QUESTIONS FOR VENDORS

1. Describe the process of selecting books from publishers and matching them to the profile of the customer. At the time the vendor employee says that Book X matches library Y’s profile, is the selection done with the book in hand or is it based on the publisher blurb? How much selection or matching is hand done and how much is machine generated? Is the selection done from the item in hand or from publishers' catalogs? Are other sources used in identifying titles? Is reviewing media used?

2. Who does the selection and matching? What criteria does the vendor use in hiring staff for this activity? How many staff do the selection? How is the work divided? How many vendor selectors are there per customer?

3. What other institutions that have acquisition budgets comparable to ours do you provide approval plans for? The acquisitions budget for firm order monographs is approximately $318,271.00 for fy 95/96.

4. Can you supply us with a copy of your profiling documents (prior to or at time of the presentation) so that we can evaluate the level of detail in your profiling?

5. Do you have data on the amount of time between the release date of a title and when it appears in the approval plan shipment to the customer? Is there an average time or rule of thumb?

6. Do you have particular strengths in terms of coverage of specific disciplines? Particular weaknesses?

7. What kinds of discounts do you offer? What factors determine the amount of the discount?

8. Describe how you use automation and new technology in your operation. Can your online systems interface with SIRSI? Will we be able to import records in MARC Format?

9. Tell us how you would coordinate our online firm ordering with our approval plan. What capacity do you have to match approval and firm order books; that is, can we ask you to stop duplicate firm orders if a title is being sent on approval?

10. What do you regard as an appropriate return rate? What is the
average return rate for libraries that use your plan?

11. How frequently can we receive shipments—weekly, every other week, monthly? What timeframe do you allow for the return of nonselected books?

12. Under what circumstances will you send approval slips rather than books?

13. How frequently can we change our profile? How quickly are changes in profile processed?

14. Has your organization been increasing or decreasing in size and if there is a change, why is that? How many institutions have signed on with your plan in the last few years? What are their names?

15. What formats do you handle other than books: musical scores, CD-ROMs, software? For books: Do you handle both hardbacks and paperbacks? Under what circumstances do you send paperbacks?

16. Why would you be the best approval plan for our libraries?