erda#cNjBwBT
050 1 4 #aM1630.18.S77#bN49 2020
082 0 4 #a782.42166#223
098 1 4 #aMR#aSTRO#aNA#aS 88#5NjBwBT
110 2 #aStrokes (Musical group),#ecomposer,#eperformer.
245 1 4 #aThe new abnormal /#cthe Strokes.
264 1 #aNew York, NY :#bRCA,#c[2020]
264 4 #c©2020,#c©2020
300 #a1 audio disc ;#c4 3/4 in.
336 #aperformed music#2rdacontent
337 #aaudio#2rdamedia
338 #aaudio disc#2rdacarrier
344 #adigital#boptical#gstereo#2rda
347 #aaudio file#2rda
347 #bCD audio
382 1 1 #amale voice#aguitar#abass guitar#adrum set#2lcmpt
388 1 #aTwo thousand tens#2lcsh
505 0 #aThe adults are talking -- Selfless -- Brooklyn Bridge to chorus -- Bad
decision -- Eternal summer -- At the door -- Why are Sundays so
depressing -- Not the same anymore -- Ode to the Mets.
500 #aTitle from container.
518 #oRecorded at#pShangri-La Studio, Malibu, California,#d2019.
500 #aComposed by the Strokes, in part with others.
511 0 #aThe Strokes (Julian Casablancas, vocals ; Nick Valensi, Albert Hammond
Jr., guitars ; Nikolai Fraiture, bass ; Fabrizio Moretti, drums).
655 7 #aAlternative rock music.#2lcgft
655 7 #aRock music.#2lcgft

000 ngm a4i
001 be2019032208
005 20200201115934.5
007 vd cvaizq
008 191017s2019 cau483 g vleng d
010 #abe2019032208
024 1 #a883929656097
024 7 #a00883929656097#2gtin-14
028 4 2 #a1000729927#bWarner Bros. Entertainment
040 #aNjBwBT#beng#erda#cNjBwBT
041 1 #aeng#jeng#jfre#jspa#heng
046 #k2018#l2019
050 1 4 #aPN1992.77#b.B5433 2008 v.12
082 0 4 #a791.45/72#223
130 0 #aBig bang theory (Television program).#nSeason 12.
245 1 4 #aThe big bang theory.#nThe twelfth and final season /#ccreated by Chuck
Lorre, Bill Prady ; produced by Kristy Cecil, Robinson Green ; teleplay
by Steve Holland, Maria Ferrari, Jeremy Howe, Dave Goetsch, Eric Kaplan
[and others] ; directed by Mark Cendrowski, Kristy Cecil, Nikki Lorre.
264 1 #aBurbank, CA :#bWarner Bros. Entertainment,#c[2019]
300 #a3 videodiscs (483 min.) :#bsound, color ;#c4 3/4 in.
336 #atwo-dimensional moving image#2rdacontent
337 #avideo#2rdamedia
338 #avideodisc#2rdacarrier
344 #adigital#boptical#g surround#2rda
344 #hDolby digital 5.1
346 #bNTSC#2rda
347 #avideo file#eregion 1#2rda
347 #bDVD video
380 #aTelevision program
505 0 #aThe conjugal configuration -- The wedding gift wormhole -- The
procreation calculation - The Tam turbulence -- The planetarium collision
-- The imitation perturbation -- The grant allocation derivation -- The
consummation deviation -- The citation negation -- The VCR illumination -
The paintball scattering -- The propagation proposition -- The
confirmation polarization - The meteorite manifestation -- The donation
oscillation -- The D&D vortex -- The conference valuation -- The laureate
accumulation -- The inspiration deprivation -- The decision reverberation
- The plagiarism schism -- The maternal conclusion -- The change constant
-- The Stockholm syndrome.
518 #aOriginally broadcast on television 2018-2019.
546 #aIn English with optional French or Spanish subtitles.
546 #aClosed-captioned.
511 1 #aJohnny Galecki, Jim Parsons, Kaley Cuoco, Simon Helberg, Kunal Nayyar,
Mayim Bialik, Melissa Rauch.
500 #aDolby digital 5.1, anamorphic wide screen 1.78:1.
500 #aFeatures: The big bang theory's impact; The big bang theory cast visits
Ellen; Best of The big bang theory Comic-Con 2018 panel; The sweet spot;

The last days of The big bang theory; Unraveling the mystery : a big bang
farewell special; gag reel.

520 #aTwo roommates, both genius physicists, live in their own world with
their friends until an attractive woman moves in across the hall and
helps them see life in different ways.

540 #aFor private home use only.

521 8 #aTV rating: Not rated.

650 0 #aMan-woman relationships#vDrama.

650 0 #aMale friendship#vDrama.

650 0 #aGifted persons#vDrama.

650 0 #aPhysicists#vDrama.

655 7 #aSituation comedies (Television programs).#2lcgft

655 7 #aTelevision comedies.#2lcgft

655 7 #aTelevision series.#2lcgft

655 7 #aFiction television programs.#2lcgft

655 7 #aVideo recordings for the hearing impaired.#2lcgft

700 1 #aCendrowski, Mark,#edirector.

700 1 #aCecil, Kristy,#eproducer,#edirector.

700 1 #aGalecki, Johnny,#eactor.

700 1 #aParsons, Jim,#d1973-#eactor

700 1 #aCuoco, Kaley,#eactor.

775 0 8 #iReproduction of (manifestation):#sBig bang theory (Television program).
Season 12#tBig bang theory. The twelfth and final season#dBurbank, CA :
Warner Bros. Entertainment, [2019]#h2 videodiscs (483 min.) : sound,
color ; 4 3/4 in.#o883929657711

000 ngm a4i
001 be2020009323
005 20200417115521.4
007 vd csaizq
007 vd cvaizq
008 200414s2020 caul05 g vleng d
010 #abe2020009323
024 1 #a031398318743
024 7 #a00031398318743#2gtin-14
028 4 2 #a58144#bLionsgate
040 #aNjBwBT#beng#erda#cNjBwBT
041 1 #aeng#jeng#jspa#heng
046 #k2020
050 1 4 #aPN1997.2#b.I88 2020b
082 0 4 #a791.43/72#223
099 #aFF#5NjBwBT
130 0 #aI still believe (Motion picture : 2020)
245 1 0 #aI still believe /#cproduced by Kevin Downes, Andrew Erwin ; written by
Jon Erwin, Jon Gunn ; directed by Andrew Erwin, Jon Erwin.
264 1 #aSanta Monica, California :#bLionsgate,#c[2020]
300 #a2 videodiscs (105 min.) :#bsound, color ;#c4 3/4 in.
336 #atwo-dimensional moving image#2rdacontent#3Blu-ray
336 #atwo-dimensional moving image#2rdacontent#3DVD
337 #avideo#2rdamedia#3Blu-ray
337 #avideo#2rdamedia#3DVD
338 #avideodisc#2rdacarrier#3Blu-ray
338 #avideodisc#2rdacarrier#3DVD
344 #adigital#boptical#gssurround#2rda#3Blu-ray
344 #adigital#boptical#gssurround#2rda#3DVD
344 #aDTS-HD Master Audio 5.1#3Blu-ray
344 #hDolby digital 5.1#3DVD
346 #bHDTV#bNTSC#2rda
347 #avideo file#eregion A#eregion 1#2rda
347 #bBlu-ray video#bDVD video
380 #aMotion picture
538 #aThis is a Blu-ray disc which can only be played on Blu-ray disc players
and will not play on standard DVD players.
500 #aOriginally released as a motion picture in 2020.
546 #aIn English with optional English or Spanish subtitles.
546 #aClosed-captioned.
511 1 #aK.J. Apa, Britt Robertson, Gary Sinise, Melissa Roxburgh, Nathan
Parsons.
500 #aDTS-HD Master Audio 5.1, wide screen 1.85:1.
500 #aBonus DVD includes a standard definition version of the film.
520 #aSinger Jeremy Camp faces personal and professional challenges as he
rises to become a star of Christian music.
540 #aFor private home use only.
521 8 #aMPAA rating: PG.
600 1 0 #aCamp, Jeremy#vDrama.

650 0 #aContemporary Christian musicians#vDrama.
650 0 #aMan-woman relationships#vDrama.
655 7 #aBiographical films.#2lcgft
655 7 #aRomance films.#2lcgft
655 7 #aFeature films.#2lcgft
655 7 #aFiction films.#2lcgft
655 7 #aVideo recordings for the hearing impaired.#2lcgft
700 1 #aErwin, Andrew,#eproducer,#edirector.
700 1 #aErwin, Jonathan D.,#escreenwriter,#edirector.
700 1 #aApa, K. J.#q(Keneti James),#d1997-#eactor.
700 1 #aRobertson, Brittany,#eactor.
700 1 #aSinise, Gary,#eactor.
775 0 8 #iReproduction of (manifestation):#sI still believe (Motion picture :
2020)#tI still believe#dSanta Monica, California : Lionsgate, [2020]#h1
videodisc (105 min.) : sound, color ; 4 3/4 in.# o031398318705

000 ngm a4i
001 be2020009529
005 20200423111716.2
007 vd csaizq
007 vd cvaizq
008 200416s2020 cau098 g vceng d
010 #abe2020009529
024 1 #a032429337559
024 7 #a00032429337559#2gtin-14
028 4 2 #a59211263000#bParamount
040 #aNjBwBT#beng#erda#cNjBwBT
041 1 #aeng#afre#apor#aspa#jeng#jfre#jpor#jspa#heng
046 #k2020
050 1 4 #aPN1997.2#b.S66 2020
082 0 4 #a791.43/72#223
099 #aFF#5NjBwBT
130 0 #aSonic the Hedgehog (Motion picture)
245 1 0 #aSonic the Hedgehog /#cproduced by Toby Ascher, Takeshi Ito, Neal H. Moritz, Toru Nakahara ; written by Pat Casey, Josh Miller ; directed by Jeff Fowler.
257 #aUnited States#aJapan#2naf
264 1 #aHollywood, California :#bParamount,#c[2020]
300 #a2 videodiscs (98 min.) :#bsound, color ;#c4 3/4 in.
336 #atwo-dimensional moving image#2rdacontent#3Blu-ray
336 #atwo-dimensional moving image#2rdacontent#3DVD
337 #avideo#2rdamedia#3Blu-ray
337 #avideo#2rdamedia#3DVD
338 #avideodisc#2rdacarrier#3Blu-ray
338 #avideodisc#2rdacarrier#3DVD
344 #adigital#boptical#g surround#2rda#3Blu-ray
344 #adigital#boptical#g surround#2rda#3DVD
344 #aDolby Atmos#3Blu-ray
344 #hDolby digital 5.1#3DVD
346 #bHDTV#bNTSC#2rda
347 #avideo file#eregion A#eregion 1#2rda
347 #bBlu-ray video#bDVD video
380 #aMotion picture
538 #aThis is a Blu-ray disc which can only be played on Blu-ray disc players and will not play on standard DVD players.
500 #aOriginally released as a motion picture in 2020.
546 #aIn English, French, Portuguese, or Spanish with optional English, French, Portuguese, or Spanish subtitles.
546 #aClosed-captioned.
546 #aVisually described for the blind and visually impaired.
511 1 #aBen Schwartz (voice), James Marsden, Jim Carrey, Tika Sumpter, Natasha Rothwell.
500 #aDolby Atmos, anamorphic wide screen 2.39:1.
500 #aBonus DVD includes a standard definition version of the film.

500 #aFeatures: deleted scenes and bloopers, Sonic's next adventure!,
Building Robotnik with Jim Carrey, and more.

520 #aWhen a small-town sheriff discovers Sonic, a talking hedgehog with
amazing abilities, he sets out to save him from the evil Dr. Robotnik.

540 #aFor private home use only.

521 8 #aMPAA rating: PG.

600 0 0 #aSonic the Hedgehog#c(Fictitious character)#vDrama.

650 0 #aSheriffs#vDrama.

650 0 #aGood and evil#vDrama.

655 7 #aAction and adventure films.#2lcgft

655 7 #aComedy films.#2lcgft

655 7 #aLive action/animation films.#2lcgft

655 7 #aAnimated films.#2lcgft

655 7 #aFeature films.#2lcgft

655 7 #aFiction films.#2lcgft

655 7 #aVideo recordings for the hearing impaired.#2lcgft

655 7 #aVideo recordings for people with visual disabilities.#2lcgft

700 1 #aFowler, Jeff,#d1978-#edirector.

700 1 #aSchwartz, Ben,#d1981-#evoice actor.

700 1 #aMarsden, James,#d1973-#eactor.

700 1 #aCarrey, Jim,#d1962-#eactor.

730 0 2 #aSonic the Hedgehog (Motion picture).#hTwo-dimensional moving
image.#lFrench.

730 0 2 #aSonic the Hedgehog (Motion picture).#hTwo-dimensional moving
image.#lPortuguese.

730 0 2 #aSonic the Hedgehog (Motion picture).#hTwo-dimensional moving
image.#lSpanish.

775 0 8 #iReproduction of (manifestation):#sSonic the Hedgehog (Motion
picture)#tSonic the Hedgehog# dHollywood, California : Paramount,
[2020]#hl videodisc (98 min.) : sound, color ; 4 3/4 in.#o032429337566

Appendix 7

First Look Custom Profile
Booklet For
Videos

Library Name: _____

Contact: _____

List Topic: _____

AUDIENCE

Please indicate audience(s) you wish **include in the** list:

- Adult Children's

FORMAT

Indicate format(s) you wish **include from the** list:

RATING

Indicate rating(s) you wish **include in the** list:

- G GA NC17 NR PG
 PG-13 R UN X

GENRE

Fiction

- Children's Action/Adventure Comedy Westerns
 Drama Family Science Fiction
 Television Foreign Horror

Non Fiction

- Documentary How To Diet & Health/Exercise
 Nonfiction (all not covered under documentaries & Diet/Health)
 Music Videos Musicals/Performing Arts

RELEASE DATE

- Pre-release Days pre-release: _____
 At release
 Post release Days post-release: _____
 Specific Release Date Range From: _____ To: _____

A release 'window' can be used to capture titles both pre-release and post-release.

- Release Window Days pre-release _____ Days post-release: _____

PRICE ON LIST

Applies to PDF, Excel and Word formats:

- List Price Discounted Price

PRICE LIMIT

Indicate the maximum price for title appearing on a list. Titles with a price greater than the one indicated will be excluded from you list:

Minimum Price \$ _____

Maximum Price \$ _____

LIST DELIVERY METHOD

Electronic Formats

A list can automatically be placed into your Title Source Online user ID

- Title Source Cart

USER ID 1: _____

USER ID 2: _____

USER ID 3: _____

USER ID 4: _____

A file of MARC-formatted records can be placed on the B&T FTP Server. You can download them and upload them into your Integrated Library System.

A FULL MARC record contains all tags available for the title. CORE MARC record contains only the following tags: 001, 003, 005, 006, 007, 008, 010, 020, 050, 082, 100, 245, 250, 260

- FULL MARC Record file

- CORE MARC Record file

System: _____

Other electronic formats are available.

- MS Excel PDF Report Select sort sequence below

Hardcopy Reports

Hardcopy reports on 8.5" x 11" are available at additional charge

- Hardcopy Report

Report Sequence

Select the sort sequence for your PDF report file or Hardcopy report:

Field	Sequence Number	Ascending or Descending
Title		
Artist		
Release Date		
List Price		
Manufacturer/Distributor		

LIST FREQUENCY

- Once a week Twice a month Once a month
 Quarterly Semi-Annually Annually

De-duplication Options

Title can be removed or flagged on list based upon the options below:

- None – a title will appear every time it is selected by the profile
 'De-dup' against previous lists – a title will appear on a list the first time it is selected by the profile. Indicate the action when a title is selected another time:

- Flag on report
 Drop on report

For Libraries receiving lists as Title Source or Online Cart, the title will be dropped.

- 'De-dup' against orders – a title will only appears on a list the first time if it had not been ordered or shipped to the library. Indicate the action when a title had been ordered or shipped:

- Flag on report
 Drop on report

For Libraries receiving lists as Title Source or Online Cart, the title will be dropped.

CUSTOMER INFORMATION

Library name: _____
 Account number: _____
 Contact person: _____
 Telephone number: _____
 Address: _____
 City: _____
 Form completed by: _____

Email: _____
 Fax: _____
 State: __ Zip: _____
 Date: _____

Baker & Taylor Sales Consultant:

A Baker & Taylor Collection Management First Look team member will contact you to verify and confirm the information you have provided above to finish the First Look Custom profiling process. Thank you for using Baker & Taylor!

B&T Tracking No. (For B&T use only)

First Look Custom Profile
Booklet For Adult Print
Material

Library Name: _____

Contact: _____

List Topic: _____

COLLECTION AREA

Non-Fiction

Dewey Classification

Create separate list per Dewey Classification

All Areas

Biographies

Computer Books

000 Generalities

100 Philosophy/Psychology

200 Religion

300 Social Science

400 Languages

500 Physical Science

600 Technology

700 Arts/Recreation

800 Literature/Poetry

900 History/Geography

Selected ranges of Dewey Classification:

_____ to _____

_____ to _____

_____ to _____

_____ to _____

_____ to _____

_____ to _____

Note: _____

LC Classification

Selected ranges of LC Classification:

_____ to _____

_____ to _____

_____ to _____

_____ to _____

_____ to _____

_____ to _____

Note: _____

Fiction

Create separate list per Fiction Genre

General Fiction

Horror

Mystery & Detective

Religious

Romance

Science Fiction

Short Stories/Collections

Westerns

Note: _____

PUBLICATION DATE

A publication 'window' can be used to capture titles both pre-publication and post-publication.

Publication Window

Days pre-pub: _____

Days post-pub: _____

Pre-publication

Days pre-pub: _____

At publication

Post publication

Days post-pub: _____

Specific Publication Date Range

From: _____

To: _____

Note: _____

BINDING/FORMAT

Please indicate any binding(s) you wish to **include** in the lists:

- | | | |
|--|--|---|
| <input type="checkbox"/> Hardcover | <input type="checkbox"/> Mass Market Paperback | <input type="checkbox"/> Quality Paperback |
| <input type="checkbox"/> Print on Demand | <input type="checkbox"/> E-Books (netlibrary) | <input type="checkbox"/> Large Print. |
| | | <input type="checkbox"/> Create Separate Large Print List |

Audio Books

- | | |
|---|---|
| <input type="checkbox"/> Audio Book CD Abridged | <input type="checkbox"/> Audio Book CD Unabridged |
| <input type="checkbox"/> Audio Book Cassette Abridged | <input type="checkbox"/> Audio Book Cassette Unabridged |

Please indicate any format(s) you wish to **exclude** from the lists:

- | | | |
|--------------------------------------|---|--|
| <input type="checkbox"/> Large Print | <input type="checkbox"/> Book & CD | <input type="checkbox"/> Reprint/Reissue |
| <input type="checkbox"/> Book & DVD | <input type="checkbox"/> Book Other Non-Book Item | <input type="checkbox"/> Spiral/Comb Bound |
| <input type="checkbox"/> Bilingual | <input type="checkbox"/> Any Foreign Language | <input type="checkbox"/> MP3 Audio Book |

Note: _____

LANGUAGE

- | | | |
|--|---|--|
| <input type="checkbox"/> English language materials | <input type="checkbox"/> Include US only | <input type="checkbox"/> Include UK only |
| <input type="checkbox"/> Spanish language materials | <input type="checkbox"/> Exclude Foreign Imprints | <input type="checkbox"/> Create Separate List of Spanish materials |
| <input type="checkbox"/> Create separate list for Foreign Imprints | | |

Note: _____

REVIEW JOURNALS and B&T PUBLICATIONS

Indicate the Review Journal(s) on which to select titles for the list:

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Any Major Review Source | | | |
| <input type="checkbox"/> Black Issues | <input type="checkbox"/> Booklist | <input type="checkbox"/> Choice | <input type="checkbox"/> Criticas |
| <input type="checkbox"/> Kirkus | <input type="checkbox"/> Library Journal | <input type="checkbox"/> Los Angeles Times | <input type="checkbox"/> Multicultural Review |
| <input type="checkbox"/> New York Times | <input type="checkbox"/> Publishers Weekly | | |

Note: _____

Indicate B&T Publication(s) on which to select titles for the list

- | | | | |
|---|-------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Any B&T Publications | | | |
| <input type="checkbox"/> Booking Ahead | <input type="checkbox"/> Fast Facts | <input type="checkbox"/> Paperclips | <input type="checkbox"/> Forecast |

Spirit

Español

Automatically Yours – Adult Fiction

Automatically Yours – Inspirational

Automatically Yours – Large Print

Note: _____

PRICE ON LIST

Applies to PDF, Excel and Word formats:

List Price

Discounted Price

Note: _____

PRICE LIMIT

Indicate the maximum price for title appearing on a list. Titles with a price greater than the one indicated will be excluded from you list:

Minimum Price \$ _____

Maximum Price \$ _____

Note: _____

PRINT RUN & ADVERTISING BUDGET

For forthcoming material you can select titles based upon print run and/or advertising budget:

Print Run: _____

Advertising Budget: _____

DEMAND

Indicate the demand level for a title appearing on a list. Titles with a demand level greater than the one indicated will be included on your list:

Demand Level: _____

LIST FORMAT

Carts

A list can automatically be placed into your Title Source or BT Link Online user ID

Title Source Cart **or** BT Link OnLine Cart

USER ID 1: _____

USER ID 2: _____

USER ID 3: _____

USER ID 4: _____

USER ID 5: _____

USER ID 6: _____

USER ID 7: _____

USER ID 8: _____

MARC Records

A file of MARC-formatted records can be placed on the B&T FTP Server. You can download them and upload them into your Integrated Library System.

A FULL MARC record contains all tags available for the title. CORE MARC record contains only the following tags: 001, 003, 005, 006, 007, 008, 010, 020, 050, 082, 100, 245, 250, 260

- FULL MARC Record file
- CORE MARC Record file

System: _____

Other electronic formats

- MS Excel
- PDF Report
- Word File

Report Sequence

Select the sort sequence for your PDF or Word file:

Field	Sequence Number	Ascending or Descending
Title		
Author/Artist		
Dewey		
Publication Date		
LC Classification		
Publication Status		
ISBN/UPC		
Audience		
List Price		
Publisher/Distributor		
BISAC Code		

Full Text Reviews

If you are not a Title Source user or if you don't subscribe to reviews on BTLOL, we can provide you full-text reviews from the following sources in a PDF file. **An extra charge applies.** Please indicate which full-text reviews you want to see:

- Booklist
- Choice
- Criticas
- Kirkus
- Library Journal
- Publishers Weekly

LIST DELIVERY METHOD

MARC Files, Excel Spreadsheets, PDF, and Word files can be delivered in 2 ways:

- E-mail** – indicate the email address(s) to send the file:

E-mail 1: _____ E-mail 2: _____

E-mail 3: _____ E-mail 4: _____

- FTP** – provide the ftp server and password information:

FTP Server Name: _____

Or address _____ . _____ . _____ . _____

Port: _____

Folder: _____

User Name: _____

Password: _____

Note: _____

LIST FREQUENCY

- Once a week Twice a month Once a month
 Quarterly Semi-Annually Annually

Note: _____

De-duplication Options

Titles can be removed or flagged on list based upon the options below:

- None – a title will appear every time it is selected by the profile
 'De-dup' against previous lists – a title will appear on a list the first time it is selected by the profile. Indicate the action when a title is selected another time:

- Flag on list (on PDF, Word and Excel)
 Drop from list

For Libraries receiving lists as Title Source or BT Link Online Cart, the title will be dropped.

- 'De-dup' against orders** – a title will only appears on a list the first time if it had not been ordered or shipped to the library. Indicate the action when a title had been ordered or shipped:

- Flag on list (on PDF, Word and Excel)
 Drop from list

For Libraries receiving lists as Title Source or BT Link Online Cart, the title will be dropped.

Provide Baker & Taylor account number to de-dup against: _____

IMPRINT/PUBLISHER PROFILING

Imprint/Publisher profiling can be used in one of 2 ways:

1. To select ALL titles from one or more specific publishers.
2. To EXCLUDE titles from a list.

Use Appendix A – B&T Imprint/Publisher to select from a list.

AUTHOR PROFILING

Author profiling can be used to select ALL titles from one or more authors.

Use Appendix B - AY Authors to select from a list.

SUBJECT PROFILING

Subject profiling can be used to select ALL titles from one or more BISAC subject.

Use Appendix C - BISAC Subjects to select from a list of Subjects.

CUSTOMER INFORMATION

Library name: _____
Account number: _____
Contact person: _____ Email: _____
Telephone number: _____ Fax: _____
Address: _____
City: _____ State: __ Zip: _____
Form completed by: _____ Date: _____

FirstLook Custom Annual Subscription Fee: _____

Check here to bill fee to Title Source Account or
Provide Billing Account Number: _____

Baker & Taylor Sales Consultant: _____

A Baker & Taylor Collection Management First Look team member will contact you to verify and confirm the information you have provided above to finish the First Look Custom profiling process. Thank you for using Baker & Taylor!

First Look Custom Profile
Booklet For
Children's & Teen
Material

Library Name: _____

Contact: _____

List Topic: _____

AGE LEVEL

Teen material: Grades 7-9 / Ages 12 -14 Grades 10-12 / Ages 15 - 18

Children's material: Babies / Ages 0 - 2 Toddlers / Ages 2 – 4 Kindergarten / Ages 5 – 6

Grades 1-2 / Ages 6 - 7 Grades 2-3 / Ages 7 – 8

Grades 3-4 / Ages 8 - 9 Grades 4-6 / Ages 9 -11

Grades 7-9 / Ages 12 - 14

Note: _____

COLLECTION AREA

Non-Fiction

Dewey Classification

Broad Dewey Areas

Create separate list per Dewey Classification

All Areas

Biographies

Computer Books

000 Generalities

100 Philosophy/Psychology

200 Religion

300 Social Science

400 Languages

500 Physical Science

600 Applied Science

700 Arts/Recreation

800 Literature/Poetry

900 History/Geography

Note: _____

Selected Dewey Ranges by Subject

Dewey classes	Subject
124, 127, 130, 131, 133, 135	Supernatural, the Occult, Dream Interpretation
200-299	Religion
363	Environmental conservation, protection and endangered species
372	Study Aids (book notes, ACT, SAT, college guides)
394	Holidays
398	Folklore and Fairytales
508	Science Experiments
520-523	Astronomy
567	Dinosaurs
578, 594, 597	Marine Life, Fish, Reptiles and Amphibians
595	Insects
598	Birds
599	Animals - Mammals
636	Pets, Farm Animals and Zoos
641-642	Cooking and Recipes

690, 700-739, 746-779	Art and Architecture
741	Graphic Novels, Superheroes and Manga
742-743	Drawing
745, 790	Crafts
780-788	Music
791, 812	Plays
796-799	Sports
811	American Poetry
910-913, 930-939	Ancient History
920	Biographies - Collective
970-979	American History

Note: _____

Selected ranges of Dewey Classification:

_____ to _____ _____ to _____ _____ to _____
 _____ to _____ _____ to _____ _____ to _____

Fiction Topics

Create separate list per topic

Easy Readers
Concept books
Picture Books
Action and Adventure
General
Classics
Historical Fiction
Horror and Ghost Stories
Humor
Mystery and Suspense
Sports Fiction
Science Fiction and Fantasy
Realistic Fiction

Note: _____

PUBLICATION DATE

A publication 'window' can be used to capture titles both pre-publication and post-publication.

- Publication Window Days pre-pub: _____ Days post-pub: _____
- Pre-publication Days pre-pub: _____
- At publication
- Post publication Days post-pub: _____
- Specific Publication Date Range From: _____ To: _____

BINDING/FORMAT

Please indicate any binding(s) you wish to **include** in the lists:

- Hardcover Library School & Library Reinforced
 Mass Market Paperback BTBound Quality Paperback Board Books

Please indicate any format(s) you wish to **exclude** from the lists:

- Book & CD Book & DVD Book Other Non-Book Item
 Spiral/Comb Bound Bilingual Reprint/Reissue
 Board Books Pop-up Books Novelty Item

Note: _____

LANGUAGE

- English language materials Include US only Include UK only
 Spanish language materials Exclude Foreign Imprints Create Separate List of Spanish materials
 Create separate list for Foreign Imprints

Note: _____

REVIEW JOURNALS and B&T PUBLICATIONS

Indicate the Review Journal(s) on which to select titles for the list:

- Any Major Review Source
 School Library Journal Science Books & Films Multicultural Review
 Chronicle of Higher Ed Publishers Weekly Kliatt Kirkus
 Bulletin of Ctr. for Children's Books VOYA Booklist Hornbook

Note: _____

Indicate B&T Publication(s) on which to select titles for the list

- Any B&T Children's Publications
 Books for Growing Minds Imagery Español
 Automatically Yours – CATS Series Automatically Yours – CATS Authors
 Automatically Yours – CATS Awards

Note: _____

PRICE ON LIST

Applies to PDF, Excel and Word formats:

List Price Discounted Price

Note: _____

PRICE LIMIT

Indicate the maximum price for title appearing on a list. Titles with a price greater than the one indicated will be excluded from you list:

Minimum Price \$ _____ Maximum Price \$ _____

Note: _____

LIST FORMAT

Carts

A list can automatically be placed into your Title Source or BT Link Online user ID

Title Source Cart or BT Link OnLine Cart

USER ID 1: _____ USER ID 2: _____

USER ID 3: _____ USER ID 4: _____

USER ID 5: _____ USER ID 6: _____

USER ID 7: _____ USER ID 8: _____

MARC Records

A file of MARC-formatted records can be placed on the B&T FTP Server. You can download them and upload them into your Integrated Library System.

A FULL MARC record contains all tags available for the title. CORE MARC record contains only the following tags: 001, 003, 005, 006, 007, 008, 010, 020, 050, 082, 100, 245, 250, 260

FULL MARC Record file

CORE MARC Record file

System: _____

Other electronic formats are available.

MS Excel PDF Report Select sort sequence below

Report Sequence

Select the sort sequence for your PDF report file or Hardcopy report:

Field	Sequence Number	Ascending or Descending
Title		

Author/Artist		
Dewey		
Publication Date		
LC Classification		
Publication Status		
ISBN/UPC		
Audience		
List Price		
Publisher/Distributor		
BISAC Code		

Report Sequence

If you are not a Title Source user or if you don't subscribe to reviews on BTLOL, we can provide you full-text reviews from the following sources in a PDF or Word file. **An extra charge applies.** Please indicate which full-text reviews you want to see:

- School Library Journal B&T Annotations LC 520 Notes

Note: _____

LIST DELIVERY METHOD

MARC Files, Excel Spreadsheets, PDF, and Word files can be delivered in 2 ways:

- E-mail** - indicate the email address(s) to send the file:

E-mail 1: _____ E-mail 2: _____

E-mail 3: _____ E-mail 4: _____

- FTP** - provide the ftp server and password information:

FTP Server Name: _____
Or address _____ . _____ . _____ . _____

Port: _____ Folder: _____

User Name: _____ Password: _____

Note: _____

LIST FREQUENCY

- Once a week Twice a month Once a month
 Quarterly Semi-Annually Annually

Other: _____

DE-DUPLICATION OPTIONS

Titles can be removed or flagged on list based upon the options below:

- None – a title will appear every time it is selected by the profile
- 'De-dup' against previous lists** – a title will appear on a list the first time it is selected by the profile. Indicate the action when a title is selected another time:
 - Flag on report
 - Drop from report

For Libraries receiving lists as Title Source or BT Link Online Cart, the title will be dropped.

'De-dup' against orders – a title will only appears on a list the first time if it had not been ordered or shipped to the library. Indicate the action when a title had been ordered or shipped:

- Flag on report
- Drop from report

For Libraries receiving lists as Title Source or BT Link Online Cart, the title will be dropped.

Provide Baker & Taylor account number to 'de-dup' against: _____

IMPRINT/PUBLISHER PROFILING

Imprint/Publisher profiling can be used in one of 2 ways:

1. To select ALL titles from one or more specific publishers.
2. To EXCLUDE titles from a list.

Use Appendix A – B&T Publishers/Imprint to select from a list of publishers/imprints.

AUTHOR PROFILING

Author/Artist profiling can be used to select ALL titles from one or more authors or artists.

Use Appendix B - CATS Authors to select from a list of authors.

Enter Author at the bottom of page if not included on the list.

SUBJECT PROFILING

Subject profiling can be used to select ALL titles from one or more BISAC subject

Use Appendix C – Children's BISAC Subjects to select from a list of Subjects.

SERIES PROFILING

SERIES profiling can be used to select ALL titles from one or more series. To prevent a title appearing on a list again, titles can be checked against orders and previous lists. Titles can be dropped from the list or if receiving a PDF or Hardcopy report, it can be flagged.

Use Appendix D – Children's Series to select from a list of Series including Graphic Novels.

CUSTOMER INFORMATION

Library name: _____
Account number: _____
Contact person: _____ Email: _____
Telephone number: _____ Fax: _____
Address: _____
City: _____ State: __ Zip: _____
Form completed by: _____ Date: _____

FirstLook Custom Annual Subscription Fee: _____

Check here to bill fee to Title Source Account or
Provide Billing Account Number: _____

Baker & Taylor Sales Consultant:

A Baker & Taylor Collection Management First Look team member will contact you to verify and confirm the information you have provided above to finish the First Look Custom profiling process. Thank you for using Baker & Taylor!

Appendix 8

ITEM DETAILS

[Back to Search Results](#)



[Enlarge Image](#)

Starborn & Godsons

Hardcover



by Niven, Larry/ Pournelle, Jerry/ Barnes, Steven

\$25.00

Est. Ver. \$21.75



Warehouse	On Hand Inventory	On Order
"primary"	103	0
"secondary"		2
South		

Title 1 of 2

Real-time Inventory

ORDERING INFORMATION

P.O. Line #:

Qty:

Bib #:

Notes:

[+ ADD](#)

Related by Author / Artist - 5 Titles

Product Lookup: ISBN

C
In Stock

GENERAL TITLE INFORMATION

ISBN:	9781982124489	Publish Status:	
Publisher:	Baen Books	Publish Date:	04/07/2020
Edition/Volume:		Street Date:	04/07/2020
Audience:	General Adult	Dewey:	813/.54
LCCN:	2019054176	L.C. Class:	PS3564.I9 S72 2020
Series Name:	Heorot	OCLC Number:	on1130320877

REFINE YOUR SEARCH

APPLY FILTER

- Product Type (2249720)
- E-Content Platform (1209975)
- eBook Purchase Option (12099)
- Product Attribute (60255)
- Audience (1632586)
- Children's Format (120626)
- Stock Level (218754)
- Demand (18877)
- Rating (42023)
- Dewey Range (1704614)
- LC Classification (670992)
- BISAC Subject (2202676)
- Movie Genre (42017)
- Music Genre (118)
- Date Published / Released (110)
- Review Publication (391741)
- 5&T Publication (232062)
- Language (2207583)
- Merchandising Category (2097)
- Product Features (2066961)
- Included Format (9307)
- Book Classification (2207473)

APPLY FILTER

ADD SELECTED TO CART ADD PAGE ADD ALL EXPAND GRIDS

Sort By: Popularity Page 1 of 74991 Results Per Page: 30 Go to Page: 1 GO



1.) Gamino Winds
 Graham, John
 ISBN: 9780365545938
 Product Lookup: ISBN
 Publish Status:

P.O. Line #: \$28.95
 Est. Net: \$24.40
 Bib #:
 Notes:
 C

Publisher: Doubleday
 Edition/Volume: 04/23/2020
 Audience: General Adult
 LCCN: 61202005762
 Dewey: 813/.54
 L.C. Class: PS3957 R5355 C37
 2020
 OCLC Number: on1129027376

Series Name: FICTION / Thrillers / Suspense
 1st BISAC Subject: FICTION / Thrillers / Suspense

In Stock (A|R)

Inventory On Order
 South* 1850 0
 30-Day Demand: 1018

Grid (0) Check ALT Formats

Qty: + ADD



2.) Walk the Wire
 Baldacci, David
 ISBN: 9781538761465
 Product Lookup: ISBN
 Publish Status:

P.O. Line #: \$29.00
 Est. Net: \$24.45
 Bib #:
 Notes:
 C

Publisher: Grand Central Pub
 Edition/Volume: 04/21/2020
 Audience: General Adult
 LCCN: 61202005196
 Dewey: 013/.54
 L.C. Class: PS3552 A446 W35
 2020
 OCLC Number: on1135054245

Series Name: Amos Decker
 1st BISAC Subject: FICTION / Thrillers / Suspense

In Stock (A|R)

Inventory On Order
 South* 1519 0
 30-Day Demand: 972

Grid (0) Check ALT Formats

Qty: + ADD

Account Detail: TS360 TEST

GENERAL INFORMATION

Account Alias: Customer: TS360 TEST
 Max Copies Per Line: ERP Account Name: TS360 TEST

PROCESSING CHARGES ?

Book Processing Charge:
 Additional Paperback Charge:
 Spoken Word Charge:
 Sales Tax Percentage:

Number of Buildings:
 Default Account:
 Disabled:
 Disabled Reason:
 Library System Account:
 Enriched BISAC:
 Entertainment Grid Account:
 Account Number: 494039L0024
 Product Type: Book
 Primary Warehouse: South
 Secondary Warehouse:

Bill-To Account: 325975L4312063B00000

Billing Address: Shipping Address:

Address: TS360 TEST ACCT
 2550 W TYVOLARD
 SUITE 300

City: CHARLOTTE
 State/Province: NC
 Zip/Postal Code: 28217
 Country: USA

SAVE

CANCEL

Notes
 With Notes (6)
 Without Notes (12)
 Inventory
 Not Available for Shipping (7)
 Available in Primary Whs (8)
 Available in Other Whs (7)
 Available in VIP warehouses (5)

 **Need Help?**
 Start Live Chat

1.)  **A Map of the World: According to Illustrators & Storytellers**
 Antoniou, Antonis
 ISBN: 9783899554694
 Product Lookup: ISBN
 Publish Status: **Out of Print**
 Publisher: Die Gestalten Verlag Publish Date: 02/28/2013
 Edition/Volume: Street Date: 02/28/2013
 Audience: General Adult Dewey: 745
 LCCN: L.C. Class: NC
 Series Name: OCLC Number:
 1st BISAC Subject: DESIGN / Reference
 (iA)

 **\$60.00**
 Est. Net \$57.00
 P.O. Line #:
 Bib #:
 Notes:

	Inventory	On Order
South*	0	0
30-Day Demand:	0	0


Qty:

ORDER NUMBER	WAREHOUSE	SHIPPED	IN PROCESS	CANCELLED	BACKORDERED	RESERVED AWAITING RELEASE
12676517	COM	0	0	0	0	0

[COPY](#) [REMOVE](#)

[Grid \(0\)](#) [Check ALT Formats](#)

2.)  **The Illustrated Kitchen Bible: 1,000 Family Recipes from Around the World**
 Brook, Victoria
 ISBN: 9780756668426
 Product Lookup: ISBN
 Publish Status:
 Publisher: Dk Pub Publish Date: 10/20/2008
 Edition/Volume: Street Date: 10/20/2008
 Audience: General Adult Dewey: 641.5
 LCCN: oc2012490786 L.C. Class: TX714 .I43 2008
 Series Name: OCLC Number:
 1st BISAC Subject: COOKING / Reference
 Available
 (iA) (R) (←)

 **\$55.00**
 Est. Net \$55.00
 P.O. Line #:
 Bib #:
 Notes:

Single-User 2 Years

[AXIS 360 CIRCS AND HOLDS DATA](#)

Qty:

ORDER NUMBER	WAREHOUSE	SHIPPED	IN PROCESS	CANCELLED	BACKORDERED	RESERVED AWAITING RELEASE
79202579	COM	6	0	0	0	0

[COPY](#) [REMOVE](#)

[Grid \(0\)](#) [Check ALT Formats](#)

3.)  **Mission: Impossible - Fallout**
 Cruise, Tom
 ISBN: 97806317423916
 UPC: 60092429308914

 **\$25.99**
 Est. Net \$16.19
 P.O. Line #:

Appendix 9



BAKER & TAYLOR
the future delivered

Sample Book Invoice with Processing Charges

INVOICE

INVOICE # 5000815500
INVOICE DATE 05/11/19
ACCOUNT # XXXXX LXXXXX 3 000000
ATS # SOM0000000
PAGE 001

SHIPPED FROM MOMENCE
CUSTOMER SERVICE 1-800-775-1200
CREDIT 800.340.5370/IWTL 704.998.3399
GST/TAX ID # 00-00000000000000
PC # SAMPLE

BILL. ACCOUNT # XXXXX LXXXXX 3 000000 SAN # XXX NAME: SAMPLE ADDRESS XXX XXXXXXXX XXXXXXXX XXXXXXX, XX XXXXX	SHIP ACCOUNT # XXXXX LXXXXX 3 000000 SAN # XXX NAME: SAMPLE ADDRESS XXX XXXXXXXX XXXXXXXX XXXXXXX, XX XXXXX
--	---

ALL CLAIMS MUST BE MADE WITHIN 45 DAYS OF INVOICE. RETURN AUTHORIZATION REQUIRED. NOT RESPONSIBLE FOR GOODS SENT UNINSURED.

SHIPMENT FOR ORDER 00000001												
QTY	TITLE	BT ORDER #	CUSTOMER PO #	AUTHOR	FUND #	TYPE	ISEN	FUB	PRICE	DISC.	NET PRICE	EXTENDED PRICE
							ISEN-10					
1	PRIVATE VEGAS 00000003	SAMPLE3		PATTERSON, JAMI P 33333			9781455515936	GDCTL	XX.XX	XX.X%	XX.XX	XX.XX
1	SHOE DOG 00000003	SAMPLE3		KNIGHT, PHILIP 33333			1455515930	SIMON	XX.XX	XX.X%	XX.XX	XX.XX
1	WICKED CHARMS 00000003	SAMPLE3		EVANOVICH, JAMI P 33333			1501135910	RANMM	XX.XX	XX.X%	XX.XX	XX.XX
3							9780553392739					
PAGE TOTAL												XX.XX
SUB TOTAL												XX.XX
TAX AMOUNT												XX.XX
MYLAR JACKET STANDARD AT												X.XX

CITY TAX
COUNTY TAX
STATE TAX
TOTAL

TERMS : 00 NET 30 DAYS
AMOUNTS BILLED IN USD

TOTAL AMOUNT DUE XX.XX

REMIT TO: BAKER & TAYLOR
P.O. BOX 277930
ATLANTA, GA 30384-7930
NEW REMITTANCE ADDRESS

PLEASE INDICATE INVOICE # ON YOUR REMITTANCE

CITY TAX
COUNTY TAX
STATE TAX
TOTAL

TERMS : 00 NET 30 DAYS
AMOUNTS BILLED IN USD

TOTAL AMOUNT DUE XX.XX

REMIT TO: BAKER & TAYLOR
P.O. BOX 277930
ATLANTA, GA 30384-7930
NEW REMITTANCE ADDRESS

PLEASE INDICATE INVOICE # ON YOUR REMITTANCE

BAKER & TAYLOR

SOLD

TO: Customer Name - SAMPLE
Address - SAMPLE

SHIP

TO: Customer Name and Address

UPS SHIPPER NO.
LVHS IN HOUSE DO
PKG. ID #
P20548922

BILL TO CUSTOMER NO.		SHIP TO CUSTOMER NO.		DATE SHIPPED	INVOICE NO.	INVOICE NO.	PAGE NO.						
				02/26/19	P20548922	P20548922	1						
TIME	DATE ENTERED	TERMS	NET 30 DAYS FROM DATE OF INVOICE	CTN COUNT	FOB DESTINATION	ORDER POINT	SHIP POINT						
				1 CARTON									
TOTAL WEIGHT		B/O BIN	SHIP VIA	INSIDE SALES REP		ORDER TYPE							
				OUTSIDE SALES REP									
PO	LABEL	ITEM NUMBER	DESCRIPTION	QTY	PACK	LINE NO	ORD	SHIP	B/O	UNIT RETAIL	DISC %	AMOUNT	CUSTOMER P.O. NUMBER
DD	GEPI	81247	4 MONTHS, 3 WEEKS, AND 2 DAYS	1		001	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	MAYA	MA1049	AMEXICANO	1		002	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	LGHE	22665	BELLA	1		003	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	LGHE	22265	BIGGEST LOSER WORKOUT CARDIO MA	1		004	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	CTC	BOB010	BOB LE FLAMBEUR	1		005	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	TW	2257043	GOOSEBUMPS.	1		006	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	MC	61029600	HOUSE M.D.	1		008	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	HBO	1000038820	JOHN ADAMS	1		009	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	CS	DV15611	JOHNNY SUEDE	1		010	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	CO	22519	MY KID COULD PAINT THAT	1		011	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	VVN	VVIEV05311D	ROMA	1		012	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	CS	DV80012	TRAITOR	1		014	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE
DD	GEPI	79615	WORDPLAY	1		015	1	1	0	XX.XX	XX.X	XX.XX	BID SAMPLE

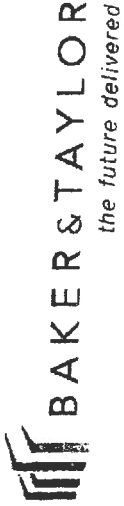
TOTAL ITEMS

13

XX.X.XX

TOTAL AMOUNT DUE XX.X.XX
REMIT TO:
BAKER & TAYLOR
P.O. BOX 277930
ATLANTA, GA 30384-7930
NEW REMITTANCE ADDRESS
PLEASE INDICATE INVOICE # ON YOUR REMITTANCE

Standard Book/Spoken Word Status Report

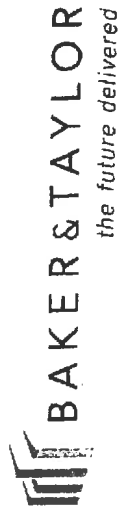


INVOICE # 5000815499
 INVOICE DATE 01/26/19
 ACCOUNT # XXXXXX LXXXXXXXX 3 000000
 AFS # MOW0000000
 PAGE 001

STATUS

THE FOLLOWING ITEMS WERE NOT IN STOCK AT THE TIME OF YOUR ORDER. STATUS REPORTS INDICATED ARE BASED ON PUBLISHER SUPPLIED INFORMATION. IF YOU BACKORDERED, THE REMAINING ITEMS WILL BE SHIPPED AS RECEIVED FROM THE PUBLISHER UNTIL YOUR CANCELLATION DATE IS REACHED. INVOICES REPRESENT ITEMS SHIPPED.

QTY	TITLE	AUTHOR	FUND #	ISBN	PUBLISHER	LIST PRICE	STATUS	DISPOSITION	DUPLICATE
1	BODIES LEFT BEHIND	DEAVER, JEFFERY		9781439101872	SIMON	xx.xx	AD	CANCELLED	
1	00000001 SAMPLE BID	222222		1439101876					
1	I REMEMBER PETE MARAVICH :	TOWLE, MIKE		9781581821482	TURNL	xx.xx	BP	BACK ORDERED	
1	00000001 SAMPLE BID			1581821484					
1	MEDITATIONS WITH TEILHARD DE CHARDIN	TEILHARD DE CHARDIN		9780939680474	INNET	xx.xx	BP	BACK ORDERED	
1	00000001 SAMPLE BID			0939680475					
1	PRESERVING MEMORIES :	GLATSTEIN, JUDY		9781555914738	CNSRB	xx.xx	BP	BACK ORDERED	
1	00000001 SAMPLE BID	222222		155591473X					



Sample DVD/BluRay/Music Status and Backorder Report

PRE / BACKORDER REPORT

SHIP TO: SAMPLE

ORDER POINT: PGH HOLD STATUS SAMPLE
 ATTN:
 PHONE:

ITEM NUMBER	DESCRIPTION ARTIST	P.O. #	PRICE	NET PRICE	QUANTITY	EXTENSION	ORDER DATE	RELEASE DATE	TYPE	SHIP WHS
DDWD	3965100 GREATEST GAME EVER PLAYED DILLANE, STEPHEN	222222	xx.xx	xx.xx	1	xx.xx			B	MOM

DBBCV	1000094679 TOP GEAR 10 CLARKSON, JEREMY	222222	xx.xx	xx.xx	1	xx.xx			B	MOM
-------	--	--------	-------	-------	---	-------	--	--	---	-----

Appendix 10

Returns

All product returns (excluding those from Book Leasing programs) require prior authorization from a Customer Service Representative. You can contact your Customer Service Representative via the toll-free number found on your packing list. All return requests must be made within 45 days from receipt of goods.

A link to the full Return policy can be found at the bottom of the Return Authorization Form within Title Source 360.

Customer Account Information

CUSTOMER ACCOUNT INFORMATION			
Contact Email:	*		
Alternate Email			
Invoice or ATS #:	*	1245875	
Account Number for Return:	*	75041529	- AV TS360 Test ▼

You must provide a **Contact Email**, your **Invoice or ATS #**, and select the **Account Number** associated with your turn in the provided fields. You can optionally enter an **Alternative Email** address as well.

Product Details

Use the Product Details portion of the Returns form to enter information about your return. You can import a list of the items you wish to return from a file by selecting the **Import from File** tab, or you can use the provided fields on the **Basic** tab to manually enter your returns.

PRODUCT DETAILS

Upload or Enter ISBN/UPC, QTY, Reason for Return, and Action for return list(s):

ISBN/UPC	QTY	REASON FOR RETURN	ACTION	ISBN/UPC	QTY	REASON FOR RETURN	ACTION
123456789	2	Damaged	Credit	1234123456	1	Defective	No Charge Repl
		Select Reason	Select Action			Select Reason	Select Action
		Select Reason	Select Action			Select Reason	Select Action
		Select Reason	Select Action			Select Reason	Select Action
		Select Reason	Select Action			Select Reason	Select Action
		Select Reason	Select Action			Select Reason	Select Action

Additional Comments:

VALIDATE | CLEAR ALL

123456789

IMPORT HELP

Choose File | No file chosen

Select a file to upload

Lists should be arranged as follows:

```

ISBN/UPC,Quantity,Reason,Action
0013342214 4 Damaged Credit
0485034884 2 Defective No Charge Replacement
1899500431 1 Other-Not received on time Credit
0818238037 1 Incorrect Qty No Credit Due
1550261111 2 Duplicate order Credit

```

Download a sample

ISBN/UPC - Enter the ISBN or UPC for the item you wish to return.

QTY - Enter the number of items associated with the above ISBN/UPC field that you wish to return.

Reason for Return - Select one of the below reasons for your return:

- Damaged
- Defective
- Duplicate (B&T error)
- Duplicate (Customer error)
- Other - If this option is selected, you must complete the provided blank text field. There is a maximum of 100 characters that can be entered in this field.
- Short Book
- Wrong Title(s) Received (B&T error)
- Wrong Title(s) Received (Customer error)

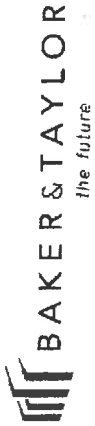
Action - Select the action you'd like for each item you are returning.

Credit
No Charge Replacement
No Credit Due

you have any **Additional Comments** to add to your return request, enter them in the associated field at the bottom of the Product Details section.

Submit Your Return

Click **Submit** to send your return to Baker & Taylor.



Credit Memo - Sample

CREDIT/DEBIT MEMO COPY

INVOICE # 5000598820
 INVOICE DATE 04/04/14
 ACCOUNT # XXXXXX Lxxxxxx 3 000000
 AT# # SOM0000000
 PAGE 001

SHIPPED FROM BRIDGEWATER
 CUSTOMER SERVICE 1-800-775-1200
 CREDIT 800.340.5370/INTL 704.998.3399
 GST/TAX ID # 00-000000000000000
 PO # BID SAMPLE

BILL TO ACCOUNT # XXXXXX Lxxxxxx 3 000000
 SAN # XXX
 NAME: SAMPLE CREDIT MEMO
 ADDRESS XXX XXXXXXXX XXXXXXXX
 XXXXXXXX, XX XXXXX

MAIL TO NAME: SAMPLE CREDIT MEMO
 ADDRESS XXX XXXXXXXX XXXXXXXX
 XXXXXXXX, XX XXXXX

SHIP TO ACCOUNT # XXXXXX Lxxxxxx 3 000000
 SAN # XXX
 NAME: SAMPLE CREDIT MEMO
 ADDRESS XXX XXXXXXXX XXXXXXXX
 XXXXXXXX, XX XXXXX

CREDIT MEMOS MUST BE USED WITHIN 12 MONTHS OF DATE OF ISSUE OR THEY EXPIRE. PREPAYMENTS AND DEPOSITS ON ACCOUNT EXCLUDED.

MEMO REASON: DU07
 RTAC054046

QTY	TITLE	BT ORDER #	CUSTOMER PO #	AUTHOR	FUND #	TYPE	CUST REF #	ISBN	ISBN-10	PUB	PRICE	DISC.	NET PRICE	EXTENDED PRICE	CODE
1	SAMPLE TITLE 1 00000001		BID SAMPLE	AUTHOR 1		HRD	222222	9780756613228	DKMER	0756613221	XX.XX	XX.X %	XX.XX	XX.XX	DU07
1															

SUB TOTAL
 USD CURRENCY

XX.XX

TOTAL

TOTAL AMOUNT

XX.XX

AMOUNTS CREDIT IN USD

REMIT TO: BAKER & TAYLOR,
 P.O. BOX 277930
 ATLANTA, GA 30384-7930
 NEW REMITTANCE ADDRESS

PLEASE INDICATE CREDIT # ON YOUR REMITTANCE

Appendix 11

SAMPLE QUARTERLY REPORT

Customer Name	Address	City	State	Invoice No.	Date of Sale	Item #	Title	Unit Price (as sold)	Quantity Sold	Extended Total
Agency 1	123 Street	City	State	XXXXXXX	mm/dd/yyyy	xxxxxxxxxxxxxx	Title 1	\$5.00	2	\$10.00
Agency 2	258 Street	City	State	XXXXXXX	mm/dd/yyyy	xxxxxxxxxxxxxx	Title 2	\$6.00	2	\$12.00



COST PROPOSAL

RFP Number: RFP0320282035

RFP Title: State Library Materials

Julie Janssen

Iowa Department of Administrative Services

Hoover State Office Building, Level 3

1305 East Walnut Street

Des Moines, IA 50319-0105

Attachment #5
Cost Proposal & Discounts

The Respondent shall provide a list of materials, in detail in the Cost Proposal with the cost and eligible discounts that it will provide to the Agency, Distinguish discounts between formats (e.g. print, audiobook, CD, DVD, etc.), type of binding, and age level where appropriate.

List charges, fees and discounts for all services described in your response. Include any publisher short-discounting, discounts based on formats, library bindings, and editions rebound by vendor.

Describe any physical processing services provided, the associated cost, and error rate.

3.3 Cost Proposal

The Respondent shall provide its Cost Proposal in a separately sealed envelope for the proposed goods and/or services. All prices are quoted pursuant to the terms and conditions of this RFP. Respondent's Cost Proposal shall include an all-inclusive, itemized, total cost in U.S. Dollars (including all travel, expenses, etc. in prices) for the proposed services. All pricing to be FOB Destination, freight cost, and all expenses included; and based on Net 60 Days Payment Terms. Cost proposals must include the following:

- Provide any one time and recurring costs for system. Recurring costs are to be for a 6 year period to cover initial term and extensions to contract.
- Equipment costs.
- Discounts
- Processing Fees
- Any other costs associated with proposed system.
- Pricing for options.

3.3.1 Respondent Discounts

Respondents shall state in their Cost Proposals whether they offer any payment discounts, including but not limited to:

3.3.1.1 Prompt Payment Discount

The State can agree to pay in less than sixty (60) days if an incentive for earlier payment is offered.

None. Payment terms are net 60 days.

3.3.1.2 Cash Discount

The State may consider cash discounts when scoring Cost Proposals.

None

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Processing Costs	Please see below	Please see below	Please see below	Please see below	Please see below	Please see below	
Processing Costs –DVD	Digital Media Processing = \$ 2.20 (1)	Digital Media Processing = \$ 2.20 (1)	Digital Media Processing = \$ 2.20 (1)	Digital Media Processing = \$ 2.26 (1)	Digital Media Processing = \$ 2.32 (1)	Digital Media Processing = \$ 2.38 (1)	Cost listed per contract year
Processing Costs- CD	Digital Media Processing = \$ 2.20 (1)	Digital Media Processing = \$ 2.20 (1)	Digital Media Processing = \$ 2.20 (1)	Digital Media Processing = \$ 2.26 (1)	Digital Media Processing = \$ 2.32 (1)	Digital Media Processing = \$ 2.38 (1)	Cost listed per contract year
Processing Costs - AUDIOBOOK	Digital Media Processing = \$ 5.79 (2)	Digital Media Processing = \$ 5.79 (2)	Digital Media Processing = \$ 5.79 (2)	Digital Media Processing = \$ 5.96 (2)	Digital Media Processing = \$ 6.13 (2)	Digital Media Processing = \$ 6.30 (2)	Cost listed per contract year
Logins	Free, as described below	Free, as described below	Free, as described below	Free, as described below	Free, as described below	Free, as described below	Free, as described below
Number of Discs Label	\$0.40	\$0.40	\$0.40	\$ 0.41	\$0.42	\$0.43	Cost listed per contract year
MARC for Audio/Video	\$0.75 / record	\$0.75 / record	\$0.75 / record	\$0.77 / record	\$0.79 / record	\$0.81 / record	Cost listed per contract year
Book Processing	Please see below	Please see below	Please see below	Please see below	Please see below	Please see below	Please see below
Mylar Jacket	Loose or Glued \$0.69/unit Taped \$0.89/unit	Loose or Glued \$0.69/unit Taped \$0.89/unit	Loose or Glued \$0.69/unit Taped \$0.89/unit	Loose or Glued \$0.71/unit Taped \$0.91/unit	Loose or Glued \$0.73/unit Taped \$0.93/unit	Loose or Glued \$0.75/unit Taped \$0.95/unit	Cost listed per contract year
Plastic Laminate for Paperback Cover Reinforcement -10 mil	\$ 2.09/unit	\$ 2.09/unit	\$ 2.09/unit	\$ 2.15/unit	\$ 2.21/unit	\$ 2.27/unit	Cost listed per contract year
Poly Laminate for Paperback Cover Reinforcement -7 mil	\$1.29/unit	\$1.29/unit	\$1.29/unit	\$1.33/unit	\$1.37/unit	\$1.41/unit	Cost listed per contract year
Barcode	\$ 0.20/unit	\$ 0.20/unit	\$ 0.20/unit	\$ 0.21/unit	\$ 0.22/unit	\$ 0.23/unit	Cost listed per contract year
Library Supplied Barcode	\$ 0.25/unit	\$ 0.25/unit	\$ 0.25/unit	\$ 0.26/unit	\$ 0.27/unit	\$ 0.28/unit	Cost listed per contract year
Date Due Slip	\$ 0.25/unit	\$ 0.25/unit	\$ 0.25/unit	\$ 0.26/unit	\$ 0.27/unit	\$ 0.28/unit	Cost listed per contract year
Ownership Label	\$ 0.25/unit	\$ 0.25/unit	\$ 0.25/unit	\$ 0.26/unit	\$ 0.27/unit	\$ 0.28/unit	Cost listed per contract year
Custom Label	\$ 0.25/unit	\$ 0.25/unit	\$ 0.25/unit	\$ 0.26/unit	\$ 0.27/unit	\$ 0.28/unit	Cost listed per contract year
Spine Label	\$ 0.25/unit	\$ 0.25/unit	\$ 0.25/unit	\$ 0.26/unit	\$ 0.27/unit	\$ 0.28/unit	Cost listed per contract year
3M Theft Strip or CheckPoint Target	\$ 0.59/unit	\$ 0.59/unit	\$ 0.59/unit	\$ 0.61/unit	\$ 0.63/unit	\$ 0.65/unit	Cost listed per contract year
B&T Supplied Universal RFID tag (supplied, applied, and linked)	\$ 0.69/unit	\$ 0.69/unit	\$ 0.69/unit	\$ 0.71/unit	\$ 0.73/unit	\$ 0.75/unit	Cost listed per contract year

Library Supplied Stamp	\$ 0.20 first location / \$ 0.10 each additional location	\$ 0.20 first location / \$ 0.10 each additional	\$ 0.20 first location / \$ 0.10 each additional	\$ 0.21 first location / \$ 0.10 each additional	\$ 0.22 first location / \$ 0.10 each additional	\$ 0.23 first location / \$ 0.10 each additional	Cost listed per contract year
Library Supplied Label	\$ 0.25/label	\$ 0.25/label	\$ 0.25/label	\$ 0.26/label	\$ 0.27/label	\$ 0.28/label	Cost listed per contract year
MARC (print product)	\$0.30/record	\$0.30/record	\$0.30/record	\$0.30/record	\$0.30/record	\$0.30/record	Cost listed per contract year
Total	Dependent upon components selected, per account	Dependent upon components	Dependent upon components	Dependent upon components	Dependent upon components	Dependent upon components	Dependent upon components

(1) DMP = Price shown above includes case, digitally scanned artwork with embedded labels for library ownership label and barcode label. Please see separate price for number of discs label and RFID for the case.

Processing price for DVD is for both single and multiple disc formats.

Please Note: Processing Services are not available for product issued by Buena Vista Home Entertainment, aka Walt Disney Studios Home Entertainment (BVHE).

(2) DMP = Digital Media Processing includes case, digitally scanned artwork with embedded labels for library ownership label. Please see separate prices for barcode and number of discs label and RFID for the case.

. Processing price for audiobook on CD is for both single and multiple disc formats.

Please note: due to supplier restrictions, digitally scanned artwork is not available for titles issued by Blackstone Audio.

Error rate for processing services is less than 0.5%.

Please see Appendix 1 for a complete outline of discount terms; please see Appendix 2 for Material Category Definitions.

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total
Books	Please see below	Please see below	Please see below	Please see below	Please see below	Please see below	Please see below
HardCover Category I, II	1-4 copies/title 43.0% 5+ copies/title 45.0%	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Trade Paperback Category III, IV	1-4 copies/title 40.0% 5+ copies/title 42.0%	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Mass Market Category V	1-4 copies/title 40.0% 5+ copies/title 42.0%	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Board Books Category XIII	20.1%	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Large Print (1)	0.0-43.0% (1)	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Graphic Novels (2)	0.0-43.0% (2)	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Textbooks Category VIII, IX (3)	0.0-15.0% (3)	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
DVD/BLURAY	30.0%	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
CD (music)	15.0%	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
AUDIOBOOK Category XII (4)	0.0 - 45.0% (4)	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Single Edition Reinforced Category VI	20.1%	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Publisher Library Editions Category VII	20.1%	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Text, Technical, Reference Material Category IX (3)	0 – 5.0% (3)	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Imported English and Non-English Titles Category X	0.0%	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
Prebound Editions Category XV		See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1	See Yr. 1
FollettBound Editions	20.0%						
Turtleback Editions	0.0%						

(1) The discount for Large Print editions is dependent upon the binding type and material category associated with the material. Please see Appendix 1 for an outline of available discounts, per material category.

(2) The discount shown is applicable to Trade Hardcover editions as described in material categories I and II, Appendix 1. The discount for other Graphic Novels is dependent upon the binding type and material category associated with the material. Please see Appendix 1 for an outline of available discounts, per material category.

(3) Titles which receive minimal publisher discount will be invoiced at publisher list price. 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 publisher list price. These titles may be blocked from order upon request.

(4) This discount will apply to popular, recent release editions issued by widely distributed publishers. Not all spoken word audio CD titles meet these criteria. Other editions will be discounted as outlined in categories I, II, VII, VIII, IX, X, or XI (Appendix 1).

Please see Appendices 1-4 for descriptions of available products and services.

Title Source 360

As part of Baker & Taylor's comprehensive proposal, we are pleased to offer a special Title Source package to participating Libraries, free of charge. This configuration includes the Annual subscription, Administrative ID, 5 user ids, custom MARC profiler, shared cart workflows, VIP inventory display, and integrated standing order and notification services.

Collection Development

Regarding Collection Development Services:

All of the prepared and posted collection development lists, automatic shipment programs and catalogs as described in our response are available free of charge.

Fees associated with custom list services are dependent upon the complexity of the service request.

Shipping

Library orders will be delivered FOB Destination with free shipping from our Mokenca, IL service center (inside delivery).

APPENDIX 1

Baker & Taylor

Discount Terms and Conditions of Sale (Firm Order and Continuation Services)

State of Iowa-RFP 0320282035

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)	1-4 copies/title 43.0% 5+ copies/title 45.0%
II.	Juvenile Trade Hardcover Editions (Popular Fiction & Non-Fiction)	J	1-4 copies/title 43.0% 5+ copies/title 45.0%
III.	Adult Quality Paperback Editions (Popular Fiction & Non-Fiction)	B - (Paperback Trade Editions) C - (Paperback Computer Books)	1-4 copies/title 40.0% 5+ copies/title 42.0%
IV.	Juvenile Quality Paperback Editions (Popular Fiction & Non-Fiction)	G	1-4 copies/title 40.0% 5+ copies/title 42.0%
V.	Mass Market Paperback Editions	P	1-4 copies/title 40.0% 5+ copies/title 42.0%
VI.	Single Edition Reinforced (Juvenile)	R	20.1%
VII.	Publisher's Library Edition (Juvenile)	Z	20.1%
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 = 5.0 % X = 5.0 % N = 0.0 %(b) L = 5.0 % (c)(d) 7 = 20.1 % (d) M = 5.0 % (c)(d) 1 = 20.1 % (d) 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	45.0 %
XIII.	Board Books	I	20.1 %
XIV.	Novelty Items/Activity Books	I	20.1 %
XV.	Special Programs, such as: - Follett Bound Editions - Turtleback Editions	D E	D = 20.0% E = 0.0%

- (a) Please see Appendix 2 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 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.

APPENDIX 1

TERMS AND CONDITIONS OF SALE – DVD/BLU RAY AND MUSIC CD MATERIAL

Please refer to the following Terms and Conditions of Sale :

Media Type	Price Range	Discount off Current Producer's List Price
DVD/Blu Ray *	Any Price	30.0%
Music CD	Any Price	15.0%

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

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: 9780312369811.

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 East ISBN: 9781566563871, Generals of the Bulge: Leadership in the U.S. Army's Greatest Battle ISBN 9780811711999, and Floods, ISBN 9781624030031

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 (Y/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 3

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.