BAKER & TAYLOR
A Follett Company

August 31, 2020

Ms. Donna Reamey, Buyer II
Jefferson Parish Purchasing Department
200 Derbigny Street
General Government Building, Suite 4400
Gretna, LA 70053

RE: **Invitation to Bid Number 50-00131853, Three Year Contract for a Digital Content Service Subscription for a Public Library**
Due: **September 1, 2020 at 2:00 pm**

Dear Ms. Reamey:

Thank you for allowing Baker & Taylor the opportunity to bid on the above referenced bid to supply digital content services for the Jefferson Parish Library. Our response is detailed on the following pages, following the format requested.

Should you have any questions upon reviewing our response, please contact me at (800) 775-7930, ext. 3135. I will be pleased to answer any questions or to clarify any information.

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

Sincerely,

Stefanie Kremer
Director, Pricing Services

Baker & Taylor, LLC
2810 Coliseum Centre Drive, Suite 300
Charlotte, NC 28217
800-775-7930, ext. 3135
stefanie.kremer@baker-taylor.com

All Public Work Projects are required to use the Louisiana Uniform Public Work Bid Form

All prices must be held firm unless an escalation provision is requested in this bid. Jefferson Parish will allow one escalation during the term of the contract, which may not exceed the U.S. Bureau of Labor Statistics National Index for all Urban Consumers, unadjusted 12 month figure. The most recently published figure issued at the time an adjustment is requested will be used. A request must be made in writing by the vendor, and the escalation will only be applied to purchases made after the request is made.

Are you requesting an escalation provision?

YES _____ NO ___X_____ .

MAXIMUM ESCALATION PERCENTAGE REQUESTED __N/A___ %

INITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF _____N/A_____ .

For the purposes of comparison of bids when an escalation provision is requested, Jefferson Parish will apply the maximum escalation percentage quoted by the bidder to the period to which it is applied in the bid. The initial price and the escalation will be used to calculate the total bid price. It will be assumed,for comparison of prices only, that an equal amount of material or labor is purchased each month throughout the entire contract.

DELIVERY: FOB JEFFERSON PARISH

INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES

This bid includes Digital Content only delivered within hours of order

LOUISIANA CONTRACTOR'S LICENSE NO.: (if applicable)

Louisiana Secretary of State
Charter Number: 40889743Q

THIS SECTION MUST BE COMPLETED BY BIDDER:

FIRM NAME: Baker & Taylor, LLC

ADDRESS: 2810 Coliseum Centre Drive, Suite 300

CITY, STATE: Charlotte, NC   ZIP: 28217

TELEPHONE: (704) 998-3135   FAX: (704) 998-3260

EMAIL ADDRESS: stefanie.kremer@baker-taylor.com or bids@baker-taylor.com

In the event that addenda are issued with this bid, bidders MUST acknowledge all addenda on the bid form.Bidder must acknowledge receipt of an addendum on the bid form as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

Acknowledge Receipt of Addenda: NUMBER: 1 _SK_____

NUMBER: 2 _SK_____

NUMBER: _____

NUMBER: _____

TOTAL PRICE OF ALL BID ITEMS: $ ___0_____

AUTHORIZED
SIGNATURE: _Stefanie Kremer_____   _Stefanie Kremer_____
                                                                                  Printed Name

TITLE: Director, Pricing Services

SIGNING INDICATES YOU HAVE READ AND COMPLY WITH THE INSTRUCTIONS AND CONDITIONS.

NOTE: All bids should be returned with the BID NUMBER and BID OPENING DATE indicated on the outside of the envelope submitted to the Purchasing Department.

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			THREE YEAR CONTRACT FOR A DIGITAL CONTENT SERVICE SUBSCRIPTION FOR A PUBLIC LIBRARY.		
1	3.00	YR	0010 - ANNUAL SERVICE AND/OR ACCESS FEE PER YEAR	0	0
			*************************************** PER THE ATTACHED SPECIFICATIONS ***************************************		
2	3.00	YR	0020 - DIRECT TO PATRON SUPPORT SERVICE PER YEAR	0	0
3	3.00	YR	0030 - TOTAL ANNUAL FEES	0	0
4	1.00	EA	0040 - Purchase of Material Content	*	*
			NOTE: THIS IS A NON-BIDABLE ITEM AND WILL BE USED FOR CONTENT PURCHASES FOR THE THREE YEAR CONTRACT PERIOD.		

*

EBook Content = 5% discount off of publisher list price

EAudiobook Content = 5% discount off of publisher list price

Digital Magazine Subscription = 10% discount off of annual subscription fee

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF
_____
INCORPORATED.

AT THE MEETING OF DIRECTORS OF _____
INCORPORATED, DULY NOTICED AND HELD ON _____,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT
WAS:

RESOLVED THAT _____, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-
FACT OF THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON
BEHALF OF THIS CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS
AND TRANSACTIONS WITH THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES,
DEPARTMENTS, EMPLOYEES OR AGENTS, INCLUDING BUT NOT LIMITED TO, THE
EXECUTION OF ALL BIDS, PAPERS, DOCUMENTS, AFFIDAVITS, BONDS, SURETIES,
CONTRACTS AND ACTS AND TO RECEIVE ALL PURCHASE ORDERS AND NOTICES
ISSUED PURSUANT TO THE PROVISIONS OF ANY SUCH BID OR CONTRACT, THIS
CORPORATION HEREBY RATIFYING, APPROVING, CONFIRMING, AND ACCEPTING
EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT AND ATTORNEY-IN-
FACT.

I HEREBY CERTIFY THE FOREGOING TO BE
A TRUE AND CORRECT COPY OF AN
EXCERPT OF THE MINUTES OF THE ABOVE
DATED MEETING OF THE BOARD OF
DIRECTORS OF SAID CORPORATION, AND
THE SAME HAS NOT BEEN REVOKED OR
RESCINDED.

_____
SECRETARY-TREASURER

_____
DATE

Designation of Signing Authority

Pursuant to authority duly delegated by the sole member of Baker & Taylor, LLC, the undersigned Executive Vice President of Baker & Taylor, LLC hereby designates those certain employees of Baker & Taylor, LLC listed in Schedule A attached hereto and made a part hereof by reference ("Schedule A") as having the requisite authority to execute on behalf of Baker & Taylor, LLC all bids, bid bonds, performance bonds, contracts and other documents relating to the supply of Baker & Taylor, LLC's products to libraries, schools, and/or other institutional customers of Baker & Taylor, LLC (the "Designation of Signing Authority").

This Designation of Signing Authority is effective as of September 11, 2019 and shall remain in effect until modified or revoked by the Chief Executive Officer, President, Chief Financial Officer or sole member of Baker & Taylor, LLC. The employees listed in Schedule A shall be the only persons authorized to bind Baker & Taylor, LLC for the purposes stated herein and any previous designations of authority are of no further effect as of the date hereof.

This as of September 11, 2019.

BAKER & TAYLOR, LLC

By: _____
Amandeep Kochar
Executive Vice President

BAKER & TAYLOR
a Follett Company

SCHEDULE A
TO
DESIGNATION OF SIGNING AUTHORITY

For purposes of the foregoing Designation of Signing Authority, the following employees of Baker & Taylor, LLC have the requisite authority to execute on behalf of Baker & Taylor, LLC all bids, bid bonds, performance bonds, contracts and other documents relating to the supply of Baker & Taylor, LLC's products to libraries, schools, and other institutional customers of Baker & Taylor, LLC.

Peter Chepul
Amandeep Kochar
Stefanie Kremer
Lee Ann Queen
Robert Rotello
Jennifer B. Rhyne
L. Scott Schuster
Kelly Tarlton

Non-Public Works Bid
Affidavit Instructions

- **Affidavit is supplied as a courtesy to Affiants, but it is the responsibility of the affiant to insure the affidavit they submit to Jefferson Parish complies, in both form and content, with federal, state and parish laws.**
- **Affidavit must be signed by an authorized representative of the entity or the affidavit will not be accepted.**
- **Affidavit must be notarized or the affidavit will not be accepted.**
- **Notary must sign name, print name, and include bar/notary number, or the affidavit will not be accepted.**
- **Affiant MUST select either A or B when required or the affidavit will not be accepted.**
- **Affiants who select choice A must include an attachment or the affidavit will not be accepted.**
- **If both choice A and B are selected, the affidavit will not be accepted.**
- **Affidavit marked N/A will not be accepted.**
- **It is the responsibility of the Affiant to submit a new affidavit if any additional campaign contributions are made after the affidavit is executed but prior to the time the council acts on the matter.**

Instruction sheet may be omitted when submitting the affidavit

Non-Public Works Bid

AFFIDAVIT

STATE OF __North Carolina__

PARISH/COUNTY OF __Mecklenburg__

BEFORE ME, the undersigned authority, personally came and appeared: __Stefanie__

__Kremer__, (Affiant) who after being by me duly sworn, deposed and said that

he/she is the fully authorized __Director, Pricing Services__ of __Baker & Taylor, LLC__ (Entity),

the party who submitted a bid in response to Bid Number __50-00131853__, to the Parish of

Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A <u>or</u> B, if option A is indicated please include the required attachment):

Choice A _____   Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B __X__   there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

<u>Debt Disclosures</u>
(Choose A <u>or</u> B, if option A is indicated please include the required

attachment):

        Choice A _____   Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

        Choice B __X___   There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

    That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

[The remainder of this page is intentionally left blank.]

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

_____
Signature of Affiant

Stefanie Kremer
_____
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME
ON THE _31_ DAY OF _August_, 20_20_

_____
Notary Public

Lee Ann Queen
_____
Printed Name of Notary

199730900050
_____
Notary/Bar Roll Number

My commission expires _November 11, 2022_

Updated: 02.27.2014

STANDARD INSURANCE REQUIREMENTS FOR BIDDING PURPOSES

All required insurance under this bid shall conform to Jefferson Parish Resolution No. 113646 or No. 113647, as applicable. Contractors may not commence any work under any ensuing contract unless and until all required insurance and associated evidentiary requirements thereto have been met, along with any additional specifications contained in the **Invitation to Bid**. Except as where otherwise precluded by law, the Parish Attorney or his designee, with the concurrence of the Director of Risk Management or his designee, may agree on a case-by-case basis, to deviate from Jefferson Parish's standard insurance requirements, as provided in this Section. Vendors requesting deviation therefrom shall submit such requests in writing, along with compelling substantiation, to the Purchasing Department prior to the bid's due date. Any changes to the insurance requirements will be reflected in the bid specifications and addenda. Prior to contract execution and at all times thereafter during the term of such contract, contractors must provide and continuously maintain all coverages as required by the foregoing Resolutions, and the contract documents. Failure to do so shall be grounds for suspension, discontinuation or termination of the contract.

For bidding purposes, bidders must submit with bid submission a current (valid) insurance certificate evidencing the required coverages. Failure to comply will causebid to be rejected. The current insurance certificate will be used for proof of insurance at time of evaluation. Thereafter, and prior to contract execution, the low bidder will be required to provide final insurance certificates to the Parish which shall name **the Jefferson Parish, its Districts Departments and Agencies under the direction of the Parish President and the Parish Council** as additional insureds regarding negligence by the contractor for the Commercial General Liability and the Comprehensive Automobile Liability policies. Additionally, said certificates should reflect the name of the Parish Department receiving goods and services and reference the respective Jefferson Parish bid number.

JEFFERSON PARISH REQUIRED STANDARD INSURANCE

☐   **WORKER'S COMPENSATION INSURANCE**

As required by Louisiana State Statute, exception; Employer's Liability, Section B shall be $1,000,000 per occurrence when Work is to be over water and involves maritime exposures to cover all employees not covered under the State Worker's Compensation Act, otherwise this limit shall be no less than $500,000 per occurrence.

Note: If your company is not required by law to carry workmen's compensation insurance, i.e. not a Louisiana company, sole employee of the company, then bidders must request a workmen's compensation insurance declaration affidavit prior to the bid opening date. This insurance declaration affidavit must be fully completed, signed, properly notarized and submitted with the bid. A scanned copy may be submitted with the bid; however, the successful bidder must submit the original affidavit in its original format and without material alteration upon contract execution. Failure to comply will result in the bid submission being

rejected as non-responsive. The Parish reserves the right to award bid to the next lowest responsive and responsible bidder in this event.

☐   **COMMERCIAL GENERAL LIABILITY**

Shall provide limits not less than the following: $1,000,000.00 Combined Single Limit per Occurrence for bodily injury and property damage.

☐   **COMPREHENSIVE AUTOMOBILE LIABILITY**

Bodily injury liability $1,000,000.00 each person; $1,000,000.00 each occurrence. Property Damage Liability $1,000,000.00 each occurrence.

Note: This category may be omitted if bidders do not/will not utilize company vehicles for the project or do not possess company vehicles. Bidder must request an automobile insurance declaration affidavit prior to the bid opening date. This insurance declaration affidavit must be fully completed, signed, properly notarized and submitted with the bid. A scanned copy of the completed, signed and properly notarized affidavit may be submitted with the bid; however, the successful bidder must submit the original affidavit in its original format and without material alteration upon contract execution. Failure to comply will result in the bid submission being rejected as non-responsive. The Parish reserves the right to award bid to the next lowest responsive and responsible bidder in this event.

__DEDUCTIBLES__ - The Parish Attorney with concurrence of the Director of Risk Management have waived the deductible section of the Terms and Conditions for all Invitations to Bid, until further notice.

UMBRELLA LIABILITY COVERAGE
An umbrella policy or excess may be used to meet minimum requirements.

FOR CONSTRUCTION AND RENOVATION PROJECTS:
The following are required unless otherwise specified in the bid. Such insurance is due upon contract execution.

1)   **OWNER'S PROTECTIVE LIABILITY**

To be for the same limits of liability for bodily injury and property damage liability established for commercial general liability.

2)   **BUILDER'S RISK INSURANCE**

The contractor shall maintain Builder's Risk Insurance at his own expense to insure both the owner (Parish of Jefferson) and contractor as their interest may appear.

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
08/28/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:		
Aon Risk Services Central, Inc. Chicago IL Office 200 East Randolph Chicago IL 60601 USA	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): 800-363-0105	
	E-MAIL ADDRESS:		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Property & Casualty Ins Co of Hartford		34690
INSURED Baker & Taylor LLC 2810 Coliseum Centre Drive Ste. 300 Charlotte NC 28217 USA	INSURER B: Hartford Fire Insurance Co.		19682
	INSURER C: Twin City Fire Insurance Company		29459
	INSURER D:		
	INSURER E:		
	INSURER F:		

COVERAGES CERTIFICATE NUMBER: 570083718396 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	X **COMMERCIAL GENERAL LIABILITY** ☐ CLAIMS-MADE X OCCUR X Gen Agg Cap Limit $25M	Y		83CSES26402	04/01/2020	04/01/2021	EACH OCCURRENCE	$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$1,000,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT X LOC ☐ OTHER:						GENERAL AGGREGATE	$4,000,000
							PRODUCTS - COMP/OP AGG	$2,000,000
B	**AUTOMOBILE LIABILITY** X ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY	Y		83 CSE S26403	04/01/2020	04/01/2021	COMBINED SINGLE LIMIT (Ea accident)	$2,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
	☐ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION						EACH OCCURRENCE	
							AGGREGATE	
A C	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N ☐N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	83WNS26400 AOS 83WBRS26401 WI	04/01/2020 04/01/2021	04/01/2021 04/01/2021	X PER STATUTE ☐ OTH-	
							E.L. EACH ACCIDENT	$1,000,000
							E.L. DISEASE-EA EMPLOYEE	$1,000,000
							E.L. DISEASE-POLICY LIMIT	$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Jefferson Parish, its Districts Departments and Agencies, under the direction of the Parish President and the Parish Council are included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies.

CERTIFICATE HOLDER	CANCELLATION
Jefferson Parish Library 4747 W. Napoleon Ave. Metairie LA 70001 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *Aon Risk Services Central, Inc.*

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

Holder Identifier :

Certificate No : 570083718396

BID NO: 50-00131853

THREE-YEAR CONTRACT FOR A DIGITAL CONTENT SERVICE SUBSCRIPTION FOR A PUBLIC LIBRARY.

Jefferson Parish Library (JPL) requires a digital content service that will host a discovery website, support and provide downloadable and streaming e-books, e-audiobooks, periodicals, and other digital content that the library can purchase and/or license, to add to the library's website. The service and content must be compatible with all types of Kindles.

Baker & Taylor is pleased to propose our Axis 360 Digital Content Service for your review.

Axis 360 Digital Circulation Services Overview

Axis 360 is a robust platform serving the needs of many of the largest libraries and consortia in the U.S. The Axis 360 website and apps provide users with the streamlined functionality they need to easily discover and enjoy digital content instantaneously in three steps or less. Content is delivered to a full range of popular devices and computers used for eBook reading and listening to audiobooks. Alternatively, Axis 360 content is also available to enjoy streaming to modern web browsers such as Google Chrome or Mozilla Firefox for users that prefer not to use an app.

The Axis 360 service provides:

- *One-time login with only a library ID. There's no need to create new credentials or surrender personal information.*
- *In-app eBook reader and digital audiobook player*
- *No Adobe ID required; no separate credentials at all*
- *Direct installation of apps from device app stores, including the Kindle App Store*
- *Streaming to web browsers, with the ability to store eBooks in cache for offline reading*
- *Access to market-leading library collection development, collection analysis and administrative tools*

Authentication
Axis 360 offers a range of options to accommodate library authentication needs. Authentication methods for communications with ILS patron databases include SIP2, NCIP, EZProxy, LDAP, Polaris API, Innovative Interfaces Patron API, and other proprietary protocols. Axis 360 also has single-sign-on integration with a number of third-party service providers such as discovery-layer and mobile app vendors.

Patron Log In / Browsing / Check Out
Patrons can search and browse the entire digital collection made available by the library. Users may search by Author, Title, ISBN, Narrator, Publisher, Imprint, Subject or Keyword. Keyword searching provides matches found in general metadata as well as in the full index of annotations for each title in the repository. Subject Browsing is provided, allowing users to explore all items under individual BISAC subject codes and genres.

On the Axis 360 website, patrons also may filter search and subject browse results by Audience level (Age and Grade range) Lexile Rating, Publication Date, Date Added to Collection, Language, Format and other parameters.

The Axis 360 app and Read Now / Listen Now browser-based access offer users the streamlined functionality they need to discover and enjoy digital content instantaneously, no matter where they are, in three steps or less! With the all-in-one Axis 360 app, users can browse, check out and read or listen to eBooks and audiobooks using their Apple and Android devices, including Kindle Fire tablets.

The Axis 360 app provides:

- One-time login with your library ID
- In-app eBook reader and digital audiobook player
- No Adobe ID required
- Instant audiobook playback – no waiting for downloads

Users can also read or listen to Axis 360 eContent via online streaming to any connected device using a current web-browser, eliminating the need for patrons to download an app to enjoy digital content.

Devices

Axis 360 delivers digital content -- including eBooks, digital audiobooks, magazines and newspapers -- to all modern mobile devices and operating systems, including all Kindle Fire devices. We note that Jefferson Parish specifies that all content provided by a digital vendor must be compatible with all Kindle devices. We would like to make the point that digital magazines and newspapers are not supported across all Kindle devices by any library vendor, including Overdrive.

Users may access Axis 360 content online via _Read Now_ and _Listen Now_ in-browser streaming on all mobile devices, Macintosh, and Windows PCs. Users can also access the content via download to the Axis 360 app for iOS, Android and Kindle Fire devices. Dedicated eInk devices that require Adobe DRM and synching via Adobe Digital Editions are also supported.

App

The Axis 360 mobile app runs on any current iOS (v. 7+) or Android (v. 4.4.2+) platform, including Kindle Fire. Adobe Digital Editions is also supported for users of laptops, computers and eInk devices that require download and synching to portable reading devices.

The Axis 360 app is available for direct installation to devices from the Apple App Store, Google Play and the Kindle App Store. (Installation of the Axis app on Kindle Fire is direct, and does not require "side-loading" or the deactivation of third-party software protections.)

Streaming

Streaming delivery for eBooks (Read Now) and eAudio (Listen Now) is available via all modern browsers, and so serves all mobile devices and portable and desktop computers, including Chromebooks.   eBooks that are accessed via our browser-based delivery also can be downloaded to browser cache for full offline access throughout the loan period.

Title Coverage

Axis 360 offers more than 2,961,987 full-text eBook titles and 221,912 digital audiobooks (now including all Recorded Books titles) for Children, Young Adults and Adults from 10,735 publisher imprints. Baker & Taylor works with all of the "Big 5" trade publishers. The majority of content available for sale to libraries is one-book, one user, but B&T also offers more than 72,000 titles available for unlimited multi-user simultaneous access. In addition to full coverage of Adult fiction and nonfiction material, Axis 360 offers extraordinary coverage of Children's and Teen materials. Supporting Spanish language readers and listeners, Axis 360 currently offers more than 146,000 titles, and 43,960 titles in French, with more being added regularly. Baker & Taylor also has an exclusive distribution arrangement with Kirkus to provide the Kirkus Diversity Collections via Axis 360.

Collection Development Programs and Services

Baker & Taylor offers a wide array of collection development services that provide libraries with options for digital collection development and management. Our staff of degreed librarians offers acquisitions guidance, posting regularly updated selection lists and producing customized lists on demand. In addition to purchasing pre-selected thematic collections, the library can opt to receive new-publication notification carts in a variety of subject areas, genres and formats. B&T also provides automated delivery of popular authors and series in fiction and nonfiction, as well as popular adult and children's and teens series.

FirstLook Digital service notifies libraries every month about new and forthcoming digital titles. FirstLook Digital helps save time during the title selection process, allowing the library to easily update its digital collection with high-demand content.

Libraries also can set up Automatically Yours plans for digital content, ensuring the library's collection always has the most popular titles on the day they publish. This program provides automatic delivery of newly published popular authors/series works, as profiled for the Library.

In Popular Adult Fiction, libraries can choose from more than 150 authors in popular genres such as Romance, Thriller, Horror and Historical Fiction. In Adult Nonfiction, choose from more than 200 Travel, Education, Reference, Study Aid, Test Prep and other series. In Children's and Teens choose from more than 150 series, and in Digital Spoken Word choose from more than 100 popular authors.

The library also will receive Quick Axis weekly email alerts about publisher promotions, key new releases, and trending titles receiving a lot of media attention for the week. Baker & Taylor maintains and regularly updates over 500 Awards and Honors lists, 17 Bestseller lists, 100 Children's and Teen's lists and 31 General Adult lists, as well as over a dozen genre specific publications posted as selection lists in Title Source 360 (our web-based selection and ordering tool).

Streamlined Selection and Acquisitions Workflow

Title Source 360, our title selection and ordering website for print, movies, music and digital content, features a rich database of title metadata, including full book descriptions, BISAC and Dewey designations, industry journal reviews, reading level and audience age guidance, excerpts, tables of contents and title demand data.

*Using TS360 for digital title selection can streamline the library's workflow, allowing the library staff to make selections of all formats of a title – print and digital - at one time. TS360 also offers a unique utility for selection staff: **Print to Digital Cart Conversion**. After selecting print editions for new titles, the selector can convert their cart from physical to digital with the touch of a button. The print cart is transformed into available eBook and digital audiobook formats for those titles so that orders for these editions can be placed as a simple follow up to ordering print editions. TS360 brings together the metadata for all formats in a single view and clearly indicates if the library has previously placed orders for any of them, enabling the selector to make well informed choices at the point of order.*

Baker & Taylor offers libraries a choice of online ordering options to suit the library's acquisitions workflows. Libraries may select and order titles with full duplication control via Title Source 360, or they may select in TS360 and order with the library's ILS system via EDI. Ordering via EDI from the library's ILS will provide seamless creation of on-order records, electronic ordering, acknowledgments and invoicing and will allow for fund control through tracked encumbrances within the library's acquisitions module.

A) *Online ordering via Title Source 360*
   a. *eBook, eAudiobook, all print editions, movie, music, and audiobook selection and ordering via one integrated tool set.*
   b. *More than 2.9 million eBooks and 222,000 eAudiobooks included from 10,735 publisher imprints (now also including Recorded Books titles)*
   c. *Automated delivery of new title notifications, standing order plan activities and alerts for holds ratio management and expiring content reordering.*
   d. *Full duplication control – title display includes designators that inform the selector if the item has already been ordered, or has been placed in a cart and is awaiting order.*
   e. *Publisher licensing model is prominently displayed with title metadata. Advanced searching allows for filtering by publisher business model.*

B) *EDI Ordering via the library acquisitions system*
   a. *All of the benefits outlined above, plus…*
   b. *Custom export of MARC order records from TS360 to the library's acquisitions module*
      i. *Automatic creation of item records and on-order records*
      ii. *EDI ordering, order acknowledgments and electronic invoicing*

Libraries opting to merge their workflows for print and digital content selection realize savings in staff resources and improved digital collections, as librarians can easily make better informed choices with alternate format history at hand.

Cataloging

Standard BT MARC records .... Free of Charge
Custom Level I MARC .... $ 1.00 / record
Custom Level II MARC .... $ 2.00 / record

B&T provides the library with MARC records for each digital title purchased for Axis 360.

Standard B&T MARC records are provided at no charge. Most Axis 360 customers use these free standard records for their OPACs to power content discovery and checkouts.

If the library would like B&T to upgrade the records to meet the library's local cataloging practices, fees may be charged, depending on the complexities of the library's requirements. These fees will be between $1.00 - $2.00 per record based on the level of complexity of the required customization.

Training and Support
The Library will be assigned a dedicated Customer Success Manager (CSM) for onboarding and for the life of the library's digital business with B&T. The CSM will be your dedicated point of contact at B&T and will act on your behalf to organize other B&T departments around the library's needs, bringing in staff members from other areas as needed.

Your CSM helps with setup, training, and community outreach, and will provide any additional support the library may require for issues with Axis 360. The CSM's responsibilities include: assisting with the onboarding process; sharing best practices; assisting with the launch of the platform; training on the creation and use of site reporting tools; helping the library increase patron awareness of the platform; enhancing platform usage and circulation; assisting with marketing support; understanding collection development needs; connecting staff with the appropriate resources at B&T; and assisting with general problem resolution.

Staff training is provided both on-site, and via webinar at library request, at no additional charge. B&T provides library staff with dedicated access to our technical support team, a YouTube training channel and a library of Getting Started and Usage Guides. Baker & Taylor continues to invest in making the Axis 360 user interface highly intuitive so both staff and patrons can use the technology with ease. We are committed to ensuring that library staff is well trained and enthusiastic about Axis 360, and our team is dedicated to providing all support necessary to make this a reality.

If it fits the library schedule, Axis360 training and access for staff members can begin prior to the library's public launch of the platform with sessions tailored to meet the needs of Administrators, Technical Services staff, Collection Development, Adult Services, and Children's and Teens librarians.

In addition to training and support for library staff, B&T makes available Direct Patron Support available for free to libraries moving their digital services to Axis 360. Direct Patron Support connects digital users with B&T's technical support staff to provide assistance in getting started with the service and for any issues that may arise with Axis 360.

Marketing, Outreach and Promotions
At B&T, we truly view Axis 360 as a partnership with libraries and publishers to provide the library's customers with the best possible digital reading or listening experience. We know that there is not a "one-size fits all" solution for any challenge facing libraries today. With this mindset, we bring our extensive experience to the table and work with the library to develop customized communication and outreach plans to ensure a smooth startup and service transition to Axis 360. On an ongoing basis, your dedicated Customer Success Manager will consult on organizing social media campaigns, website promotion and Axis 360 events in the community. This results in raising awareness of the Axis 360 service, building a strong

user base and repeat user visits.

The library also will have access to the Axis 360 marketing support website. B&T makes this site and its customizable materials available without requiring a login so any member of the staff can easily browse and download print-ready marketing collateral that can be customized to meet the library's needs.

Types of material available via the Marketing Support Site include promotional pieces (press release templates, logos, bookmarks, posters, postcards, web and social media site ads) as well as "how-to" documentation for distribution to users or to be made available in remote outreach locations. Materials may be downloaded or emailed as a PDF for printing in-house, or at a local print shop. (Posters, bookmarks, and instructional flyers on Log In, Check Out, and Read Now features are available in English and in Spanish.)

Library Branding and Customization of Your Axis 360 Service
Tools to customize your individual Axis 360 website are available to the administrative staff you designate. Admin options allow for branding the website with logos, messaging in the banner header and footer, and embedded links to direct users back to your website. Libraries can easily customize the content display on the Axis 360 website and in the mobile app to showcase titles of local interest, reading group selections or librarians' favorite reads. The Admin tools are unique among content providers, offering multiple ways to merchandize your digital content. You may use default title carousels featuring content that has been newly added, by genre or subject, or create custom carousels using BISAC, format and audience level designations. The Library also can promote Staff Picks and featured lists of hand-selected titles. This is a good way to create features such as "award-winners" or "recent film adaptations." Library Administration can set activation and deactivation date parameters on these title displays so they automatically rotate and keep the site's featured title display fresh for users.

Additional Axis 360 Community Engagement and Outreach Service Options:

Pop Up Library Program
The Pop Up Library program provides an effective resource for providing instant access to suitable reading material in non-library locations, including sites such as community centers, hospitals, detention facilities and administrative agency offices, among others.
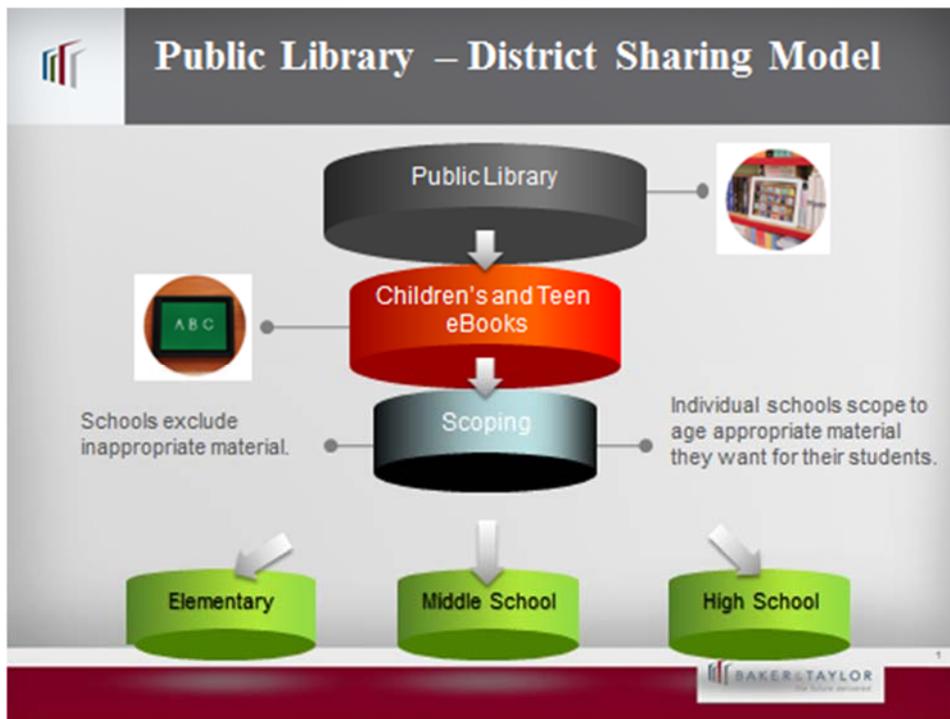
Pop Up Libraries, powered by the Axis 360 platform, provide a new vehicle for delivering digital books, creating a library-branded virtual branch wherever there is an opportunity to provide reading material to remote locations. Pop Up Libraries are small electronic devices (the size of a hotspot) that generate their own Wi-Fi network, providing dedicated access to eBooks from your digital content repository. Multiple users can log on with their mobile phones, or other web-enabled personal devices, to read instantly in the device browser, without needing to install an app or present a library card. eBooks can also be saved in the browser cache to read offline for the duration of the loan from the library. Pop Up Libraries are continuously refreshed from your digital repository so that they display up to 500 titles at a time for users. When users are reading, they are prompted to provide contact information for follow up by the library to engage that user with library services and programs.

Public Library – K12 School Community Resource Sharing

B&T actively encourages public libraries to engage in sharing children's and teen's electronic resources to school settings as it increases engagement with the public library, is a good use of tax dollars, supports literacy efforts and has the potential to create life-long readers and library supporters. To support school sharing programs, Baker & Taylor has developed functionality that allows each school to have its own Axis 360 site branded and scoped to meet its students' needs. We offer these separate sites, all with access to content made available from the public library repository, at no extra charge. The communities working with us in this way have seen a 4-fold increase in circulation of children's and YA eBooks. The program is invisible to public library patrons but can be life-changing for kids in schools who do not have easy access to the kinds of materials public libraries purchase—the reading for entertainment titles that make it fun.

The diagram below depicts the basic setup for these programs. We bring a wealth of expertise from both B&T and Follett to help make school sharing a success for everyone involved. From facilitating student authentication to providing statistics that enable the public library to demonstrate the impact it is having specifically in schools, B&T is the only vendor in the marketplace with the tools in place to make public library/school sharing truly work.

PressReader Newspapers & Magazines

- Jefferson Parish Library will have the option to subscribe to PressReader international newspapers and magazines
- Unlimited, multi-user access available to all issues on the day of publication.
- 3,000+ newspapers and 4,000+ magazines from 160 countries available in their original languages.
- Users can search by keyword across all publications, save search profiles and set up personal content subscriptions to selected titles
- Instant Translation - With the press of a button, translate content into 18 languages.
- User access via Axis 360, or via the award-winning PressReader mobile app.
- Special Bid Pricing will provide a 10% discount from library pricing. Please see pricing sheet for details.

Highlights eBooks and Online Resources

Highlights Summer Activity Bingo is a 12-week reading and activities program.

- 197 Highlights children's books, multi-user access through September 30, 2021
- Each title links to a suite of activities designed to help develop laddered-literacy skills in readers
- All eBooks titles are retained by the library for single-user access after September 2021

Online digital activities are printable and are designed to reinforce reading skills and social-emotional development for kids ages 2-12. The links provide downloadable stories, puzzles, creative activities and ways to inspire kindness. The reading program is designed to offer the flexibility and adaptability that libraries will need in order to provide crucial remote-access programming, no matter what their set up or operations may be.

Baker & Taylor's Partnership with Your Library

Most importantly, at Baker & Taylor, we view Axis 360 as a partnership with libraries. All Axis360 development is library-driven, and the Library will be invited to join our Customer Advisory Board and to attend monthly calls to weigh-in on and guide development priorities. It is the service and expertise that comes with Axis 360 that truly differentiates our service and makes Axis 360 more than just a digital platform.

The service must include easy-to-use apps and support many types of computers and portable devices, including all kinds of Kindles.

Axis 360 delivers digital content -- including eBooks, digital audiobooks, magazines and newspapers -- to all modern mobile devices and operating systems, including all Kindle Fire devices. We note that Jefferson Parish specifies that all content provided by a digital vendor must be compatible with all Kindle devices. We would like to make the point that digital magazines and newspapers are not supported across all Kindle devices by any library vendor, including Overdrive.

Users may access Axis 360 content online via _Read Now_ and _Listen Now_ in-browser streaming on all mobile devices, Macintosh, and Windows PCs. Users can also access the content via download to the Axis 360 app

for iOS, Android and Kindle Fire devices. Dedicated eInk devices that require Adobe DRM and synching via Adobe Digital Editions are also supported.

App
The Axis 360 mobile app runs on any current iOS (v. 7+) or Android (v. 4.4.2+) platform, including Kindle Fire. Adobe Digital Editions is also supported for users of laptops, computers and eInk devices that require download and synching to portable reading devices.

The Axis 360 app is available for direct installation to devices from the Apple App Store, Google Play and the Kindle App Store. (Installation of the Axis app on Kindle Fire is direct and does not require "side-loading" or the deactivation of third-party software protections.)

Streaming
Streaming delivery for eBooks (Read Now) and eAudio (Listen Now) is available via all modern browsers, and so serves all mobile devices and portable and desktop computers, including Chromebooks. eBooks that are accessed via our browser-based delivery also can be downloaded to browser cache for full offline access throughout the loan period.

The library requires an online catalog of downloadable content that the library can purchase and/or license at any time during the contract period so the library can choose content based on patron interests, requests and needs.

Title Source 360, our title selection and ordering website for print, movies, music and digital content, features a rich database of title metadata, including full book descriptions, BISAC and Dewey designations, industry journal reviews, reading level and audience age guidance, excerpts, tables of contents and title demand data.

*Using TS360 for digital title selection can streamline the library's workflow, allowing the library staff to make selections of all formats of a title – print and digital - at one time. TS360 also offers a unique utility for selection staff: **Print to Digital Cart Conversion**. After selecting print editions for new titles, the selector can convert their cart from physical to digital with the touch of a button. The print cart is transformed into available eBook and digital audiobook formats for those titles so that orders for these editions can be placed as a simple follow up to ordering print editions. TS360 brings together the metadata for all formats in a single view and clearly indicates if the library has previously placed orders for any of them, enabling the selector to make well informed choices at the point of order.*

Baker & Taylor offers libraries a choice of online ordering options to suit the library's acquisitions workflows. Libraries may select and order titles with full duplication control via Title Source 360, or they may select in TS360 and order with the library's ILS system via EDI. Ordering via EDI from the library's ILS will provide seamless creation of on-order records, electronic ordering, acknowledgments and invoicing and will allow for fund control through tracked encumbrances within the library's acquisitions module.

A) Online ordering via Title Source 360
    a. eBook, eAudiobook, all print editions, movie, music, and audiobook selection and ordering via one integrated tool set.
    b. More than 2.7 million eBooks and 186,000 eAudiobooks included
    c. Automated delivery of new title notifications, standing order plan activities and alerts for holds ratio management and expiring content reordering.
    d. Full duplication control – title display includes designators that inform the selector if the item has already been ordered or has been placed in a cart and is awaiting order.
    e. Publisher licensing model is prominently displayed with title metadata. Advanced searching allows for filtering by publisher business model.

B) EDI Ordering via the library acquisitions system
    a. All of the benefits outlined above, plus...
    b. Custom export of MARC order records from TS360 to the library's acquisitions module

      i.   *Automatic creation of item records and on-order records*
     ii.   *EDI ordering, order acknowledgments and electronic invoicing*

Libraries opting to merge their workflows for print and digital content selection realize savings in staff resources and improved digital collections, as librarians can easily make better informed choices with alternate format history at hand.

Digital content must be public library oriented, downloadable e-books, e-audiobooks, periodicals, and other digital content, including mainly popular fiction and non-fiction bestsellers, for all ages and reading interests. Titles must be from top publishers and distributors, including Hachette, Harper Collins, McMillan, Penguin Random House, Simon & Schuster, Bloomsbury, Disney, Harlequin, Perseus, and Scholastic, as well as smaller publishers including Grove/Atlantic, Houghton Mifflin Harcourt, Kensington, NLA, Pottermore, Smashwords, Sourcebooks, and W.W. Norton, Independent Publishers Group, Blackstone, Lightning Source, Open Road Media, Kobo, and RB Digital/Recorded Books.

All of the publisher sources listed above are presently available for Axis 360. Content offerings include eBook and eAudiobook selections. Additionally, over 3,000 newspapers and 4,000 magazines are available through B&T's partnership with PressReader.

Axis 360 offers access to <u>more than 2.9 million eBook titles,</u> and <u>more than 220,000 eAudiobook titles,</u> which includes digital coverage of over 10,735 publisher imprints. Baker & Taylor works with all of the "Big 5" trade publishers. In addition to full coverage of Adult fiction and nonfiction material, Axis 360 offers extraordinary coverage of Children's and Teen materials. In addition to full coverage of Adult fiction and nonfiction material, Axis 360 offers extraordinary coverage of Children's and Teen materials. Supporting Spanish language readers and listeners, Axis 360 currently offers more than 146,000 titles, and 43,960 titles in French, with more being added regularly. Baker & Taylor also has an exclusive distribution arrangement with Kirkus to provide the Kirkus Diversity Collections via Axis 360.

Jefferson Parish Library is a public library serving a suburban population of approximately 432,493 (2019 census estimate), with sixteen (16) locations, including two (2) regional libraries and fourteen (14) branch libraries.

The Axis 360 service may be configured to service all locations and all patrons.

FOR LIBRARY PATRONS:

The bidder must provide a digital content service that includes hosting and supporting a discovery website and providing downloadable e-books, e-audiobooks, periodicals, and other digital content that the library can purchase and/or license, to add to the website.

Axis 360 meets the requirements. Patrons can search and browse the entire digital collection made available by the library. Users may search by Author, Title, ISBN, Narrator, Publisher, Imprint, Subject or Keyword. Keyword searching provides matches found in general metadata as well as in the full index of annotations for each title in the repository. Subject Browsing is provided, allowing users to explore all items under individual BISAC subject codes and genres.

On the Axis 360 website, patrons also may filter search and subject browse results by Audience level (Age and Grade range) Lexile Rating, Publication Date, Date Added to Collection, Language, Format and other parameters.

The bidder must provide free user applications (apps) that are easy to install and allow for reading

and listening off line and online.

Axis 360 provides free apps and online access, including browser-based reading for on the go users. Users may access Axis 360 content online via Read Now and Listen Now in-browser streaming on all mobile devices, Macintosh, and Windows PCs. Users can also access the content via download to the Axis 360 app for iOS, Android and Kindle Fire devices.

App
The Axis 360 mobile app runs on any current iOS (v. 7+) or Android (v. 4.4.2+) platform, including Kindle Fire. Adobe Digital Editions is also supported for users of laptops, computers and eInk devices that require download and synching to portable reading devices.

The Axis 360 app is available for direct installation to devices from the Apple App Store, Google Play and the Kindle App Store. (Installation of the Axis app on Kindle Fire is direct and does not require "side-loading" or the deactivation of third-party software protections.)

Streaming
Streaming delivery for eBooks (Read Now) and eAudio (Listen Now) is available via all modern browsers, and so serves all mobile devices and portable and desktop computers, including Chromebooks. eBooks that are accessed via our browser-based delivery also can be downloaded to browser cache for full offline access throughout the loan period.

The apps must provide full access to the library's catalog of titles and all functions of the service including discovery, checking out, returning, renewing, downloading, reading, and listening to downloadable e-books, e-audiobooks, periodicals, and other digital content.

The Axis 360 app supports all of the functions listed above.

The service must be compatible with most devices and platforms including Kindle eReaders, Kindle Fire tablets, Android, Chromebook, iOS (iPhone/iPad), iPod, Kobo, Mac, MP3 Player, NOOK, Windows, Windows Mobile, etc.

Axis 360 delivers digital content -- including eBooks, digital audiobooks, magazines and newspapers -- to all modern mobile devices and operating systems, including all Kindle Fire devices. We note that Jefferson Parish specifies that all content provided by a digital vendor must be compatible with all Kindle devices. We would like to make the point that digital magazines and newspapers are not supported across all Kindle devices by any library vendor, including Overdrive.

Users may access Axis 360 content online via Read Now and Listen Now in-browser streaming on all mobile devices, Macintosh, and Windows PCs. Users can also access the content via download to the Axis 360 app for iOS, Android and Kindle Fire devices. Dedicated eInk devices that require Adobe DRM and synching via Adobe Digital Editions are also supported.

App
The Axis 360 mobile app runs on any current iOS (v. 7+) or Android (v. 4.4.2+) platform, including Kindle Fire. Standard Kindle editions are not supported. Adobe Digital Editions is also supported for users of laptops, computers and eInk devices that require download and synching to portable reading devices.

The Axis 360 app is available for direct installation to devices from the Apple App Store, Google Play and the Kindle App Store. (Installation of the Axis app on Kindle Fire is direct and does not require "side-loading" or the deactivation of third-party software protections.)

Streaming
Streaming delivery for eBooks (Read Now) and eAudio (Listen Now) is available via all modern browsers,

and so serves all mobile devices and portable and desktop computers, including Chromebooks. eBooks that are accessed via our browser-based delivery also can be downloaded to browser cache for full offline access throughout the loan period.

A user must be permitted to create a personal and private account to keep track of titles that they have checked out, placed on hold, and may be interested in for later use. This service must allow for holds or waiting lists and users must be able to place holds and suspend their holds.

Axis 360 supports all of the functions required.

Users wishing to place holds provide an email address and are notified by email when holds become available for them. The Library will set the number of days a user will have to respond to a holds notification before the next person in queue is offered the title. Users may also suspend holds if they are not ready to borrow and will retain their position in the holds queue once the suspension is removed.

Axis 360 also offers the option to allow automated checkouts to fill holds requests. The Library may choose whether to enable this feature. When enabled, patrons would individually have the option to elect automated checkouts for holds or to receive notifications and be given a period of time to complete the checkout.

A personal account must sync seamlessly across a user's devices and computers, including automatically and manually created bookmarks, allowing a user to read or listen to a book on multiple devices without losing their place.

Content is available for access on up to 6 devices during a loan. Reading position, bookmarks and stored notes are synched across all devices associated with a user's Axis 360 account.

The service must allow for automatic as well as early check-ins or returns, and hold or waiting lists with email and text message notification to the user when a title is available for them to check out.

Automatic check-in is provided, following the loan time limits established by the Library. Users can return items early. Patrons may place holds on titles and receive notifications when the tiles are available for checkout. Libraries may set the time period given for patrons to respond to notifications before offering the title to the next person on the holds queue.

Automatic checkout of items on hold is an option that can be enabled by individual libraries. When enabled, patrons have the choice to opt-in for auto-checkout, or to continue to receive notification to check out.

Patrons must be able to discover, checkout, and download content via the library's ILS (Integrated Library System). All features of the service must be accessible 24/7, at all of the library's locations, and remotely. The service must allow users to obtain a digital library card within the service's apps if permitted by the library.

The Axis 360 website and apps provide users with the streamlined functionality they need to easily discover, checkout, and download digital content. Services are available 24/7 for all patrons and are available in-library as well as remotely, via the app. Obtaining a temporary library card via the app is in development.

A library card, acquired at the library or via the service's website, will be needed to checkout and use content but not to browse the website.

eContent is visible and searchable via the Library's online site, as an open access online library catalog. A

library card is required for checkout, placing a hold or recommending titles.

FOR LIBRARY STAFF:
The entire service, including the library's content, must reside on a server hosted by the bidder.

Yes, services are hosted by Baker & Taylor on B&T servers.

Hosting and maintenance of the service will be on a subscription basis while downloadable content can be purchased and licensed at any time during the life of the contract.

Yes

The bidder must provide a library administration tool/website that allows staff to set library criteria for check outs, holds, recommendations, and other patron facing functions, purchase content, and access usage and purchase history reports.

The Axis 360 Administration Website provides a dashboard for the library to set parameters for checkouts, holds, patron recommendations, and website content. Library staff also may review and manage the status of licensed content, receiving advance notifications and reorders for content prior to expiration.

Reporting available in the administration panel from Axis 360 includes:

Holds
Hold Report: The Hold Report provides information to review the titles within the library collection along with the number of holds in the queue. Information such as title and ISBN is available for easy ordering of additional copies for the library's collection. Additional details Subjects, Format (Audio/ eBook), Audience Level

Holds Summary Report: The Summary Report provides information related to the title quantity and current hold quantity within the collection.

License Expiration
Some titles may have publisher restrictions regarding the number of available circulations, or the length of time associated with the license. Publisher licensing terms are prominently indicated in title records in Title Source 360 to guide selection. Search and filtering tools also allow users to scope search results by publisher business model. B&T provides an automatic notification to the Administrator prior to the expiration of any such title licenses. The Axis 360 Administration Website provides a dashboard for the library to manage advance notifications and reorders for content prior to expiration. Notifications are produced in advance of expiration based on time or circulation-remaining before expiry. The Administrator determines the threshold "number of days or circulations prior to expiration" required to trigger the notification. Aggregated notifications are sent weekly as an email alert with an Excel attachment. Additionally, and to facilitate easy review and ordering, expiring titles are also delivered in an ordering cart in Title Source 360, sent to the login IDs of users designated by the library.

Usage Statistics
Inventory List Report: Provides information of all titles currently owned by the library, including attributes such as quantity purchased, total checkouts, checkouts remaining for metered content, current holds, subjects, audience, formats, etc. Select desired parameters including: Subjects, Formats (Audio/eBooks),

Audience, and Purchase Date Ranges to customize the inventory report for the library's need.

Usage Summary Report: The Summary Report provides the library with a high-level numeric count of the number of quantities owned and the number of current holds. This report is also available in a Summary view.

Circulation Report: The Circulation Report provides information on the circulation statistics associated with the titles in the current collection. This report will provide information about checkouts by format. This report also includes the current hold statistics. Select desired parameters including: Subjects, Formats, Audience, Circulation Date Ranges.

Inventory Circulation by Month: Select the year to review and the format(s) to include. The Inventory Circulation by Month graph provides information related to number of checkouts for each month. The total provided is a cumulative total for the formats selected. Select desired parameters including: Report Year, Format

Graph of Top 10 Circulation Subjects: Begin by selecting the format(s) and circulation date range to review. The Top 10 Circulating Subjects report/graph provides information related to the circulation numbers of the top circulating subject areas of the collection. Select desired parameters including: Format, Circulation Date Range

User Review Report: The User Review Report provides a list of titles within the library's collection with library patron reviews attached. Select desired parameters including: Format, Review Date Ranges.

New Users by Month (graph report) provides a visual depiction of the number of new users created, checkouts completed, and holds placed within the months of a chosen year.

Total Users by Month (graph report) provides a visual depiction of the number of total active users, checkouts completed, and holds placed within the months of a chosen year.

Users Summary Reports include:
Overviews of newly registered library patrons accessing the Axis 360 collection during a specific month.

Overviews of all registered library patrons accessing the Axis 360 collection.

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In addition to automated reports available on demand via the Axis 360 Administration website, customized reporting is available on request. The library's digital team at B&T will perform a complete collection analysis and circulation review for the library on a quarterly basis. These graphical reports, along with best-practices guidance, will be shared with the library to assist in increasing community engagement with the library's digital collections.

The library administration tool/website, including the bidder's catalog for choosing content, must be compatible with up to date versions of multiple internet browsers, including Chrome, Explorer, Firefox, and Safari.

Yes, the Administrative site and our Title Source content search and selection website are compatible with all modern browsers.

Digital content must be public library oriented, downloadable e-books, e-audiobooks, periodicals, and other digital content, for library users of all ages.

Axis 360 offers more than 2,961,987 full-text eBook titles and 221,912 digital audiobooks (now including all Recorded Books titles) for Children, Young Adults and Adults from 10,735 publisher imprints. Baker & Taylor works with all of the "Big 5" trade publishers. The majority of content available for sale to libraries is one-book, one user, but B&T also offers more than 72,000 titles available for unlimited multi-user simultaneous access. In addition to full coverage of Adult fiction and nonfiction material, Axis 360 offers extraordinary coverage of Children's and Teen materials. Supporting Spanish language readers and listeners, Axis 360 currently offers more than 146,000 titles, and 43,960 titles in French, with more being added regularly. Baker & Taylor also has an exclusive distribution arrangement with Kirkus to provide the Kirkus Diversity Collections via Axis 360.

The bidder must provide an online catalog of downloadable e-books, e-audiobooks, periodicals, and other digital content that the library can purchase and/or license at any time during the contract period so the library can choose titles based on patron and community interests, requests and needs.

eContent is discoverable via our Title Source bibliographic database. Please see the item below for a description of the site.

The catalog must be updated continuously with new titles, and it must be searchable by keyword, title, author, subject, genre, age level, format, and publication date.

We are pleased to offer our Title Source website 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 grid ordering and 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.
Baker & Taylor's 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 print book titles, 2.8 million eBook titles, 186,000 eAudiobook 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.

- *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). 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*

- *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.*

- *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™*

- *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. Those customers using our Grid Distribution system will see appropriate Grid information displayed in the printable popup window alongside previously provided duplicate information.*

- *An Inline Grid Distribution Table is incorporated within the Detailed Title Display to give users the ability to enter multiple rows without having to go to a separate grid screen. It is also available as a popup read-only window for shared grid carts.*

- *A Requisition Table for shared non-grid carts displays the requisition information supplied by all users and is viewable within the Detailed Title Display or from a popup window when using the Multiple Title Display. Information collected and displayed for each user includes: quantity, notes, and any Grid entries.*

- *Administrators and Cart Owners can find and replace Grid entries that may be obsolete.*

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 that are developed for the Library will be delivered to 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.

The catalog must include fiction bestsellers, new and backlist popular fiction and non-fiction, for adults, teens and children, from top publishers, including Hachette, Harper Collins, McMillan, Penguin Random House, Simon & Schuster, Bloomsbury, Disney, Harlequin, Perseus, and Scholastic, as well as smaller publishers including Grove/Atlantic, Houghton Mifflin Harcourt, Kensington, NLA, Pottermore, Smashwords, Sourcebooks, V.W. Norton, Independent Publishers Group, Blackstone, Lighting Source, Open Road Media, Kobo, and RBD Digital/Recorded Books.

Bidder must continuously seek out and add new publishers to their catalog.

All of the publisher sources listed above are presently available.

The full catalog of available eBook titles includes new and current fiction and non-fiction titles as well as backlist editions; everything from bestsellers to reference editions to classic children's and young adult titles.

In addition to mainstream, popular content as produced by larger publishers (all of the Big 5 publishers are represented), we also feature works from independent publisher sources. Baker & Taylor works with a wide range of self-publishing aggregators and digital distribution providers to make it easy for libraries to find and order materials from non-traditional suppliers. Axis 360 offers eBooks from independent authors working with Indie Author Project, Smashwords, Book Baby, Ebookit, First Edition Design, INscribe Digital, Readbox Publishing and others.

Our staff continually searches for new publisher sources to maintain a fresh and viable title selection for our Library customers.

Current titles added to the library's collection must be available for patrons to check out within 24 hours after staff places orders.

Newly ordered eBooks and eAudiobooks are added to the Library's Axis 360 collection within 2 hours of receipt of order.

The bidder must provide collection development assistance including suggested titles, bestseller lists, new titles lists, subject interest lists, award winners and read-a-like lists.

Baker & Taylor offers a wide array of collection development services that provide libraries with options for digital collection development and management. Our staff of degreed librarians offers acquisitions guidance, posting regularly-updated selection lists and producing customized lists on demand. In addition to purchasing pre-selected thematic collections, the library can opt to receive new-publication notification carts in a variety of subject areas, genres and formats. B&T also provides automated delivery of popular authors and series in fiction and nonfiction, as well as popular adult and children's and teens series.

FirstLook Digital service notifies libraries every month about new and forthcoming digital titles. FirstLook Digital helps save time during the title selection process, allowing the library to easily update its digital collection with high-demand content.

Libraries also can set up Automatically Yours plans for digital content, ensuring the library's collection always has the most popular titles on the day they publish. This program provides automatic delivery of newly published popular authors/series works, as profiled for the Library.

In Popular Adult Fiction, libraries can choose from more than 150 authors in popular genres such as Romance, Thriller, Horror and Historical Fiction. In Adult Nonfiction, choose from more than 200 Travel, Education, Reference, Study Aid, Test Prep and other series. In Children's and Teens choose from more than 150 series, and in Digital Spoken Word choose from more than 100 popular authors.

The library also will receive Quick Axis weekly email alerts about publisher promotions, key new releases, and trending titles receiving a lot of media attention for the week. Baker & Taylor maintains and regularly updates over 500 Awards and Honors lists, 17 Bestseller lists, 100 Children's and Teen's lists and 31 General Adult lists, as well as over a dozen genre specific publications posted as selection lists in Title Source 360 (our web-based selection and ordering tool).

The bidder must provide electronic order confirmations, order status updates, electronic invoices, and online purchase history reports.

Our systems support electronic order, acknowledgement/confirmation, and invoicing functionality with any compatible ILS, including Symphony.

Status Updates
Unavailable or not yet published items are reported via Status reporting. Order status may be viewed on-line, at any time, via our websites.

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.

Purchase History Reporting
The Library has access to reporting capabilities, including reporting on inventory. An Inventory List Report may be produced, providing information of all titles currently owned by the library, including attributes such as quantity purchased. It may also be queried to provide information on content purchased within a particular timeframe and may be further filtered to include or exclude certain title attributes such as Fiction/Nonfiction.

The bidder's service must be compatible with the library's integrated library system (ILS) for discovery, checking out items, library card authentication, and patron account synching.

Axis 360 supports the functionalities listed above with all the major ILS systems, including Symphony.

Bidder must be able to integrate content from the library's previous downloadable book service, if

needed.

Baker & Taylor will assign an Implementation Specialist who will manage all of the tasks involved in transferring titles from the legacy vendor to the Axis 360 platform including:

- o *Helping the Library to request and receive owned-title lists from legacy vendor.*
- o *Process title lists to show the Library what titles are eligible to transfer – usually over 90% transfer rate.*
- o *Provide email templates for the Library to contact the publishers, requesting transfer approval.*
- o *Provide requested title lists to the Library per publisher to include with letter requesting transfer.*
- o *Track publisher approvals.*
- o *Provide the Library with final list of approved titles to transfer and coordinate the date that titles go live on Axis 360.*
- o *Provide email template to the Library to notify legacy vendor of specific date to turn off access to titles on legacy platform.*
- o *Work with the Library to provide new MARC records for Axis 360 titles to share with members.*
- o *This process requires 90 days to complete from start to finish.*

SUPPORT:

The bidder must provide assistance with all aspects of the service including but not limited to email and toll-free telephone support for library staff and help websites and webinars for library staff and patrons.

Baker & Taylor offers several support options for our Library customers. Library staff may access our online Help, 24/7. Direct, toll-free phone customer service is provided seven days a week (8:00 am to 6:00 pm EST). E-Mail support is provided outside those hours.

> *Toll Free Telephone: 800-775-3700*

> *E-Mail: axis360support@baker-taylor.com*

Axis 360 provides an online interactive knowledge base and help site. Axis 360 library patrons will have direct access to training and information materials including, How-To documents per specific reader, device, and operating system, FAQs, articles, and a searchable database. YouTube instructional videos per reader, device, and operating system are also available.

Patron-Direct Technical Support is provided at no charge for customers that are transferring collections from another provider to Axis 360.

Customer Success Manager
Your CSM helps with setup, training, and community outreach, and will provide any additional support the library may require for issues with Axis 360. The CSM's responsibilities include: assisting with the onboarding process; sharing best practices; assisting with the launch of the platform; training on the creation and use of site reporting tools; helping the library increase patron awareness of the platform; enhancing platform usage and circulation; assisting with marketing support; understanding collection development needs; connecting staff with the appropriate resources at B&T; and assisting with general problem resolution.

Staff training is provided both onsite, and via webinar at library request, at no additional charge. B&T provides library staff with dedicated access to our technical support team, a YouTube training channel and a

library of Getting Started and Usage Guides. Baker & Taylor continues to invest in making the Axis 360 user interface highly intuitive so both staff and patrons can use the technology with ease. We are committed to ensuring that library staff is well trained and enthusiastic about Axis 360, and our team is dedicated to providing all support necessary to make this a reality.

The bidder must update apps, websites and content formats, to be compatible with device and computer operating system updates, and new devices and computers, in a timely manner.

Agreed.

The bidder must support new digital e-books, e-audiobooks, periodicals, and other digital content formats in a timely manner.

Agreed

The bidder must provide marketing support and a wide variety of customizable usage reports.

Marketing Support

At B&T, we truly view Axis 360 as a partnership with libraries and publishers to provide the library's customers with the best possible digital reading or listening experience. We know that there is not a "one-size fits all" solution for any challenge facing libraries today. With this mindset, we bring our extensive experience to the table and work with the library to develop customized communication and outreach plans to ensure a smooth startup and service transition to Axis 360. On an ongoing basis, your dedicated Customer Success Manager will consult on organizing social media campaigns, website promotion and Axis 360 events in the community. This results in raising awareness of the Axis 360 service, building a strong user base and repeat user visits.

The library also will have access to the Axis 360 marketing support web site. B&T makes this site and its customizable materials available without requiring a login so any member of the staff can easily browse and download print-ready marketing collateral that can be customized to meet the library's needs.

Types of material available via the Marketing Support Site include promotional pieces (press release templates, logos, bookmarks, posters, postcards, web and social media site ads) as well as "how-to" documentation for distribution to users or to be made available in remote outreach locations. Materials may be downloaded or emailed as a PDF for printing in-house, or at a local print shop. (Posters, bookmarks, and instructional flyers on Log In, Check Out, and Read Now features are available in English and in Spanish.)

Library Branding and Customization of Your Axis 360 Service

Tools to customize your individual Axis 360 website are available to the administrative staff you designate. Admin options allow for branding the website with logos, messaging in the banner header and footer, and embedded links to direct users back to your website. Libraries can easily customize the content display on the Axis 360 website and in the mobile app to showcase titles of local interest, reading group selections or librarians' favorite reads. The Admin tools are unique among content providers, offering multiple ways to merchandize your digital content. You may use default title carousels featuring content that has been newly added, by genre or subject, or create custom carousels using BISAC, format and audience level designations. The Library also can promote Staff Picks and featured lists of hand-selected titles. This is a good way to create features such as "award-winners" or "recent film adaptations." Library Administration can set activation and deactivation date parameters on these title displays so they automatically rotate and keep the site's featured title display fresh for users.

Reporting

The Axis 360 Administration site provides self-service access to a full suite of collection management tools, statistics, reporting, and user account management tools including barcode editing, account merging and holds queue controls. The Axis 360 Library Administration website offers 17 different reports in list and graph formats including: inventory, circulation, holds, and users. Reports can be customized to show totals, specific date ranges, segmented subjects, segmented audiences, segmented formats, etc.

Please see item 3, FOR LIBRARY STAFF, for details.

1-The three year contract will take effect upon execution by the Jefferson Parish Council, and end three years later.

Agreed.

2-Annual service and/or hosting fee payments will be on a 12-month (year by year) basis. The library will pay one year at a time, once per year. Content added during the year will be billed for on a monthly basis.

Agreed. Payment terms are net 30 days from date of invoice.

3-The annual service and/or access fees will be binding as quoted, and will become part of the final contract.

Agreed.