

Drake

ILS 519

Fall 2014

Assignment 4:
Selecting a Vendor

Look at three vendors for this assignment and determine which one you'll use and tell why. Look at the services they offer, the promises they make in regard to delivery, the number of titles they have available, the cataloging and processing available, whether or not they offer an Opening Day Collection Service or not, etc. These are things that may help you to decide.

Baker & Taylor [<http://publiclibrary.btol.com/>]

Baker & Taylor was founded in 1828 and has been in continuous business for 181 years. They ship more than a million unique products per year and maintain 385,000 titles in inventory and over 1.5 million titles available at request. They offer public libraries over 800,000 titles from more than 65,000 publishers. Baker & Taylor offers Title Source 3, an online collection management and ordering tool. They also offer MARC downloads and continuation services. Continuation services monitor over 40,000 series from over 14,000 publishers and ship new titles as soon as they are received.

B&T MARC offers downloadable MARC files, as well as offering cataloging and processing services. These services include theft prevention devices, barcode labels, spine labels, book pockets, and other such processing needs. They claim their automated bibliographic records are compatible with any software system and offer more titles than any other distributor. They also offer Before On-Sale Shipping, allowing libraries to order not yet published titles up to two weeks before on-sale date. They offer FirstLook which provides automatic monthly notification of high-visibility new and forthcoming titles. Within Baker & Taylor's customized library services, they do offer Opening Day Collections as well as collection development services and customized cataloging services. Libraries can order via internet, electronic ordering services, mail, fax, or phone.

Ingram [<http://www.ingramcontent.com/>]

Ingram works with over 30,000 publishers, provides distribution to 220 countries and territories, and has 22 locations around the world. Ingram offers public libraries with access to over 11 million titles in their inventory and over 400,000 ebooks for download. They offer iPage which allows online ordering, order tracking, stock availability, estimated time of arrival for backorders, and many other features; ordering is also available through Electronic Data Interchange (EDI) and Street Smart. The screenshots from the tool look very intuitive and aesthetically pleasing. Ingram offers various standing order programs with MLS-degreed librarians managing each program. All programs can be selected as Report Only or Auto-Ship, depending on the library's preference. Ingram also offers iSelect, which allows for customizable notification of forthcoming titles to allow for early purchase. They also offer Review Alert as a free monthly service that compiles titles which were reviewed in journals of your choosing (i.e. Booklist, Library Journal, Publisher's Weekly). There is no minimum order requirement and offer free shipping if purchasing 15 units or more.

They do provide Opening Day Collection Services. They provide customized selection lists for libraries to select the appropriate materials for their community. They offer over 100 different processing options for materials, including theft prevention devices, spine labels, book pockets, barcodes, and jackets. They also provide full cataloguing records with Sears or LC subject headings and are available online as well as by FTP or diskette. Libraries can order shelf-ready collections, processed and shipped in either Rough or Strict Dewey Sort.

Ingram also offers OASIS (Online Acquisitions and Selection Information System) which allows for searching, selecting, and ordering titles. MARC downloads are available for free to customers. OASIS also offers online claims for open orders, order reporting, duplication control, and access to invoice and shipping information. Ingram works with Better World Books to provide libraries with credit towards purchase of Ingram if they sell or recycle their books through Better World Books. They provide customer care specifically for public libraries, along with tech support for their various tools. They also freely provide names, titles, emails, and phone numbers for the entire Public Library sales team.

Brodart [<http://www.brodartbooks.com/>]

Brodart was founded in 1939 and began distributing books in the 1950's. They offer books from thousands of publishers with more than 2 million books in their warehouse. They also offer library furniture and shelf-ready books. Brodart offers Tartan, which is similar to Best World Books. It allows libraries to recycle their books and purchase used books to supplement the collection. They offer McNaught Subscriptions through which libraries can lease books. Brodart offers multiple levels of service for cataloguing and processing. Their descriptions of each level are detailed and specific. They offer customizable Standing Orders and selection lists.

They offer extensive processing services, including labels, spine, jackets, theft prevention devices, and many other services. They do provide Opening Day Collection Service and customized according to the community's needs and the library's budget and schedule. They offer a free blog with pre-publication book reviews and collection development lists to help support material selection. They offer some contact information for customer service and customers can search for the representative assigned to their geographical location.

Vendor Selected: Ingram

I would choose Ingram for our vendor. They seem most friendly and customer-focused. They provide extensive information on how to contact them through multiple venues. Baker & Taylor seemed more commercial and less interested in customizing each customer's experience based on community's needs. Also, Baker & Taylor have had issues with ethical business practices in the past. While Brodart's website was more friendly and easier to navigate and absorb than Baker & Taylor, Ingram provided more detailed information about their services. Ingram is also very impressive in that they specifically have MLS librarians to assist customers in their selections. Brodart does say they have librarians on staff but don't specify education level nor their integration into the company's services. Ingram has Opening Day Collection Services with extensive cataloguing and processing services available. Their website was informative, friendly, and personal without being overwhelming or confusing. They seemed invested in making sure each library received the best possible collection for their community, on time and within budget restrictions.