

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

Proposer **Baker & Taylor**
Library System Bucks County Library
Staff member Holly Ambrose,
Contact number 215-348-0332

Interviewer **Katherine Makens** Date 4/16/19

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?
Sirsi-Dynix Symphony 3.5
2. What formats do you purchase from this vendor? Are all formats cataloged and processed? **They purchase most formats, but only print is fully cataloged and processed. They have only used B&T for print since October 2018. B&T does not do any serials or board books. Audiobooks are not cataloged, but they are processed. Music and DVDs are neither cataloged nor processed.**
3. Does the vendor supply hub tags with the item barcode and library name for individual discs? **N/A**
4. Are you satisfied with this vendor's adherence to your library's cataloging standards? **"More or less." Print is less complicated. B&T seems to have the most difficulty adhering to local processing standards. The library has abandoned some practices to avoid difficulty.**
5. Are you satisfied with scope of titles available from this vendor?
Yes, except for Disney.
6. How would you rate this vendor on performance on a scale of 1-5, with 1 signifying poor and 5 signifying excellent? **(Chuckle) 3.5 or 4.**
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? **4 or a little higher. They are responsive to problems and don't ignore her. They do try to make the library whole when things go wrong.**
8. Would you recommend using this vendor for audiovisual materials and cataloging and processing services? **B&T does provide artwork for the audiobook cases and they are**

happy with that. Would give them a 5. B&T would be their first choice for cataloging and processing if they did not do it in house.

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AUDIOVISUAL MATERIALS AND CATALOGING/PROCESSING SERVICES
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Proposer Baker & Taylor Interviewer Katherine Makens Date 4/17/19
Library System Cuyahoga County Public Library
Staff member Daniel Barden, Technical Services Director
Contact number 216-749-9383

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?
Innovative Interfaces from Sierra
2. What formats do you purchase from this vendor? Are all formats cataloged and processed? **Every format except digital. Cuyahoga County Public Library is highly unionized. B&T does not provide any cataloging and minimal processing for their Lucky books and DVDs. His previous experience with B&T when he was at Alachua Public Library was very positive. B&T did provide shelf ready books to Alachua.**
3. Does the vendor supply hub tags with the item barcode and library name for individual discs? **N/A**
4. Are you satisfied with this vendor's adherence to your library's cataloging standards?
N/A but was happy with B&T in Gainesville. Alachua Public did abandon local cataloging practices in favor of B&T's.
5. Are you satisfied with scope of titles available from this vendor?
Yes, except for Disney.
6. How would you rate this vendor on performance on a scale of 1-5, with 1 signifying poor and 5 signifying excellent? **5. He did mention that CCP was in the upper tier due to its finances, but he thought that would not make a difference.**
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. He does prefer them to Ingram and Midwest. He was especially disappointed by Ingram.**
8. Would you recommend using this vendor for audiovisual materials and cataloging and processing services? **Yes, from prior experience. CCP moved their AV contract from Midwest to B&T in 2014 due to cost.**

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Proposer **Baker & Taylor**

Interviewer **Katherine Makens**

Date

4/15/19

Library System – San Francisco Public

Staff member – Shelley Sorenson

Contact number – 415-557-4320

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? Sierra
2. What formats do you purchase from this vendor? Are all formats cataloged and processed? Books, AV (DVD, BluRay, CD), electronic formats through Axis 360; Yes, all Formats can be fully processed and cataloged; we have several accounts and can choose between shelf ready, partially processed or materials only.
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. We do spend \$1.5 – 1.9 million per year with them, so there are occasional errors.
5. Are you satisfied with scope of titles available from this vendor? Yes. We do use other vendors who can search for hard to find or OP titles, and fill international languages, since BT mainly fills orders with stock in hand.
6. How would you rate this vendor on performance on a scale of 1-5, with 1 signifying poor and 5 signifying excellent? Probably a 4. We have a long history with them and spend more money with them annually than any other vendor. But we are trying to diversify more and spread the orders around to Children's Plus, Brodart, Ingram, and Midwest Tape so that we aren't so dependent on one company.
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? 4
8. Would you recommend using this vendor for audiovisual materials and cataloging and processing services? Yes

