

EXHIBIT B
SCOPE OF SERVICES

Discount Schedule

- Trade Hardcover Editions - 45.5%
- Non-Trade Hardcover & Paperback Editions (short discount) - 12.0%
- Publisher's Library/Reinforced Editions - 23.0%
- Hardcover Reinforced - 23.0%
- BrodartBound (Prebound/Vendor-bound editions) - 23.0%
- Trade & Mass Market Paperbacks - 40.5%

Shipping & Fulfillment

- Provide multiple accounts based on service specifications to be determined by the Library.
- Provide same terms to be applied to all accounts.
- Vendor ability to accept electronically transmitted orders.
- Apply full discount to all titles for which the publisher provides a full discount to the vendor. (specify discount rates for different material types, as well as discounts for multiple copies of the same title)
- Shipment from one or more secondary distribution centers with same terms applied (land delivery is acceptable)
- Vendor ships from one warehouse located in Williamsport, PA
- Ability to place orders and receive invoices electronically.
- Ship complete orders per Library instruction, partial shipments accepted.
- Vendor ability to provide 98% fulfillment rate on orders placed for available books, including those with processing as described in the Scope of Services.
- Confirmation of status report available immediately upon electronic transmission of order.
- Provide email notification of publication changes - title, publication date, publisher, etc.
- Separation of invoices corresponding to single accounts (will not mix accounts on an invoice). Itemized list of services provided.
- Provide one original invoice and a packing list with shipment. Electronic invoices available upon request.
- Ability for Library to determine cancellation cycle with guaranteed return for credit of titles shipped after cancellation.
- Project Manager assigned to library account to oversee all aspects of customer care.
- A toll free phone number and email for customer service will be provided, including: invoice/billing inquiries, special orders/problems.
- Sales representative will be assigned to City account.
- Acceptance of returns, including but not limited to vendor error and defective material.
- Vendor pays return shipping on all accepted returns. Any item received damaged, defective or not as ordered (wrong title supplied, short shipment, etc) will be replaced or a credit will be issued. Freight costs for these returns will be paid by Vendor. All Vendor errors will be handled in this manner. Requests to return items for any other reason will be handled on an individual basis.

- Provide ongoing training for Vendor services offered. There are no additional charges for training.
- Ability to provide credits for processing and or cataloging mistakes associated with shelf-ready service.
- Shelf-ready materials will be delivered before the item release date to be placed in circulation on the release/street date.
- Provide a list of non-English language collections for book materials for which you supply complete library services (i.e. catalog of 5,000+ titles, full cataloging & collection development):
- Spanish

Collection Development

- Collection Builder Customized selection lists - No charge
- FASTips. Standing orders for popular titles - No charge
- TIPS, Silver Standard specialty selection lists - No charge
- TIPS, Diamond Customized selection lists
 - Up to 3 profiles for \$100 monthly
 - Up to 8 profiles for \$200 monthly
 - Up to 15 profiles for \$300 monthly
- Continuations Standing orders for serials - No charge
- Bibz. Online Collection Development and Ordering Tool - No charge
- Vendor will include online collection development software with unlimited logins (minimum of 15) for City needs at no extra cost.
- Ability to create a cart or a list of titles and for library staff to add notes to specific titles on the lists for internal library use (for example, to indicate title was requested by patron xyz).
- Ability to create shared carts
- All Vendor Collection Development services are free of charge with the exception of our Diamond Tips customized lists. Pricing for Diamond Tips has been included above.
- Vendor website provides electronic real-time web-based interface to its inventory and warehouse availability: including the ability to show quantities of items in stock; on order by warehouse location; pre-pub; out-of-stock; out of print and “apply direct” titles; on order or in other carts by other staff.
- Standing Order lists. Vendor's Standing Order services are offered for authors and series as well as true serials such as test prep and travel guides. These Standing Order services are offered free of charge to the City:
 - FASTips® - Automatic Shipment Plan. Vendor offers standing orders for popular adult and youth fiction and nonfiction through FASTips (Frequent Author & Series TIPS). The profiling is very flexible and can accommodate unique needs. Most FASTips orders are based on author or series lists. Vendor offers the following lists to assist the library; however, these are not closed lists and the library can add authors or series as needed.
 - Adult Authors—African-American and Urban Literature
 - Adult Authors—Fiction
 - Adult Authors—Inspirational Adult Authors—Nonfiction
 - Adult Series—Fiction
 - Adult Series—Graphic Novels
 - Adult Series—Nonfiction and Biography

- Adult Series—Travel Guides
- Children’s Authors
- Children’s Series—Chapter Books
- Children’s Series—Easy Readers
- Children’s Series—Fiction

- Children’s Series—Graphic Novels
- Children’s Series—Nonfiction and Biography
- Children’s Series—Picture Books and Board Books
- Teen Authors
- Teen Series—Fiction

- Teen Series—Graphic Novels
- Teen Series—Nonfiction and Biography

Cataloging

- Vendor offers two bundle cataloging and processing Service Options:
 - Starter: \$2.43 per book. Includes a full Starter MARC record with associated holdings tag and the following Vendor-supplied components: mylar jacket or label protector for books with no dust jacket, linked barcode label, spine label, property label, branch label, Collection labels (YA, Picture, Holiday, Graphic Novel, World Language, New), date stamp, genre label (choose up to 5 genres) and hub label and CD pocket for accompanying material \$2.43
 - Flex: \$3.92 per book. Includes a full Flex MARC record with associated holdings tag and the following Vendor-supplied components: mylar jacket or label protector for books with no dust jacket, linked barcode label, spine label, property label, branch label, Collection labels (YA, Picture, Holiday, Graphic Novel, World Language, New), date stamp, genre label (choose up to 5 genres) and hub label and CD pocket for accompanying material
- Provide full MARC 21, Level K or higher records for all items, including pre-pub materials, brief MARC not accepted, from OCLC.
- Ability to catalog materials to library specifications; including customized MARC 21, Level K, records with item level 949 fields.
- Ability to fulfill customized spine label cutting instructions in an electronic order that override standard spine label cutting instructions.
- Ability to assign Dewey call numbers according to Library specifications/ customizations
- Ability to overlay catalog full MARC 21, Level K, records over brief acquisition records in ILS
- Ability to send item records only

Processing

- Clear plastic mylar jackets. Only for hardcover books with dust covers. These will be taped not glued. A la carte price - \$0.70 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book
- RFID tag. Inside back cover, staggering, ¼” left from the spine. Vendor to apply tag. \$0.76 Vendor will supply, apply and program with barcode.

- Barcode (No duplicate barcodes on any materials.) Upper right-hand corner of fly leaf page. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book. Vendor will supply the barcode.
- Barcode protector. Over barcode, only for board books and library bond books. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book
- Spine label. 1 x 1½ white label with a call number and / or cutter, on spine of dust cover or book, under adhesive plastic or jacket cover. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book
- Spine label protector. Over spine label, only for items with no clear plastic jackets, only for board books, paperback, and library bond books. A la carte price - \$0.27 or Included in Bundled Pricing - Starter \$2.43 /per book Flex - \$3.92 /per book
- Other exposed labels. Affix label protectors over all other exposed labels. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book
- Date stamp. BLACK INK stamp the current date below barcode. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book
- Ownership. Sticker applied based on which branch item belongs. Affix on top left of inside of fly leaf page about ¼" from spine. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book
- Property label. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book
- Additional Spine Labels. Affixed to spine above the call number, and UNDER the spine label protector/clear plastic jacket. Items may be Young Adult, genre specific, picture books, holiday, graphic novel, world language, etc. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book. Choose up to 5 genre labels.
- NEW stickers. Centered on spine, above the spine label protector/clear plastic jacket/call#. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book
- HUB Label library name. Attach to any CDs or DVDs. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book
- Clear CD/DVD pocket. Use only if item not attached then, place on inside back cover, centered, if pertinent information is on inside back cover, move to back flyleaf or back of last page. Do not overlap with RFID tag. A la carte price - \$0.27 or Included in Bundled Pricing - Starter - \$2.43 /per book Flex - \$3.92 /per book