

1. Baker and Taylor: Indicate the level of service you have received from Baker and Taylor for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	61.5% (16)	38.5% (10)	0.0% (0)	0.0% (0)	3.62	26
Timeliness of Delivery or Performance	53.8% (14)	34.6% (9)	11.5% (3)	0.0% (0)	3.42	26
Responsiveness of vendor To Needs/Problems	68.0% (17)	28.0% (7)	4.0% (1)	0.0% (0)	3.64	25
Reasonableness of Charges For Goods/Services	56.0% (14)	40.0% (10)	4.0% (1)	0.0% (0)	3.52	25
Documentation of Service For Goods/Services	48.0% (12)	52.0% (13)	0.0% (0)	0.0% (0)	3.48	25
Overall Rating of Vendor Performance	61.5% (16)	38.5% (10)	0.0% (0)	0.0% (0)	3.62	26

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

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answered question	26
skipped question	2

2. Brodart Co.: Indicate the level of service you have received from Brodart Co. for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	43.8% (7)	56.3% (9)	0.0% (0)	0.0% (0)	3.44	16
Timeliness of Delivery or Performance	43.8% (7)	56.3% (9)	0.0% (0)	0.0% (0)	3.44	16
Responsiveness of vendor To Needs/Problems	43.8% (7)	56.3% (9)	0.0% (0)	0.0% (0)	3.44	16
Reasonableness of Charges For Goods/Services	43.8% (7)	56.3% (9)	0.0% (0)	0.0% (0)	3.44	16
Documentation of Service For Goods/Services	43.8% (7)	56.3% (9)	0.0% (0)	0.0% (0)	3.44	16
Overall Rating of Vendor Performance	43.8% (7)	56.3% (9)	0.0% (0)	0.0% (0)	3.44	16

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

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answered question	16
skipped question	12

3. The Book House: Indicate the level of service you have received from The Book House for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Timeliness of Delivery or Performance	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Responsiveness of vendor To Needs/Problems	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Reasonableness of Charges For Goods/Services	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Documentation of Service For Goods/Services	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Overall Rating of Vendor Performance	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

11

answered question	0
skipped question	28

4. Book Wholesalers Inc.: Indicate the level of service you have received from BWI for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	3.67	6
Timeliness of Delivery or Performance	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	3.50	6
Responsiveness of vendor To Needs/Problems	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	3.67	6
Reasonableness of Charges For Goods/Services	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	3.67	6
Documentation of Service For Goods/Services	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	3.67	6
Overall Rating of Vendor Performance	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	3.50	6

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

6

answered question

6

skipped question

22

5. Capstone Publishing: Indicate the level of service you have received from Capstone Publishing for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Timeliness of Delivery or Performance	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Responsiveness of vendor To Needs/Problems	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Reasonableness of Charges For Goods/Services	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Documentation of Service For Goods/Services	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Overall Rating of Vendor Performance	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

9

answered question	3
skipped question	25

6. Emery Pratt: Indicate the level of service you have received from Emery Pratt for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Timeliness of Delivery or Performance	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Responsiveness of vendor To Needs/Problems	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Reasonableness of Charges For Goods/Services	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Documentation of Service For Goods/Services	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Overall Rating of Vendor Performance	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

9

answered question	3
skipped question	25

7. Gale Cengage: Indicate the level of service you have received from Gale Cengage for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	64.7% (11)	29.4% (5)	5.9% (1)	0.0% (0)	3.59	17
Timeliness of Delivery or Performance	58.8% (10)	35.3% (6)	5.9% (1)	0.0% (0)	3.53	17
Responsiveness of vendor To Needs/Problems	58.8% (10)	29.4% (5)	11.8% (2)	0.0% (0)	3.47	17
Reasonableness of Charges For Goods/Services	41.2% (7)	47.1% (8)	11.8% (2)	0.0% (0)	3.29	17
Documentation of Service For Goods/Services	64.7% (11)	29.4% (5)	5.9% (1)	0.0% (0)	3.59	17
Overall Rating of Vendor Performance	56.3% (9)	37.5% (6)	6.3% (1)	0.0% (0)	3.50	16

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

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answered question	17
skipped question	11

8. Heinemann-Raintree Library: Indicate the level of service you have received from Heinemann-Raintree Library for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	3.67	3
Timeliness of Delivery or Performance	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Responsiveness of vendor To Needs/Problems	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Reasonableness of Charges For Goods/Services	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Documentation of Service For Goods/Services	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3
Overall Rating of Vendor Performance	33.3% (1)	66.7% (2)	0.0% (0)	0.0% (0)	3.33	3

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

9

answered question	3
skipped question	25

9. Ingram Library Services Inc.: Indicate the level of service you have received from Ingram Library Services Inc. for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	76.2% (16)	23.8% (5)	0.0% (0)	0.0% (0)	3.76	21
Timeliness of Delivery or Performance	81.0% (17)	19.0% (4)	0.0% (0)	0.0% (0)	3.81	21
Responsiveness of vendor To Needs/Problems	81.0% (17)	19.0% (4)	0.0% (0)	0.0% (0)	3.81	21
Reasonableness of Charges For Goods/Services	80.0% (16)	15.0% (3)	5.0% (1)	0.0% (0)	3.75	20
Documentation of Service For Goods/Services	81.0% (17)	19.0% (4)	0.0% (0)	0.0% (0)	3.81	21
Overall Rating of Vendor Performance	90.5% (19)	9.5% (2)	0.0% (0)	0.0% (0)	3.90	21

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

6

answered question	21
skipped question	7

10. Infobase Publishing: Indicate the level of service you have received from Infobase Publishing for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	42.9% (3)	57.1% (4)	0.0% (0)	0.0% (0)	3.43	7
Timeliness of Delivery or Performance	42.9% (3)	57.1% (4)	0.0% (0)	0.0% (0)	3.43	7
Responsiveness of vendor To Needs/Problems	28.6% (2)	71.4% (5)	0.0% (0)	0.0% (0)	3.29	7
Reasonableness of Charges For Goods/Services	28.6% (2)	71.4% (5)	0.0% (0)	0.0% (0)	3.29	7
Documentation of Service For Goods/Services	42.9% (3)	57.1% (4)	0.0% (0)	0.0% (0)	3.43	7
Overall Rating of Vendor Performance	42.9% (3)	57.1% (4)	0.0% (0)	0.0% (0)	3.43	7

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

8

answered question	7
skipped question	21

11. Jupiter Associates: Indicate the level of service you have received from Jupiter Associates for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2
Timeliness of Delivery or Performance	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2
Responsiveness of vendor To Needs/Problems	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2
Reasonableness of Charges For Goods/Services	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Documentation of Service For Goods/Services	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2
Overall Rating of Vendor Performance	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	2

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

11

answered question	2
skipped question	26

12. Lerner Publishing Group: Indicate the level of service you have received from Lerner Publishing Group for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	3.67	6
Timeliness of Delivery or Performance	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	3.50	6
Responsiveness of vendor To Needs/Problems	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	3.50	6
Reasonableness of Charges For Goods/Services	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	3.33	6
Documentation of Service For Goods/Services	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	3.50	6
Overall Rating of Vendor Performance	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	3.50	6

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

7

answered question	6
skipped question	22

13. Marshall Cavendish: Indicate the level of service you have received from Marshall Cavendish for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	77.8% (7)	22.2% (2)	0.0% (0)	0.0% (0)	3.78	9
Timeliness of Delivery or Performance	44.4% (4)	55.6% (5)	0.0% (0)	0.0% (0)	3.44	9
Responsiveness of vendor To Needs/Problems	44.4% (4)	55.6% (5)	0.0% (0)	0.0% (0)	3.44	9
Reasonableness of Charges For Goods/Services	33.3% (3)	66.7% (6)	0.0% (0)	0.0% (0)	3.33	9
Documentation of Service For Goods/Services	44.4% (4)	55.6% (5)	0.0% (0)	0.0% (0)	3.44	9
Overall Rating of Vendor Performance	50.0% (4)	50.0% (4)	0.0% (0)	0.0% (0)	3.50	8

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

7

answered question	9
skipped question	19

14. Midwest Library Services: Indicate the level of service you have received from Midwest Library Services for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	80.0% (4)	20.0% (1)	0.0% (0)	0.0% (0)	3.80	5
Timeliness of Delivery or Performance	80.0% (4)	0.0% (0)	20.0% (1)	0.0% (0)	3.60	5
Responsiveness of vendor To Needs/Problems	100.0% (5)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	5
Reasonableness of Charges For Goods/Services	60.0% (3)	40.0% (2)	0.0% (0)	0.0% (0)	3.60	5
Documentation of Service For Goods/Services	60.0% (3)	40.0% (2)	0.0% (0)	0.0% (0)	3.60	5
Overall Rating of Vendor Performance	60.0% (3)	40.0% (2)	0.0% (0)	0.0% (0)	3.60	5

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

8

answered question	5
skipped question	23

15. Midwest Tape, LLC.: Indicate the level of service you have received from Midwest Tape, LLC. for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	92.3% (12)	7.7% (1)	0.0% (0)	0.0% (0)	3.92	13
Timeliness of Delivery or Performance	76.9% (10)	23.1% (3)	0.0% (0)	0.0% (0)	3.77	13
Responsiveness of vendor To Needs/Problems	84.6% (11)	15.4% (2)	0.0% (0)	0.0% (0)	3.85	13
Reasonableness of Charges For Goods/Services	76.9% (10)	23.1% (3)	0.0% (0)	0.0% (0)	3.77	13
Documentation of Service For Goods/Services	84.6% (11)	15.4% (2)	0.0% (0)	0.0% (0)	3.85	13
Overall Rating of Vendor Performance	92.3% (12)	7.7% (1)	0.0% (0)	0.0% (0)	3.92	13

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

7

answered question	13
skipped question	15

16. Perma-Bound: Indicate the level of service you have received from Perma-Bound for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	3.50	4
Timeliness of Delivery or Performance	50.0% (2)	50.0% (2)	0.0% (0)	0.0% (0)	3.50	4
Responsiveness of vendor To Needs/Problems	0.0% (0)	100.0% (4)	0.0% (0)	0.0% (0)	3.00	4
Reasonableness of Charges For Goods/Services	0.0% (0)	100.0% (4)	0.0% (0)	0.0% (0)	3.00	4
Documentation of Service For Goods/Services	0.0% (0)	100.0% (4)	0.0% (0)	0.0% (0)	3.00	4
Overall Rating of Vendor Performance	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	3.25	4

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

9

answered question	4
skipped question	24

17. Prince Books: Indicate the level of service you have received from Prince Books for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Timeliness of Delivery or Performance	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Responsiveness of vendor To Needs/Problems	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	3.50	2
Reasonableness of Charges For Goods/Services	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Documentation of Service For Goods/Services	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2
Overall Rating of Vendor Performance	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	3.00	2

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

10

answered question

2

skipped question

26

18. Quality Books: Indicate the level of service you have received from Quality Books for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	40.0% (2)	60.0% (3)	0.0% (0)	0.0% (0)	3.40	5
Timeliness of Delivery or Performance	40.0% (2)	60.0% (3)	0.0% (0)	0.0% (0)	3.40	5
Responsiveness of vendor To Needs/Problems	20.0% (1)	80.0% (4)	0.0% (0)	0.0% (0)	3.20	5
Reasonableness of Charges For Goods/Services	20.0% (1)	80.0% (4)	0.0% (0)	0.0% (0)	3.20	5
Documentation of Service For Goods/Services	25.0% (1)	75.0% (3)	0.0% (0)	0.0% (0)	3.25	4
Overall Rating of Vendor Performance	20.0% (1)	80.0% (4)	0.0% (0)	0.0% (0)	3.20	5

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

8

answered question	5
skipped question	23

19. Recorded Books, L.L.C.: Indicate the level of service you have received from Recorded Books, L.L.C. for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	72.2% (13)	27.8% (5)	0.0% (0)	0.0% (0)	3.72	18
Timeliness of Delivery or Performance	72.2% (13)	27.8% (5)	0.0% (0)	0.0% (0)	3.72	18
Responsiveness of vendor To Needs/Problems	61.1% (11)	38.9% (7)	0.0% (0)	0.0% (0)	3.61	18
Reasonableness of Charges For Goods/Services	50.0% (9)	33.3% (6)	16.7% (3)	0.0% (0)	3.33	18
Documentation of Service For Goods/Services	50.0% (9)	50.0% (9)	0.0% (0)	0.0% (0)	3.50	18
Overall Rating of Vendor Performance	55.6% (10)	44.4% (8)	0.0% (0)	0.0% (0)	3.56	18

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

5

answered question	18
skipped question	10

20. Rosen Publishing Group: Indicate the level of service you have received from Rosen Publishing Group for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	3.50	6
Timeliness of Delivery or Performance	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	3.33	6
Responsiveness of vendor To Needs/Problems	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	3.33	6
Reasonableness of Charges For Goods/Services	16.7% (1)	83.3% (5)	0.0% (0)	0.0% (0)	3.17	6
Documentation of Service For Goods/Services	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	3.33	6
Overall Rating of Vendor Performance	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	3.33	6

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

7

answered question	6
skipped question	22

21. Scholastic Library Publishing: Indicate the level of service you have received from Scholastic Library Publishing for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	57.1% (8)	42.9% (6)	0.0% (0)	0.0% (0)	3.57	14
Timeliness of Delivery or Performance	42.9% (6)	57.1% (8)	0.0% (0)	0.0% (0)	3.43	14
Responsiveness of vendor To Needs/Problems	57.1% (8)	42.9% (6)	0.0% (0)	0.0% (0)	3.57	14
Reasonableness of Charges For Goods/Services	42.9% (6)	57.1% (8)	0.0% (0)	0.0% (0)	3.43	14
Documentation of Service For Goods/Services	50.0% (7)	50.0% (7)	0.0% (0)	0.0% (0)	3.50	14
Overall Rating of Vendor Performance	42.9% (6)	57.1% (8)	0.0% (0)	0.0% (0)	3.43	14

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

2

answered question 14

skipped question 14

22. Thomas Klise/Crimson Multimedia: Indicate the level of service you have received from Thomas Klise/Crimson Multimedia for the following categories during the contract period:

	Excellent	Good	Fair	Poor	Rating Average	Response Count
Quality of Goods/Services Received	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Timeliness of Delivery or Performance	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Responsiveness of vendor To Needs/Problems	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Reasonableness of Charges For Goods/Services	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Documentation of Service For Goods/Services	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
Overall Rating of Vendor Performance	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0

Please provide a brief explanation and attach appropriate supporting documentation for any category that is rated fair or poor. Include any additional comments or recommendations for current and future MALiA contracts, including suggestions for additional vendors.

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answered question	0
skipped question	28

Q1. Baker and Taylor: Indicate the level of service you have received from Baker and Taylor for the following categories during the contract period:

1	Some items have no discount and an extra handling charge.	Oct 5, 2011 8:02 AM
2	We really do not use Baker & Taylor that much anymore, but was pleased when we did.	Sep 26, 2011 5:09 PM
3	We are encountering shipments with damaged books	Sep 20, 2011 8:47 AM
4	Do not use Baker and Taylor	Sep 19, 2011 12:31 PM
5	I think because we are a small account it takes 2 weeks to have orders filled.	Sep 19, 2011 9:27 AM

Q2. Brodart Co.: Indicate the level of service you have received from Brodart Co. for the following categories during the contract period:

1	We only use Brodart for supplies but the service is excellent	Sep 26, 2011 6:08 PM
2	Alas, another vendor not frequented by our school.	Sep 26, 2011 5:09 PM
3	We haven't ordered from Brodart in some time.	Sep 26, 2011 11:25 AM
4	We do not use this vendor	Sep 20, 2011 8:47 AM
5	We use Brodart for a large part of our orders.	Sep 19, 2011 12:31 PM
6	Do not work with this vendor.	Sep 19, 2011 9:45 AM

Q3. The Book House: Indicate the level of service you have received from The Book House for the following categories during the contract period:

1	Do not use.	Oct 4, 2011 1:15 PM
2	N/A	Sep 26, 2011 6:08 PM
3	Have not used this vendor	Sep 26, 2011 5:37 PM
4	Have not used this one at all	Sep 26, 2011 5:09 PM
5	We have never ordered from The Book House.	Sep 26, 2011 11:25 AM
6	Have not used Book House	Sep 23, 2011 2:32 PM
7	did not use	Sep 20, 2011 11:01 AM
8	We do not use this vendor	Sep 20, 2011 8:47 AM
9	Do not use.	Sep 19, 2011 12:31 PM
10	Did not order from them.	Sep 19, 2011 10:56 AM
11	Do not work with this vendor.	Sep 19, 2011 9:45 AM

Q4. Book Wholesalers Inc.: Indicate the level of service you have received from BWI for the following categories during the contract period:

1	N/A	Sep 26, 2011 6:08 PM
2	Have not used this vendor	Sep 26, 2011 5:37 PM
3	We haven't ordered from Books Wholesalers in some time.	Sep 26, 2011 11:25 AM
4	Do not use.	Sep 19, 2011 12:31 PM
5	Seldom order from them.	Sep 19, 2011 10:56 AM
6	Do not work with this vendor.	Sep 19, 2011 9:45 AM

Q5. Capstone Publishing: Indicate the level of service you have received from Capstone Publishing for the following categories during the contract period:

1	N/A	Sep 26, 2011 6:08 PM
2	Have not used	Sep 26, 2011 5:37 PM
3	Have not used them	Sep 26, 2011 5:09 PM
4	We have never ordered from Capstone Publishing.	Sep 26, 2011 11:25 AM
5	Rarely use Capstone Publishing--Over a year ago. No problems stand out.	Sep 23, 2011 2:32 PM
6	did not use	Sep 20, 2011 11:01 AM
7	We do not use this vendor	Sep 20, 2011 8:47 AM
8	Do not use.	Sep 19, 2011 12:31 PM
9	Do not work with this vendor.	Sep 19, 2011 9:45 AM

Q6. Emery Pratt: Indicate the level of service you have received from Emery Pratt for the following categories during the contract period:

1	One of my favorite vendors	Sep 26, 2011 6:08 PM
2	Have not used	Sep 26, 2011 5:37 PM
3	Another one we do not use...	Sep 26, 2011 5:09 PM
4	We haven't order from Emery Pratt in some time.	Sep 26, 2011 11:25 AM
5	Have not used Emery Pratt	Sep 23, 2011 2:32 PM
6	We do not use this vendor	Sep 20, 2011 8:47 AM
7	Do not use.	Sep 19, 2011 12:31 PM
8	Did not have experience with them.	Sep 19, 2011 10:56 AM
9	Do not work with this vendor.	Sep 19, 2011 9:45 AM

Q7. Gale Cengage: Indicate the level of service you have received from Gale Cengage for the following categories during the contract period:

1	Materials tend to be higher than other vendors	Sep 26, 2011 6:08 PM
2	Have not used	Sep 26, 2011 5:37 PM
3	We are encountering shipments with damaged books	Sep 20, 2011 8:47 AM
4	Do not use.	Sep 19, 2011 12:31 PM
5	Feel that their goods are often over priced.	Sep 19, 2011 9:45 AM

Q8. Heinemann-Raintree Library: Indicate the level of service you have received from Heinemann-Raintree Library for the following categories during the contract period:

1	N/A	Sep 26, 2011 6:08 PM
2	have not used	Sep 26, 2011 5:37 PM
3	Do not use this one...	Sep 26, 2011 5:09 PM
4	We have never ordered from Heinemann-Raintree Library.	Sep 26, 2011 11:25 AM
5	Have not used Heinemann-Raintree Library	Sep 23, 2011 2:32 PM
6	did not use	Sep 20, 2011 11:01 AM
7	We do not use this vendor	Sep 20, 2011 8:47 AM
8	Do not use.	Sep 19, 2011 12:31 PM
9	Do not order from them often.	Sep 19, 2011 10:56 AM

Q9. Ingram Library Services Inc.: Indicate the level of service you have received from Ingram Library Services Inc. for the following categories during the contract period:

1	Do not use	Oct 4, 2011 1:15 PM
2	My other favorite vendor	Sep 26, 2011 6:08 PM
3	Have not Used	Sep 26, 2011 5:37 PM
4	Another vendor we do not use...	Sep 26, 2011 5:09 PM
5	Have not used Ingram Library Services	Sep 23, 2011 2:32 PM
6	We are encountering shipments with damaged books	Sep 20, 2011 8:47 AM

Q10. Infobase Publishing: Indicate the level of service you have received from Infobase Publishing for the following categories during the contract period:

1	N/A	Sep 26, 2011 6:08 PM
2	Have not used.	Sep 26, 2011 5:37 PM
3	Not familiar with this one at all	Sep 26, 2011 5:09 PM
4	We have never ordered from Infobase Publishing.	Sep 26, 2011 11:25 AM
5	Have not used Infobase Publishing	Sep 23, 2011 2:32 PM
6	did not use	Sep 20, 2011 11:01 AM
7	Do not use.	Sep 19, 2011 12:31 PM
8	No experience	Sep 19, 2011 10:56 AM

Q11. Jupiter Associates: Indicate the level of service you have received from Jupiter Associates for the following categories during the contract period:

1	Do not use.	Oct 4, 2011 1:15 PM
2	N/A	Sep 26, 2011 6:08 PM
3	Have not used	Sep 26, 2011 5:37 PM
4	Have not used this one..	Sep 26, 2011 5:09 PM
5	We have never ordered from Jupiter Associates.	Sep 26, 2011 11:25 AM
6	Have not used Jupiter Associates	Sep 23, 2011 2:32 PM
7	did not use	Sep 20, 2011 11:01 AM
8	We do not use this vendor	Sep 20, 2011 8:47 AM
9	Do not use.	Sep 19, 2011 12:31 PM
10	No experience	Sep 19, 2011 10:56 AM
11	Do not work with this vendor.	Sep 19, 2011 9:45 AM

Q12. Lerner Publishing Group: Indicate the level of service you have received from Lerner Publishing Group for the following categories during the contract period:

1	N/AN/	Sep 26, 2011 6:08 PM
2	Have not used	Sep 26, 2011 5:37 PM
3	We have never ordered from Lerner Publishing Group.	Sep 26, 2011 11:25 AM
4	Have not used Lerner Publishing Group	Sep 23, 2011 2:32 PM
5	did not use	Sep 20, 2011 11:01 AM
6	We order these through our VA rep. Dolores Curtis	Sep 20, 2011 8:47 AM
7	Do not use.	Sep 19, 2011 12:31 PM

Q13. Marshall Cavendish: Indicate the level of service you have received from Marshall Cavendish for the following categories during the contract period:

1	N/A	Sep 26, 2011 6:08 PM
2	Have not used	Sep 26, 2011 5:37 PM
3	We haven't ordered from Marshal Cavendish in some time.	Sep 26, 2011 11:25 AM
4	Have not used Marshall Cavendish	Sep 23, 2011 2:32 PM
5	did not use	Sep 20, 2011 11:01 AM
6	We order these through our VA rep. Dolores Curtis	Sep 20, 2011 8:47 AM
7	Do not use.	Sep 19, 2011 12:31 PM

Q14. Midwest Library Services: Indicate the level of service you have received from Midwest Library Services for the following categories during the contract period:

1	Do not use.	Oct 4, 2011 1:15 PM
2	N/A	Sep 26, 2011 6:08 PM
3	have not used	Sep 26, 2011 5:37 PM
4	Never have used this one...	Sep 26, 2011 5:09 PM
5	We have never ordered from Midwest Library Services.	Sep 26, 2011 11:25 AM
6	Have not used Midwest Library Services	Sep 23, 2011 2:32 PM
7	did not use	Sep 20, 2011 11:01 AM
8	We do not use this vendor	Sep 20, 2011 8:47 AM

Q15. Midwest Tape, LLC.: Indicate the level of service you have received from Midwest Tape, LLC. for the following categories during the contract period:

1	Suggestion for additional vendor -- Live Oak Media	Oct 4, 2011 2:47 PM
2	Do not use.	Oct 4, 2011 1:15 PM
3	N/A	Sep 26, 2011 6:08 PM
4	Have not used	Sep 26, 2011 5:37 PM
5	Not familiar with this one at all...	Sep 26, 2011 5:09 PM
6	We do not use this vendor	Sep 20, 2011 8:47 AM
7	Excellent services	Sep 19, 2011 10:56 AM

Q16. Perma-Bound: Indicate the level of service you have received from Perma-Bound for the following categories during the contract period:

1	N/A	Sep 26, 2011 6:08 PM
2	have not Used	Sep 26, 2011 5:37 PM
3	We haven't ordered from Perma-Bound in some time.	Sep 26, 2011 11:25 AM
4	Have not used Perma-Bound	Sep 23, 2011 2:32 PM
5	did not use	Sep 20, 2011 11:01 AM
6	We do not use this vendor	Sep 20, 2011 8:47 AM
7	Do not use.	Sep 19, 2011 12:31 PM
8	no experience	Sep 19, 2011 10:56 AM
9	Do not work with this vendor.	Sep 19, 2011 9:45 AM

Q17. Prince Books: Indicate the level of service you have received from Prince Books for the following categories during the contract period:

1	Do not use.	Oct 4, 2011 1:15 PM
2	N/A	Sep 26, 2011 6:08 PM
3	Have not used	Sep 26, 2011 5:37 PM
4	Have not used this one.	Sep 26, 2011 5:09 PM
5	We have never ordered from Prince Books.	Sep 26, 2011 11:25 AM
6	did not use	Sep 20, 2011 11:01 AM
7	We do not use this vendor	Sep 20, 2011 8:47 AM
8	Do not use.	Sep 19, 2011 12:31 PM
9	no experience	Sep 19, 2011 10:56 AM
10	Do not work with this vendor.	Sep 19, 2011 9:45 AM

Q18. Quality Books: Indicate the level of service you have received from Quality Books for the following categories during the contract period:

1	N/A	Sep 26, 2011 6:08 PM
2	Have not used	Sep 26, 2011 5:37 PM
3	Never used this one	Sep 26, 2011 5:09 PM
4	We have never ordered from Quality Books.	Sep 26, 2011 11:25 AM
5	have not used Quality Books	Sep 23, 2011 2:32 PM
6	did not use	Sep 20, 2011 11:01 AM
7	We do not use this vendor	Sep 20, 2011 8:47 AM
8	Do not use.	Sep 19, 2011 12:31 PM

Q19. Recorded Books, L.L.C.: Indicate the level of service you have received from Recorded Books, L.L.C. for the following categories during the contract period:

1	Pricing of almost all audiobooks including Recorded Books is too high	Oct 7, 2011 3:49 PM
2	Suggestion for additional vendor -- Live Oak Media	Oct 4, 2011 2:47 PM
3	products are too expensive	Sep 28, 2011 3:45 PM
4	Have not used this one, but may this year due to some new electronic devices we may purchase.	Sep 26, 2011 5:09 PM
5	We gave a little lower rating on documentation because we had an issue in the past on the correctness of invoices and it took quite a bit of time to straighten things out.	Sep 26, 2011 11:25 AM

Q20. Rosen Publishing Group: Indicate the level of service you have received from Rosen Publishing Group for the following categories during the contract period:

1	N/A	Sep 26, 2011 6:08 PM
2	Have not used	Sep 26, 2011 5:37 PM
3	We have never ordered from Rosen Publishing Group.	Sep 26, 2011 11:25 AM
4	Have not used Rosen Publishing Group	Sep 23, 2011 2:32 PM
5	did not use	Sep 20, 2011 11:01 AM
6	We order these through our VA rep. Dolores Curtis	Sep 20, 2011 8:47 AM
7	Do not use.	Sep 19, 2011 12:31 PM

Q21. Scholastic Library Publishing: Indicate the level of service you have received from Scholastic Library Publishing for the following categories during the contract period:

1	N/A	Sep 26, 2011 6:08 PM
2	Do not use.	Sep 19, 2011 12:31 PM

Q22. Thomas Klise/Crimson Multimedia: Indicate the level of service you have received from Thomas Klise/Crimson Multimedia for the following categories during the contract period:

1	Do not use.	Oct 4, 2011 1:15 PM
2	N/A	Sep 26, 2011 6:08 PM
3	Have not used	Sep 26, 2011 5:37 PM
4	Have some of their products but not ordered direct from the company.	Sep 26, 2011 5:09 PM
5	We have never ordered from Thomas Klise.	Sep 26, 2011 11:25 AM
6	Have not used Thomas Klise/Crimson Multimedia	Sep 23, 2011 2:32 PM
7	did not use	Sep 20, 2011 11:01 AM
8	We do not use this vendor	Sep 20, 2011 8:47 AM
9	Do not use.	Sep 19, 2011 12:31 PM
10	no experience	Sep 19, 2011 10:56 AM
11	Do not work with this vendor.	Sep 19, 2011 9:45 AM