

**Summary of Results for Vendor Evaluation Survey
Library Materials– 2017-71500-01**

Baker & Taylor

Quality of Goods and Services Received	3.63	
Timeliness of Delivery or Performance	3.47	
Discounts/ Charges	3.42	
Responsiveness of vendor To Needs/Problems	3.53	
Documentation of Service for Goods /Services	<u>3.21</u>	
Overall Average Score		17.26

Comments:

- Baker & Taylor has slid considerably in its ability to get materials to us in a timely manner and its restructuring of reps to a single point of contact, in most cases, has been less efficient than the previous (ie. 1 point of contact for all issues takes longer to respond than previous issue-dedicated reps)

Bound to Stay Bound Books

Quality of Goods and Services Received	3.80	
Timeliness of Delivery or Performance	3.40	
Discounts/ Charges	2.80	
Responsiveness of vendor To Needs/Problems	2.20	
Documentation of Service for Goods /Services	<u>3.00</u>	
Overall Average Score		15.20

Brodart Co., Books and Library Services

Quality of Goods and Services Received	3.40	
Timeliness of Delivery or Performance	3.40	
Discounts/ Charges	2.90	
Responsiveness of vendor To Needs/Problems	3.10	
Documentation of Service for Goods /Services	<u>3.10</u>	
Overall Average Score		15.90

Children's Plus

Quality of Goods and Services Received	3.80	
Timeliness of Delivery or Performance	3.60	
Discounts/ Charges	3.40	
Responsiveness of vendor To Needs/Problems	2.80	
Documentation of Service for Goods /Services	<u>2.80</u>	
Overall Average Score		16.40

EBSCO Publishing, Materials

Quality of Goods and Services Received	3.00	
Timeliness of Delivery or Performance	3.11	
Discounts/ Charges	2.89	
Responsiveness of vendor To Needs/Problems	3.11	
Documentation of Service for Goods /Services	<u>3.11</u>	
Overall Average Score		15.22

Gale Cengage

Quality of Goods and Services Received	3.50	
Timeliness of Delivery or Performance	3.63	
Discounts/ Charges	3.05	
Responsiveness of vendor To Needs/Problems	3.42	
Documentation of Service for Goods /Services	<u>3.32</u>	
Overall Average Score		16.74

Comments:

- We had some trouble with invoicing from Gale Cengage that took a while to correct, although we haven't had any problems since.
- We've had problems with quality and pricing from Gale Cengage. About every quarter, there is at least one book that comes in with printing issues, with pages missing, upside-down, or crumpled. We use their standing plans, and have also found that they will add surprise charges throughout the year. We've had to tell them our budget is much lower than actual to accommodate for this. / We used to use Ingram, but the shipping costs were too high. We've switched to Baker & Taylor, but their selection isn't as good as Ingram's. I've found that we need to purchase some titles from Amazon because we don't want to buy just one item from Ingram and receive shipping fees, and it's not available on B&T.

Ingram Library Services

Quality of Goods and Services Received	3.76	
Timeliness of Delivery or Performance	3.59	
Discounts/ Charges	3.59	
Responsiveness of vendor To Needs/Problems	3.71	
Documentation of Service for Goods /Services	<u>3.24</u>	
Overall Average Score		17.88

Jupiter Associates, Materials

Not reviewed in survey

Midwest Library Service

Quality of Goods and Services Received	3.67	
Timeliness of Delivery or Performance	3.67	
Discounts/ Charges	3.67	
Responsiveness of vendor To Needs/Problems	3.67	
Documentation of Service for Goods /Services	3.67	
Overall Average Score		18.33

Midwest Tape

Quality of Goods and Services Received	3.62	
Timeliness of Delivery or Performance	3.23	
Discounts/ Charges	2.77	
Responsiveness of vendor To Needs/Problems	3.50	
Documentation of Service for Goods /Services	<u>3.42</u>	
Overall Average Score		16.00

Comments:

- I rated Midwest Tape for fair in delivery time because of how long it takes to receive the order after it is placed. But I am used to Baker & Taylor where I know if the item is in stock, and have a better idea of how soon it should ship. Also now that we have to use a Shared Service Purchasing Center, it has been almost 4 months since I submitted paperwork for a CD with still no known delivery date. Even before Shared Services was involved, delivery time has been slow.

Perma-Bound

Quality of Goods and Services Received	3.33	
Timeliness of Delivery or Performance	3.00	
Discounts/ Charges	3.00	
Responsiveness of vendor To Needs/Problems	2.33	
Documentation of Service for Goods /Services	<u>3.00</u>	
Overall Average Score		14.67

Prince Books

Quality of Goods and Services Received	3.00	
Timeliness of Delivery or Performance	4.00	
Discounts/ Charges	3.00	
Responsiveness of vendor To Needs/Problems	4.00	
Documentation of Service for Goods /Services	<u>3.00</u>	
Overall Average Score		17.00

Recorded Books

Quality of Goods and Services Received	3.63	
Timeliness of Delivery or Performance	3.25	
Discounts/ Charges	2.81	
Responsiveness of vendor To Needs/Problems	3.19	
Documentation of Service for Goods /Services	<u>3.25</u>	
Overall Average Score		16.13

Rosen Publishing

Quality of Goods and Services Received	3.33	
Timeliness of Delivery or Performance	3.67	
Discounts/ Charges	3.33	
Responsiveness of vendor To Needs/Problems	3.33	
Documentation of Service for Goods /Services	<u>3.33</u>	
Overall Average Score		17.00

Scholastic Library Publishing

Quality of Goods and Services Received	3.25	
Timeliness of Delivery or Performance	2.75	
Discounts/ Charges	3.25	
Responsiveness of vendor To Needs/Problems	3.00	
Documentation of Service for Goods /Services	<u>2.50</u>	
Overall Average Score		14.75

Superior Global Solutions, Materials

Quality of Goods and Services Received	4.00	
Timeliness of Delivery or Performance	4.00	
Discounts/ Charges	3.00	
Responsiveness of vendor To Needs/Problems	4.00	
Documentation of Service for Goods /Services	<u>4.00</u>	
Overall Average Score		19.00

Thomas Klise/Crimson Multimedia

Not reviewed in the survey