

REFERENCE CHECK
AUDIOVISUAL MATERIALS AND CATALOGING/PROCESSING SERVICES
RFP #19-026

Proposer **Midwest Tape** Interviewer **Katherine Makens** Date 4/11/19
Library System **Sonoma County Library**
Staff member **Jaime Anderson**
Contact number **707-755-2008**

The proposer has listed you as a reference in their response to the Durham County Library's Request for Proposal for Audiovisual Materials and Cataloging and Processing Services.

1. Which integrated library system (ILS) does your library use?
SirsiDynix Horizon

2. What formats do you purchase from this vendor? Are all formats cataloged and processed?
We purchase DVDs, music CDs, audiobooks and playaways. All formats are cataloged and processed by Midwest Tape. We are also a hoopla customer.

3. Does the vendor supply hub tags with the item barcode and library name for individual discs?
The vendor applies two different kinds of hub labels for us on DVDs, music CDs and audiobooks: 1) an RFID hub label on the last disc of the set (or if there is only 1 disc, it goes on the single disc) – these RFID hubs are procured and supplied by us and are pre-printed with our library's name 2) a non-RFID hub label applied to every other disc in the set which also has our library's name on it - these non-RFID hub labels are generated by Midwest Tape. None of our hub labels include the item barcode.

4. Are you satisfied with this vendor's adherence to your library's cataloging standards?
Overall, yes. There are always going to be some errors when dealing with a large quantity of materials. We spend ~\$350,000/year on these formats. I find an acceptable error rate to be 3-5%. If we notice a repeating error, I'll bring it to the vendor's attention to address – when this happens typically something needs to be re-programmed on their end to correct it. There are a few minor areas where their system can't accommodate our local standard, but it's usually related to the processing, not the cataloging. For example, we want diacritic characters accurately printed and included in the title on the artwork, but we don't include diacritics in our call numbers/spine labels. Since their system generates the call number automatically from the 100 or 245 tag, these symbols get included in the call number field and print on the spine label. We correct these in-house.

5. Are you satisfied with scope of titles available from this vendor?
I checked with our AV selector and these were her comments: I'm very satisfied. I rarely come across DVD titles (still in print) that I cannot find in Midwest Tape. The few titles

(still in print) that aren't in Midwest Tape are almost always documentaries or indie films that are only available via the production companies' websites. I also like how MWT will often/ occasionally list out-of-print titles in their catalog, but clearly marks them as "unavailable". This saves me time in my searching.

Video Librarian *does* often mention films I cannot find in Midwest Tape, but it's usually the case that those films are only available via direct order, and the public library price for these are often in the \$200-400 range, because they stipulate that public libraries must purchase the PPRs along with the physical DVD. I wouldn't expect MWT to list these titles.

I think the selection for music CDs is fine as well.

For audiobooks (on CD), I do need to check Recorded Books and Blackstone for their sole source titles. But I don't think another vendor would have these titles, either.

6. How would you rate this vendor on performance on a scale of 1-5, with 1 signifying poor and 5 signifying excellent?

4 – very good

7. How would you rate this vendor on responsiveness and problem resolution on a scale of 1-5, with 1 signifying poor and 5 signifying excellent?

5 – excellent customer service, they are timely, responsive and personable.

Communications are clear and if something is going to take a little bit longer to resolve, they explain why and provide status updates along the way.

8. Would you recommend using this vendor for audiovisual materials and cataloging and processing services?

Yes

REFERENCE CHECK
AUDIOVISUAL MATERIALS AND CATALOGING/PROCESSING SERVICES
RFP #19-026

Proposer **Midwest Tape** Interviewer **Katherine Makens** Date **4.11.19**
Library System Douglas County Libraries, Colorado
Staff member Kate Prestwood, Collection Services Manager
Contact number 303-688-7640

The proposer has listed you as a reference in their response to the Durham County Library's Request for Proposal for Audiovisual Materials and Cataloging and Processing Services.

1. Which integrated library system (ILS) does your library use?
Horizon (SirsiDynix)
2. What formats do you purchase from this vendor? Are all formats cataloged and processed?
We purchase DVDs and some audiobooks (also purchase audiobooks from Ingram). All formats have the barcode, spine label, genre label, RFID tag, and branding/branch code on the cover art. All are cataloged.
3. Does the vendor supply hub tags with the item barcode and library name for individual discs?
Yes
4. Are you satisfied with this vendor's adherence to your library's cataloging standards?
Yes
5. Are you satisfied with scope of titles available from this vendor?
Yes
6. How would you rate this vendor on performance on a scale of 1-5, with 1 signifying poor and 5 signifying excellent?
5
7. How would you rate this vendor on responsiveness and problem resolution on a scale of 1-5, with 1 signifying poor and 5 signifying excellent?
5
8. Would you recommend using this vendor for audiovisual materials and cataloging and processing services?
Yes

REFERENCE CHECK
AUDIOVISUAL MATERIALS AND CATALOGING/PROCESSING SERVICES
RFP #19-026

Proposer Midwest Tape Interviewer Katherine Makens Date 4/10/19
Library System Eastern Oklahoma District Library
Staff member Gloria Farmer
Contact number 918-683-2846 x233

The proposer has listed you as a reference in their response to the Durham County Library's Request for Proposal for Audiovisual Materials and Cataloging and Processing Services.

1. Which integrated library system (ILS) does your library use?
Horizon
2. What formats do you purchase from this vendor? Are all formats cataloged and processed?
Purchase DVD's, Blu-rays, Books on CD, and Playaways. Midwest provides catalog records, the library does most of its own item processing and item records.
3. Does the vendor supply hub tags with the item barcode and library name for individual discs?
The hub tags include the library name, but not the barcode.
4. Are you satisfied with this vendor's adherence to your library's cataloging standards?
Yes – very happy with the MARC records.
5. Are you satisfied with scope of titles available from this vendor?
Yes. "There are hardly ever unattainable items."
6. How would you rate this vendor on performance on a scale of 1-5, with 1 signifying poor and 5 signifying excellent?
4.75
7. How would you rate this vendor on responsiveness and problem resolution on a scale of 1-5, with 1 signifying poor and 5 signifying excellent?
5. Very fast. "Never have to ask twice."
8. Would you recommend using this vendor for audiovisual materials and cataloging and processing services?
"Absolutely, they are very good for us."