

EBSCO



Jefferson Parish Government

Bid Number 50-00144690

Three (3) Year Contract to Provide Serials Periodicals for the Jefferson Parish Library Department

April 23, 2024

Original



EBSCO

Information Services

April 22, 2024

Doris Abraham
Jefferson Parish Purchasing Department
200 Derbigny Street
General Government Building, Suite 4400
Gretna, LA 70053

Dear Ms. Abraham,

Thank you for allowing EBSCO Information Services to present this subscription proposal to Jefferson Parish Government. EBSCO is the leading provider of subscription services and databases. We service thousands of public libraries in the United States and would welcome the opportunity to continue managing your subscription account.

As the leading provider of subscription services to public libraries, EBSCO is fully capable of meeting Jefferson Parish Libraries' needs. Our Subscriptions Division has been the market leader for many years in providing efficient subscription and related services. EBSCO can help your library better serve your customers by providing comprehensive subscription management tools and best-in-class content and discovery solutions that help streamline workflows and enable easier access to your collection.

EBSCO's top priority is our customer. The University will be assigned a personal representative who will manage your entire account; your library will have direct access to your representative by email or toll-free phone at any time. You will also have access to EBSCONET, our web interface for managing orders and claims. Complimentary training on EBSCONET and other EBSCO products is available to library staff and other users.

We appreciate your review of our subscription proposal.

Best Regards,



Bowen Thagard
Senior Vice President, EIS Operations & Finance
EBSCO Information Services, LLC

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Specifications

Serials Subscription Service

The library requires a serials subscription service to supply approximately 1,800 public library oriented serial subscriptions. The subscriptions should be mainly in print, with an occasional electronic title and shall include approximately 350 unique titles; the remaining titles shall be duplicate subscriptions for branch libraries.

The bidder must be able to supply general, popular, and uncommon public library magazine and newspaper subscriptions, as well as technical, scholarly, and reference serial subscriptions, from major and independent publishers.

As the leading provider of subscription services to public libraries, EBSCO is fully capable of meeting Jefferson Parish Libraries' needs. Our Subscriptions Division has been the market leader for many years in providing efficient subscription and related services. EBSCO can help your library serve your community better by providing comprehensive subscription management tools and best-in-class content and discovery solutions that help streamline workflows and enable easier access to your collection. Additionally, EBSCO supports libraries of all types and keeps abreast of their requirements by actively participating in the American Library Association as a corporate member and as an ALA Library Champion.

As your consultative partner, we bring you solutions that cater to your specific information needs and provide comprehensive evaluation products and services to help you make informed purchasing decisions. EBSCO is fully capable of meeting all needs of Jefferson Parish Libraries if selected as its subscriptions management vendor, including:

- Automated workflows for processing of claims and invoicing
- Management reports, notifications, account updates, invoices and credits as required by the library
- On-site assistance with all transition tasks, eliminating inconvenience to library staff
- Online access to your subscription account
- Unlimited amount of ship-to addresses for your account

EBSCO's publisher operations team has dedicated teams for both consumer and academic titles, ensuring that the unique requirements of each publisher type are considered as we exchange order and other subscription information.

The bidder must maintain an interactive website with a comprehensive database of serial titles to provide for electronic ordering, claiming, renewing, title research, invoicing, and collection development by the library. The website must include an interactive database of all of the library's subscriptions, dates of library's subscriptions, and links to relevant invoices that the library can customize and export in a variety of formats as needed.

The bidder's website must include customizable reports that the library can retrieve at any time, in a variety of formats; including, but not limited to, the following:

- 1. Current subscriptions by title and by library branch.**
- 2. Serials changes.**
- 3. Claims submitted.**

4. Responses and dispositions.
5. Collection assessment.
6. Membership titles.

EBSCO complies.

A dedicated representative must be assigned to the library and must be readily accessible via e-mail and phone, with a back-up plan in place so that when a representative is out, queries are handled in a timely manner.

A key part of our identity as a company is our focus on Customer Service. Our "Customer First" philosophy is employed throughout our various business lines, and our customers drive both our current and our future priorities. The goal of our customer service team is to serve as an extension of your library's staff. Each EBSCO customer has a dedicated Customer Service Representative who manages day-to-day tasks and responds to your queries within 24 hours.

April Harrison is the dedicated Customer Service Representative assigned to personally handle any questions you have concerning orders, delivery, claims, renewals, e-journal access and troubleshooting. She is also available to assist with management reports, invoices, credits and any other requests related to your subscription account. EBSCO's Customer Service Representatives are empowered to call publishers on your behalf to resolve claims and other issues.

April can be reached via a direct toll-free number 855-580-0764 or by e-mail at aharrison@ebSCO.com.

All of EBSCO's Customer Service Representatives work in dedicated teams to encourage collaboration and ensure the best service for your account. If April is out of the office, another Customer Service Representative who handles similar accounts will be able to assist you, ensuring consistently prompt response to communications.

In addition to your dedicated Customer Service Representative, your library will benefit from additional team members of experienced and knowledgeable personnel to work with your staff. Your library will also have a Regional Sales Manager and Vice President of Sales to give you the personal service that you can expect as an EBSCO customer.

Julia Hoover
Regional Sales Manager

Julia Hoover is the Regional Sales Manager for Jefferson Parish Libraries. Julia is your point of contact for implementing and enhancing your EBSCO services and keeping you up to date with the latest product developments. Our sales representatives do not just work to gain new accounts; they are your partners throughout the life of your relationship with EBSCO. Julia is always available to answer any questions or review any information, and she will visit regularly to ensure EBSCO is exceeding your expectations.

Ashley Fast, MLIS
Vice President of Sales

Ashley has been with EBSCO 15 years, coordinating sales for academic institutions and consortia. She began her career as a Collection Development Manager with GOBI Library Solutions before moving into the role of Director of Sales for the Eastern US. Ashley holds a Bachelor of Arts in Library and Information Science and a Master's in

Library and Information Science from the University of Southern Mississippi. She's written and presented extensively on collection development and library workflows. Her duties as Vice President of Sales are to ensure proper training and guidance for field representatives. She is well informed about all of EBSCO's products and services and provides support to all customers in this territory. As your Vice President of Sales, Ashley is responsible for your complete satisfaction and will be involved in all aspects of your account management. You can contact her directly at any time to discuss your account or escalate any issues or concerns.

Digital Newstand Service

The library requires a digital newsstand service that will host a website and apps for the library and provide digital periodicals that the library can subscribe to and add to the website for patrons to check out and download.

Available titles must include popular public library oriented periodicals from top publishers. Digital periodicals must be full-color, digitized versions of popular print periodicals in their entirety. The digital versions must include all articles and ads that appear in print versions as well as popular digital periodicals titles that are not available in print.

EBSCO confirms it can meet these requirements and is pleased to offer the Jefferson Parish Library access to Flipster. Flipster is a separate product offering from our serial subscriptions collection that includes many titles that are unique to EBSCO, and not available from any other digital newsstand.

Flipster offers a fresh, simple way for patrons to access digital editions of popular magazines, courtesy of their local library. Through Flipster, EBSCO provides access to current and back issues for more than 1,200 digital titles, with new selections added regularly. This includes many that are uniquely available through EBSCO's platform, from hundreds of high-profile publishers. Flipster offers libraries subscriptions they know will circulate well, and provides users with quick, convenient access to the magazines they truly enjoy.

Flipster provides digital magazines that are full-color, digitized versions of popular print periodicals in their entirety and are suitable for a range of audiences. Each issue is a complete replica of its print version, including all graphics and images, ads and articles. Issues are available for reading in their entirety, allowing users to casually "flip" from cover to cover. They are made accessible online via browser-based Flipster interface, or can be checked out and downloaded to the Flipster app—allowing for easy portability and access, virtually anytime, anywhere. The following digital magazines are not available in print:

- iPhone Life
- The Old Schoolhouse
- Bazoof!
- Primitive Quilts & Projects

The key benefits of Flipster include:

- A simple authentication process, including options for seamless single sign-on
- Login required only once per session, simplifying the process from discovery to download
- Easy access from any internet-connected device and common web browser
- Options for on-site, remote and mobile access — on campus, at home and as-you-go
- Online and offline access is available through the complimentary Flipster app

- A visually dynamic, user-friendly newsstand, with intuitive browsing and searching
- Simple checkout and download to popular tablets and mobile devices
- Most titles are offered with unlimited simultaneous user access
- One-click access to extensive back issues for the majority of titles
- Hyperlinked tables of contents and page overviews for all current and back issues
- Ability to keyword search within the current issue, or across all issues
- Convenient options for printing pages and zooming, including text-only mobile views
- Text-to-speech capabilities for text-view articles provide enhanced accessibility
- Free MARC records for every title, presenting easy integration with ILS systems
- High-quality publisher representation, including those with consistently high circulation
- Online administrative modules for day-to-day collection maintenance, reporting and monitoring
- Simple and efficient acquisition, with titles delivered within hours of purchase
- No-cost implementation, training, branding and ongoing support services

Please note that all magazines are available for online reading in-browser, however, please note that titles can only be downloaded into the Flipster app, currently available for iOS, Android and Kindle Fire. The app is available for free download at any time, from the App Store (iOS), Google Play (Android) and Amazon Store (Kindle Fire).

Most Flipster titles are completely unlimited, with no loan periods. For those titles with limited access, checkout periods and returns are automatic, meaning a downloaded issue will automatically be removed from the user app and made available to others for checkout. These limits are set by the publisher. Typically, most limited issues expire in 7 days, while weekly issues may expire in 2 days.

When reading a Flipster title in-browser, where the content is not downloaded to the user's device, the checkout expires upon exiting the viewer, and ceases to count towards the simultaneous usage limit.

A. Collection Description

1. The annual order will be for approximately 1,800 serial subscriptions, to include approximately 350 unique titles, the remainder being duplicate subscriptions for branch libraries. Currently the library is comprised of 16 locations including 2 regional branches with two new locations to be opened (Avondale Library and Jefferson Highway).

EBSCO understands. Subscriptions are delivered directly from the publisher or their fulfillment center to the ship-to address provided at the time of order. EBSCO works with a number of libraries and organizations who have multiple ship-to addresses and is accustomed to complex account setups. The number of ship-to addresses possible for an account is virtually unlimited.

Additionally, EBSCO has collaborated with libraries to set up opening day collections and stands ready to assist in any way that would be most beneficial to the two new locations.

2. The library's serials collection is comprised of approximately 90% general public library magazine and newspaper subscriptions, and 10% technical, scholarly or reference serial subscriptions.

EBSCO understands.

3. The library’s current digital magazine collections include approximately 285 digital magazines. The annual order for this bid will be for approximately 150 to 200 digital magazines, with at least 97% general, popular, public library-type magazine titles.

EBSCO understands the provisions as noted under A. Collection Description. In response to this solicitation, EBSCO is offering Flipster digital magazines to meet the Digital Newstand Service requirements.

Through Flipster, EBSCO provides access to current and back issues for more than 1,200 digital titles, with new selections added regularly. This includes several that are unique to EBSCO, and not available from any other digital newsstand.

The overall collection covers a wide variety of categories and includes content appropriate for all ages; children, teens and adults. Appealing to both general and specific interests, this encompasses many high-profile, widely circulated titles, as well as those of interest to smaller audiences, such as hobby and enthusiast publications. Currently, major areas of coverage include:

- | | |
|---------------------------|----------------------------|
| ✓ Academic | ✓ French |
| ✓ Art and Design | ✓ History |
| ✓ Automotive | ✓ Hobbies, Interests & DIY |
| ✓ Bridal & Weddings | ✓ Home & Garden |
| ✓ Business | ✓ Lifestyle |
| ✓ Coloring Books | ✓ Literary |
| ✓ Comics & Graphic Novels | ✓ News & Politics |
| ✓ Consumer | ✓ Religion |
| ✓ Diversity | ✓ Science & Technology |
| ✓ Entertainment | ✓ Spanish |
| ✓ Family & Kids | ✓ Sports |
| ✓ Fashion | ✓ Teens |
| ✓ Fitness and Health | ✓ Travel & Regional |
| ✓ Food & Cooking | ✓ Women’s Interest |

The following titles comprise the top 50 major titles in Flipster as of January 2024:

- | | |
|---------------------------------|----------------------------|
| ○ Allrecipes | ○ National Geographic Kids |
| ○ Architectural Digest | ○ National Review |
| ○ Art in America | ○ New Yorker |
| ○ The Atlantic | ○ Newsweek Global |
| ○ Better Homes & Gardens | ○ PCWorld |
| ○ Bloomberg Businessweek | ○ People |
| ○ Bon Appétit | ○ Popular Mechanics |
| ○ Car & Driver | ○ Prevention |
| ○ Cobblestone | ○ Ranger Rick |
| ○ Consumer Reports | ○ Reader’s Digest |
| ○ Consumer Reports Buying Guide | ○ Real Simple |
| ○ Cosmopolitan | ○ Rolling Stone |
| ○ Discover | ○ Runner’s World |
| ○ Entrepreneur | ○ Science News |
| ○ Essence | ○ Scientific American |

- Food Network Magazine
- Forbes
- Good Housekeeping
- GQ: Gentlemen’s Quarterly
- HGTV Magazine
- Kiplinger Personal Finance
- Men’s Health
- Motor Trend
- Muse
- National Geographic
- Southern Living
- Sports Illustrated
- Sports Illustrated Kids
- TIME Magazine
- Us Weekly
- Vanity Fair
- Vogue
- The Week
- Wired
- Women’s Health

The service complements the library’s other digital periodicals service by offering a different selection of magazines and an alternative user interface to help the library meet a wide range of patron need and requirements. The service may offer at least one of the largest magazine publishers that is not available via other public library digital magazine services.

Flipster is a separate product offering from our serial subscriptions collection that includes many titles that are unique to EBSCO, and not available from any other digital newsstand. Most titles are offered with unlimited simultaneous user access. The following titles provided through Flipster offer exclusive content:

- Allrecipes
- Ask
- Ask Teacher’s Guide
- The Atlantic
- Babybug
- Better Homes & Gardens
- Bloomberg (Asia Edition)
- Bloomberg (Europe Edition)
- Bloomberg Businessweek
- British Journal of Healthcare Assistants
- Chatelaine
- Chatelaine (French Edition)
- Children & Young People Now
- Choice
- Click
- Click Magazine, Chinese Edition
- Click Teacher’s Guide
- Cobblestone
- Cobblestone Teacher’s Guide
- Consumer Reports
- Consumer Reports Buying Guide
- Consumer Reports on Health
- Cricket
- Cricket Teacher’s Guide
- Cricket World of Wonder
- Essence
- eye: Early Years Educator
- Faces
- Faces Teacher’s Guide
- Food & Wine
- Forbes
- Foreign Policy
- Fortune
- Fortune Magazine Archive (1930-2000)
- Girls’ Life
- Golf Magazine
- HELLO! Canada
- Ladybug
- Ladybug Teacher’s Guide
- Library Journal
- Maclean’s
- Marianne
- Marketing News
- Midwest Living
- Muse
- Muse Teacher’s Guide
- The Nation
- National Review
- A Needle Pulling Thread
- The New Republic
- Nursery World
- People
- Real Simple
- School Library Journal
- Science
- Science News
- Science News Explores
- Scientific American
- Scout Life
- Southern Living
- Spider
- Spider Teacher’s Guide
- Sports Illustrated

- Sports Illustrated (No Swimsuit Edition)
- Sunset
- This Old House
- TIME
- Travel & Leisure
- U.S. News & World Report: The Report
- Wood Magazine

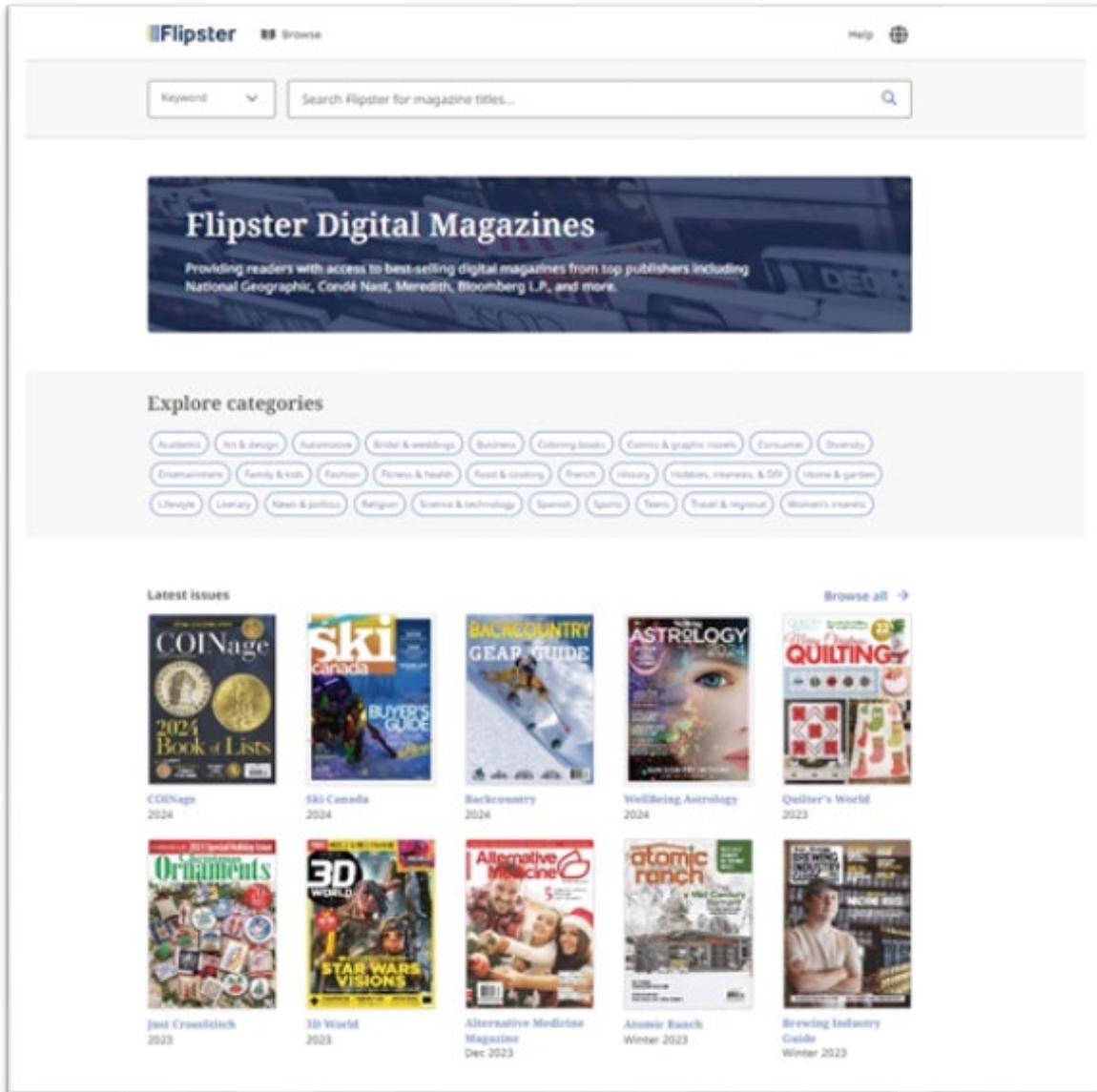
Flipster titles are made available via the Flipster interface. Both in-browser and in-app, Flipster offers an intuitive user experience, supporting a natural progression from browsing and searching, to reading, downloading and making the most of available content.

Upon platform access, users are greeted with several options for browsing and finding magazines, including basic search options, the ability to browse by language and category, and a visuals list of latest issues. All titles displayed, and all records returned from a search, will feature an image of the most recent magazine cover, hyperlinked to the title's Detailed Record.

The most basic form of searching is by keyword, through a simple search box which features a clean, intuitive layout, similar to popular search engines encountered across the web. Users can choose to search by Keyword, Title, ISSN, Category and/or Publisher; this is facilitated by search form fields, as well as index-search aids (a drop-down menu of field codes, located alongside the search bar).

Once a search query is submitted or a category is selected, users can browse a complete set of results. By default, results are sorted by Relevance. Pending user preference, they can also be sorted by Title, Date Oldest and Date Newest. They may also like to "Browse All" latest issues, which can be sorted in the same manner.

Regardless, upon selection, each title record includes detailed publisher, ISSN and category information, as well as a description of contents and a link to "Read Now" or "View Back Issues."



Flipster Interface

B. Award Time Period & Coverage

1. The award will cover subscriptions to be renewed and new titles to be added on an as-needed basis during the duration of the contract.

EBSCO confirms it can meet this requirement.

2. New subscriptions may include additional copies of titles already received or subscriptions to titles that are new to the library.

EBSCO confirms it can meet this requirement. EBSCO accepts and places new orders at any time, including orders for additional copies of titles that have already been received. The vast majority of Flipster titles are offered on a high limit or unlimited user basis.

3. The three-year contract will take effect on July 13, 2024, or upon acceptance by the Jefferson Parish Council, and end three years later.

EBSCO confirms it can meet this requirement. Please note, Flipster pricing is based on publisher cost, which is subject to change. For that reason, EBSCO cannot quote multi-year subscriptions. Pricing for years 2 and beyond can be provided at time of renewal only. However, EBSCO can provide a set discount for years 1-3.

4. Payment will be on a 12-month (year by year) basis with the library making one annual payment. New subscriptions added during the year will be paid for as ordered.

EBSCO confirms it can meet this requirement.

5. Award condition: all or none. The bidder must be able to provide print and digital subscriptions.

EBSCO confirms it can meet this requirement.

C. Cost

1. The discount percent and service fee percent will be binding as quoted and will become part of the final contract.

EBSCO's offer will be binding as quoted and will become part of the final contract. EBSCO reserves the right to re-visit the pricing structure for your account (excluding Flipster) and initiate discussions with you if Jefferson Parish's spend changes dramatically (greater than 10%) or EBSCO's agreed-upon publisher terms and arrangements are significantly altered during the contract period.

2. The bid shall be awarded on the basis of discount amount. The discount must be given on the entire order rather than on a title by title basis, regardless of the contents of the order.

EBSCO understands and complies. Please note that the discounts for subscriptions and digital magazines are different as a larger discount is available for digital magazines.

3. The discount must be given on all types and formats of serials including but not limited to newspapers, organizational memberships that are required to subscribe to a serial, specific publishers, reference works, scholarly journals, and titles with costs over a certain dollar amount.

EBSCO complies.

4. The discount shall be applied to any individual quotations requested during the life of the contract. The discount shall apply to any titles that may be ordered during the life of the contract.

EBSCO's offer will be binding as quoted and will become part of the final contract.

5. Any handling/service charges must be included on a percent basis of the order. Handling/service charges shall be separate line items on all invoices to which they apply.

Should a service charge be applied, it will be listed as a separate line item on all invoices to which it applies.

6. All postage and transportation charges must be included in the invoiced price.

EBSCO complies.

D. Subscription Order & Renewal Services

1. Bidder must maintain an interactive website to provide for electronic ordering, claiming, renewing, title research, invoicing, and collection development.

EBSCONET, our online subscription management platform, allows for the management of your entire subscription account and is available to you 24 hours a day, 7 days a week. It is the premier serials management system used by libraries worldwide and is a value-added service provided at no charge to customers of EBSCO's subscription services division.

EBSCONET is designed to be an interactive platform where customers can not only view comprehensive details about their subscription accounts but can also communicate and exchange data with EBSCO in a variety of ways, including through the Customer Service Portal and comprehensive online renewal tools.

With EBSCONET, you can search the entire EBSCO catalog as well as your current and past orders. EBSCONET lets you:

- Search our title database and view title details for more than 391,000 titles from 79,000 publishers worldwide, including all available formats and purchase options
- Place orders
- View real-time information about your orders
- Access historical order information for up to seven years (in detail) and order history at the title level back to the mid-1990s
- Manage renewals for individual titles
- View detailed information about publishers' online access policies and license terms
- Generate and download reports, and use the EBSCONET Analytics tool to evaluate your collection using a variety of facets
- Place and follow up on claims
- Report and track subscription-related issues via our Customer Service Portal
- Receive title notifications advising you of important changes to your subscriptions, including changes in publisher, frequency, number of issues, format, and title status
- Download copies of invoices, credit memos and monthly account statements

EBSCONET is specifically designed to help you manage each stage of the subscription life cycle and empowers you to make informed, timely decisions about the resources you have on order.

Flexible account permissions allow libraries to create an unlimited number of administrative accounts, as well as multiple user accounts for individual library staff, providing them with access only to the features they need.

Staff accounts can be restricted to read-only access or allow full editing functionality with multiple levels of user authorization, allowing you to tailor EBSCONET access to your library's needs and workflow.

You can also use EBSCONET to determine whether alternative formats are available or if a title is available in a publisher package. Publishers' terms and conditions are clearly displayed so you can view policies on orders, cancellations, and claims. You can also review publisher access instructions (including URLs), license details and pricing models for online titles.

2. Bidder must maintain a database of serial titles via their website.

EBSCO maintains a database of more than 391,000 titles from 78,000 publishers. Customers may search this database via EBSCONET.

3. Bidder's website must include a comprehensive database of all of the library's subscriptions that the library can customize and export in a variety of formats.

EBSCONET's order page allows the user to view and search order history for the previous six years. In addition, the Summary of Publications report, available via EBSCONET, is a complete list of all titles currently on order. This report also includes the ILS number, HEGIS or fund code, publisher name, publisher group and publisher package information.

This report can be customized to include specific data elements and can then be exported into Excel, HTML, comma-delimited, tab-delimited and XML formats.

4. A Serial Title record in bidder's database must include:

- **An interactive list of all of the library's subscriptions to a particular**
- **title, dates of library's subscriptions, and links to relevant invoices.**
- **Title Status, such as active, publication resumed, publication delayed,**
- **suspended or ceased, all including dates when changes took place.**
- **Name changes with links to appropriate record in the title database.**
- **Publisher only accepts direct orders.**
- **ISSN.**
- **Link to publisher's website.**
- **Link to list of issues and dates available.**
- **Links to claims for the title.**

All of the Libraries' subscriptions are listed in EBSCONET; the information referenced above can be found in Order or Title Details at the title level.

5. Bidder must notify library, in a timely manner, when invoices are available online.

EBSCONET offers an Alerting service that pushes notifications to Library users. Users can elect to receive the following types of Alerts within EBSCONET and/or via email:

- Title Changes (status, frequency, publisher, format, Open Access)
- New Financial Document Available
- EBSCONET Renewal Available
- New Service Request Update (responses from your EBSCO representative, publisher claim/access issue)

- responses, etc.)
- New Registration Instructions
- E-Journal Updates (including platform changes, package changes, etc.)

Within EBSCONET, Alerts can be marked as “read,” allowing users to acknowledge and hide alerts that are no longer needed.

Alerts can be configured within the Account Preferences section of EBSCONET, where each user can indicate receipt preference by type of alert and alert format (e-mail or within EBSCONET).

Proactive alerts are also sent for certain changes to your e-journal subscriptions via EBSCONET E-Journal Updates. These updates include online formats introduced for previously print-only titles, and titles added to or removed from E-journal packages ordered via EBSCO.

EBSCO is working to incorporate all relevant serials changes and account updates into the EBSCONET Alerting functionality.

6. Bidder must provide a toll-free phone number and email directly to website tech support.

Technical issues or questions regarding EBSCO’s access and discovery tools can be submitted at any time via EBSCO Connect. Cases are reviewed within 24 hours. You can also contact our Customer Support team by phone at (800) 758-5995.

Questions or queries about EBSCONET can be submitted at any time by email to ebsonetsupport@ebSCO.com. Responses will be sent within one (1) business day.

7. Bidder must provide complimentary training and online help via bidder’s website.

Your staff and users benefit from accessible, knowledgeable training and technical support at no charge to you.

EBSCO's training site, <https://connect.ebsco.com/s/academy>, provides access to live web-based training sessions conducted by our Customer Success group; recorded sessions are available to view on demand.

Our support site, <https://connect.ebsco.com>, offers links to tutorials and support centers, answers to FAQs, email support and many more tools to help you with any issues you may experience. Our technical support team will track and update you on any issues reported via this site or our technical support email address.

EBSCO Connect also provides access to live web-based training sessions conducted by our Customer Success group; recorded sessions are available to view on demand.

8. Bidder’s website must include customizable reports including, but not limited to, current subscriptions by title and by library branch, serials changes, claims submitted, responses and dispositions, collection assessment and membership titles that the library can retrieve at any time in a variety of formats.

EBSCO provides twenty-five management reports at no charge via EBSCONET, more than any of our competitors. Of those, 16 are available online and generate in real time; the remaining 9 are on a request/retrieve, 24-hour turnaround basis (generated overnight). EBSCONET’s report schedule also allows you

to set up recurring requests for reports. You can customize online reports to include specific data elements and export them easily in Excel, HTML, comma-delimited, tab-delimited and XML formats.

Additional custom reports are available upon request through your Customer Service Representative. Simply let them know what data you are interested in and they will request a special report to accommodate your needs.

The following are some of the most popular EBSCONET reports:

Five-Year Price Analysis by Title

The Five-Year Price Analysis by Title report provides an overview of the actual prices paid by the library (exclusive of service charge and tax) for each title on subscription, as well the variance in the price from year to year. The format purchased for each year is also listed. This report allows libraries to evaluate price increases at a title and/or publisher level, and to identify titles that have experienced significant price increases during the subscription term.

Summary of Publications

A complete list of all titles currently on order. Includes ILS number, HEGIS or fund code, publisher name, publisher group and publisher package information.

Current Subscriptions

Lists all current subscriptions (i.e. titles with an expiration date on or after the current date).

Subscriber List

Lists all subscribers for a specified account. Useful when communicating orders and claims to your EBSCO Customer Service Representative.

Summary of Invoices

Lists annual combined billing information with supplemental adjustments. This report allows you to evaluate current orders and payments for those orders.

Collection Assessment

Lists all ordered titles along with the associated subject classifications, cost and other title information. Allows you to measure your collection for acquisition evaluation or general assessment.

Other Reports

EBSCONET Analytics is an analysis tool that puts key decision-making data directly into the application where you manage your subscriptions, free of charge. You will have instant access in EBSCONET to data you need to quickly evaluate your collection. Interactive and easy-to-read dashboards bring your data to life, giving you at-a-glance assessments of a title – or your entire subscription collection. Color-coded indicators highlight year-to-year trends, and analysis reports allow you to view the cost, use and title count of your EBSCO subscriptions by format, fund code, subject and more.

EBSCONET Analytics provides charts and graphs for metrics visualization. These charts and graphs can be viewed in the user interface or copies for use in external presentations. An export of related data is also provided.

Additionally, EBSCO provides **price projection reports** that analyze price histories and forecast expected price increases for the coming year.

EBSCO co-authors an in-depth article on price projections published in Library Journal in the spring of each year. Based upon conversations with major publishers and market analysis, EBSCO also issues price projections for the coming year in the late spring or summer.

In addition, we can provide you with a **Customized Budget Analysis** at no charge. This report projects prices for the upcoming subscription year based on current inflation and economic factors. It determines the number of titles and percentage of expenditures for your domestic and non-domestic titles and illustrates additional budget increases projected for the Library for the coming year.

9. Bidder must submit address changes and service stops, starts and restarts in a timely manner, for new and reopening libraries. Bidder must provide proof that address changes have taken place.

EBSCO will notify publishers of address changes on your behalf. Our system sends delivery address notifications to publishers automatically, twice a week.

In some instances, publishers can be delayed in updating their records, so it's recommended that you notify us of address changes as soon as possible. Your Customer Service Representative can urge publishers for prompt address changes as needed.

10. Bidder's website must include claims records that are retrievable by title and by library branch.

Claims are recorded in the EBSCONET Claim Checker. Claim Checker allows the Library to view existing claims and act on them, including acknowledging receipt or reclaiming. Active claims can also be viewed and sorted by title or library branch in the Claim Checker. The Claims Processed Report, available via EBSCONET, offers a comprehensive report of all claims.

EBSCO customers can also track claims within the Customer Service Portal on EBSCONET. Each claim placed creates a service request, and publisher responses are added to these service requests as they are received. Claims for daily publications or for complete non-start of service are flagged as urgent and are handled personally by your Customer Service Representative within 24 hours of receipt, but typically on the day of receipt. Your Representative will update the claim status in the portal and continue to follow up on urgent claims until they are resolved. Claims for access to electronic content are also handled as urgent. The "My Claims" section of EBSCONET provides details on claims placed in the past two years, and claim history for all orders is available within EBSCONET at the order level for the current year plus the previous six years.

11. To ensure that service is not interrupted, subscriptions shall be placed so that renewals start in the months following the current expiration dates.

EBSCO can place subscription orders to start at expire. We can work to achieve a common expiration date if desired.

12. Bidder will, according to publisher compliance, arrange for common expiration dates for all titles ordered if requested by the library.

EBSCO will establish a common expiration date of your choosing, except where prohibited due to publisher restrictions. Orders can be prorated or entered for long terms to achieve a common expire when allowed by publishers.

13. Bidder must clear all orders direct with publishers, not through other agents, middlemen, etc. There shall be no sub-contracting of orders or claims.

EBSCO will clear all orders directly with publishers and will not use any other agents for orders or claims.

14. Bidder must be able to provide subscriptions to any serial that is available from any other subscription agency.

EBSCO offers the entire subscription catalog from most every publisher with whom we work, covering all available formats, with few if any exceptions. If the Library wishes to subscribe to a title that is not currently included in our title database, staff in our title information group will research and add that title to the database so that it is available for purchase.

15. As evidence of the comprehensiveness of their title file, bidder must provide access to their website.

Jefferson Parish Public Libraries currently have access to our title database via EBSCONET.

16. Bidder must provide assistance in locating missing issues when regular claiming does not yield copies needed.

EBSCO will work to secure replacements, free of charge, from publishers. If a publisher refuses to supply a replacement free of charge, then the cost to you will be whatever the publisher charges us to obtain the replacement issue.

If replacements are unavailable, we will try to obtain a credit from publishers on your behalf.

17. Bidder must maintain an online complimentary issue replacement service with an inventory of issues from the past year for at least 2,000 popular serial titles that includes inventory data and allows for electronic ordering.

If you are missing an issue of a publication or a publication is damaged beyond use, you can take advantage of the EBSCO Missing Copy Bank, a free service for EBSCO customers. The Missing Copy Bank is a one-year back file of 30,000 issues from approximately 2,000 serials titles, with more than 5,200 issues distributed to customers annually. You can search for needed issues via EBSCONET and order them online or call your Customer Service Representative to order missing issues by phone.

18. Via email and website, bidder must furnish itemized invoices arranged by library branch which include the following:

- Invoice number;
- Title of each serial;
- Cost of each serial;
- ISSN;
- Start date;

- **Frequency of publication;**
- **Subscription term;**
- **Number of copies of each title;**
- **Handle/service charge, if any;**
- **Total cost for each library branch;**
- **Total cost of invoice;**
- **Total cost of entire order;**
- **Months of publication, when available;**
- **Costs before and after discount is applied for each library and entire order**

EBSCO invoices are available in both print and electronic format; PDF or Excel formats of current and prior invoices are instantly available via EBSCONET.

EBSCO's invoice is designed to serve as a payment document, and contains the requested information above.

Service charges or discounts are listed on the item level or at the end of each invoice.

The standard monthly account summary statement shows any open items and is available electronically as a PDF or Excel file. You can view invoices and current and previous monthly statements (which reflect payments and credits) via the Financial Information tab on EBSCONET. EBSCONET also indicates the balance of each invoice or credit.

20. Invoices must also be accessible electronically via bidder's website and exportable in various formats and include the data listed above.

EBSCO's electronic invoices, which include the data listed above, are available via EBSCONET and can be exported via PDF or Excel.

21. Bidder must be willing to accept orders of any size at any time, without adding an additional processing fee above the handling/service charges set out in the bid.

EBSCO accepts and places new orders at any time without an additional processing fee. New orders are merged automatically into the next year's main invoice so that all titles will be listed in a single updated renewal list. We will also back date starts during the year to the first issue/volume of the year, subject to publisher acceptance or order partial year subscriptions, as allowed by publishers, in order to accommodate a common expiration date.

22. Bidder must be willing to accept cancellations at any time during the term of the subscription and try to obtain refunds.

EBSCO can accept cancellations at any time during the subscription period, except where prevented by publisher policy. If an order is canceled, we will credit your account an amount equal to what we are refunded by the publisher, less a processing fee of \$30.00 per title. This processing fee does not apply if you elect to cancel the title at the time of renewal or if the publisher ceases publication.

In some cases, publishers will offer credits or other provisions in place of a refund. It is typical for publishers to not offer refunds on subscription terms with less than six months remaining.

Cancellations will be processed and acknowledged within two business days. Cancellation policies are included

at the title level in EBSCONET for review prior to cancellation. The library will be notified promptly if cancellation is restricted by publisher policy.

23. All serials listed on each order must be delivered unless the publication has ceased, been suspended or the item is obtainable only from the publisher. In each instance, the bidder will indicate the reason for omitting the item.

EBSCO complies. EBSCO has a policy of monitoring publications where the publisher has a history of cessation. Publications such as these are often placed on a "delayed publication" status to prevent the publisher from collecting subscription fees and later discontinuing the publication. If you wish to order one of the titles, we will list the order on your invoice and mark it as "Delayed" or "EBSCO will order when current", meaning the order is in the queue without money being collected from you and sent to the publisher. This same process allows us to return your subscription fee if we learn of a cessation during the renewal cycle.

If a title is ceased mid-term, EBSCO will, whenever possible, try to obtain a full or partial refund. This refund could take the form of a pro rata refund for the issues not received, receipt of another title in its place, etc.

24. Bidder must notify the library of any changes concerning the periodical titles the bidder handles. This information should include the following:

- **Discontinued, ceased and suspended titles;**
- **Titles that must be ordered directly from the publisher;**
- **Title mergers or splits;**
- **Name changes;**
- **Frequency of publication changes;**
- **Titles delayed or behind in publication;**
- **Titles that have resumed publication; and**
- **New titles.**

Customers are advised of important changes to subscriptions via the Title Changes page within the EBSCONET interface. Title Changes are posted as they are updated in EBSCO's title database. Users can elect to be notified via EBSCONET Alerts and/or a weekly email.

The Title Changes page shows changes in:

- Publisher
- Frequency
- Number of issues
- Format
- Title Status (for example, if a title changes from "Active" to "Discontinued")
 - Includes title name, cessations, splits, suspensions, delays, mergers and absorptions

Reported date, title name, publisher, type, previous and new values, and effective date are included with each title change notification. Title changes can be filtered and sorted within the Title Changes results list and exported to Excel or other popular formats. They can also be marked as "Read" or shared with external staff via email by clicking the "Share" button next to a specific alert. A title change can be shared with anyone, even if they do not have an EBSCONET account.

In addition to the Title Changes page, these changes are displayed in a "Title History" tab that appears on the Title Details and Order Details pages.

Users who prefer not to receive alerts or emails for title changes can unsubscribe from within EBSCONET's Account Preferences.

The screenshot shows the EBSCONET interface with the 'Title Changes' section active. It includes a search filter for 'Unread' status and a table of changes. The table has columns for Reported Date, Title Name, Publisher, Type, Previous Value, New Value, and Effective Date. Each row includes 'Mark as Read' and 'Share' buttons.

Reported Date	Title Name	Publisher	Type	Previous Value	New Value	Effective Date		
07/27/2022	American Book Review	UNIV OF NEBRASKA PRESS	Publisher Change	UNIV HOUSTON-VICTORIA	UNIV OF NEBRASKA PRESS	01/01/2023	Mark as Read	Share
07/27/2022	American Book Review	UNIV OF NEBRASKA PRESS	Title Frequency Change	Bimonthly-5 Or 6 Per Year (Every 2 Months)	Quarterly-4 Per Year (1 Each 3 Months Or Season)	07/26/2022	Mark as Read	Share
07/27/2022	American Book Review	UNIV OF NEBRASKA PRESS	Issues Per Year Change	6	4	07/26/2022	Mark as Read	Share
07/22/2022	Under the Radar	UNDER THE RADAR	Title Status Change	Active	Delayed Publication / 092122 Publ Behind Schedule As of 07-21-22, #682021/ Latest Published.	07/21/2022	Mark as Read	Share

25. When there is a title change, bidder must not make library responsible for adding the new titles and cancelling previous titles on their renewal lists.

EBSCO automatically handles ordering of titles that have changed names, merged, split or otherwise changed. If a significant change in content or price occurs as a result of the change, EBSCO will contact the Library for approval.

26. Bidder must provide notification when a publisher has a time limit for acceptance of claims.

Claim restriction information is displayed on the title detail page on EBSCONET and is also available via the Titles with Claiming Restrictions report. This report identifies the titles in your collection that have publisher claiming restrictions. This information helps you avoid unnecessary claims and informs you of the publisher-allotted time frame for submitting a claim.

27. Five to six months prior to annual renewal time, bidder must provide, via their website, interactive Renewal Lists detailing all titles previously ordered, indicating current status, including but not limited to active, direct only, ceased, name change, current prices, renewal dates, to be used for renewal order processing. Bidder must provide a Renewal List for each library branch.

EBSCO will always generate your renewal list at least six months prior to the annual renewal date of your subscriptions. Your renewal list will be available on EBSCONET; an email will prompt you when renewals are ready for your review. We can also provide the renewal list in PDF or Excel format via email.

Your online renewal list is grouped by EBSCO Account Number and includes the following information:

- Title Name
- Order Number
- Fund Code
- ILS Number
- Format
- Publisher
- Start Date
- Subscriber
- Quantity
- Retail Price
- Updated price indicator
- Alternative formats availability

EBSCO's online renewals interface features a streamlined user experience including a simplified grid format, the ability to make format, quantity and other changes in-line without having to navigate to another page, and a "shopping cart" checkout experience. All titles that can be renewed are in your cart when you access your renewal. Titles can easily be added to the cart, removed (cancelled) from your cart, or placed on hold.

A dashboard at the top of the screen maintains a running total (both number and price) of subscriptions selected for renewal as well as those set to hold or cancel.

Any previously ordered titles that are no longer available for ordering, such as direct order or ceased titles, are clearly marked and will be automatically removed from your renewals shopping cart but will remain visible under a separate "Renewal Items Removed" tab. The removed items tab will also show any titles that you have opted to cancel, as well as orders you have placed on hold. Titles submitted for renewal are moved to the "Items Submitted to EBSCO" tab.

On each tab, the expandable grid allows users to review title and order information in detail, and to make changes to format or local information if applicable.

eBooks Catalog Search Customer Service Portal Alerts

EBSCONET

Subscriber AA - MAIL ROOM

Orders **Renewals** New Orders Database Orders Reports Financial Information Help

Renewal Details Report

Renewal Cart

Renewals

Title Name Select a filter

Account Number Billing Address **Cart Summary**

Items in Cart (2137): 281,499.16 USD
 Items on Hold (0): 0.00 USD
 Items Set to Cancel (13): 387.34 USD
 Items Submitted for Invoicing (0): 0.00 USD

Renewal Cart (2137) Renewal Items Removed (148) Items Submitted to EBSCO (0)

Actions Items per page 100 Page 1 of 22 (2,137 Results) Microsoft Excel

<input type="checkbox"/>	Title Name	Renewal Status	Format	Publisher	Start Date	Subscriber	Quantity	Amount (USD)
<input type="checkbox"/>	Ad Astra = To the Stars Order Number: A8318397 Fund Code: 000SCI		Print	NATIONAL SPACE SOCIETY	01/01/2023	AA - MAIL ROOM	1	Price: 25.95 Discount: -1.30 Extended Price: 24.65 Tax: 0.00 Total Price: 24.65
<input type="checkbox"/>	Adbusters Alternative Format Available Order Number: D8895335 Fund Code: 000SOC		Print	ADBUSTERS MEDIA FOUNDATION	01/01/2023	AA - MAIL ROOM	1	Price: 120.00 Discount: -6.00 Extended Price: 114.00 Tax: 0.00 Total Price: 114.00
<input type="checkbox"/>	Advertising Age Alternative Format Available Order Number: A8329200 Fund Code: 000SCI ILS Number: 3685603		Print	CRAIN COMMUNICATIONS INC	01/01/2023	AA - MAIL ROOM	1	Price: 169.00 Discount: -8.45 Extended Price: 160.55 Tax: 0.00 Total Price: 160.55

eBooks Catalog Search Customer Service Portal Alerts

EBSCONET

Subscriber AA - MAIL ROOM

Orders **Renewals** New Orders Database Orders Reports Financial Information Help

Renewal Details Report

Renewal Cart

Renewals

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Renewal Cart (2137) Renewal Items Removed (148) Items Submitted to EBSCO (0)

Actions Items per page 100 Page 1 of 22 (2,137 Results) Microsoft Excel

Actions

- Set Selected Items to Hold
- Set Selected Items to Cancel
- Set All to Hold
- Set All to Cancel

<input type="checkbox"/>	Title Name	Renewal Status	Format	Publisher	Start Date	Subscriber	Quantity	Amount (USD)
<input type="checkbox"/>	Ad Astra = To the Stars Order Number: A8318397 Fund Code: 000SCI		Print	NATIONAL SPACE SOCIETY	01/01/2023	AA - MAIL ROOM	1	Price: 25.95 Discount: -1.30 Extended Price: 24.65 Tax: 0.00 Total Price: 24.65
<input type="checkbox"/>	Adbusters Alternative Format Available Order Number: D8895335 Fund Code: 000SOC		Print	ADBUSTERS MEDIA FOUNDATION	01/01/2023	AA - MAIL ROOM	1	Price: 120.00 Discount: -6.00 Extended Price: 114.00 Tax: 0.00 Total Price: 114.00
<input type="checkbox"/>	Advertising Age Alternative Format Available Order Number: A8329200 Fund Code: 000SCI ILS Number: 3685603		Print	CRAIN COMMUNICATIONS INC	01/01/2023	AA - MAIL ROOM	1	Price: 169.00 Discount: -8.45 Extended Price: 160.55 Tax: 0.00 Total Price: 160.55

28. Bidder must assign one individual to be responsible for the library's account. This individual must have the authority to act on the library's behalf with publishers as necessary. This dedicated representative must be assigned to the library and must be readily accessible via phone, email or messaging via vendor's website, with a back-up plan in place so that when a representative is out, queries are handled in a timely manner.

**April Harrison
Customer Service Representative**

April Harrison is the Customer Service Representative assigned to personally handle any questions you have concerning orders, delivery, claims, renewals, e-journal access and troubleshooting. She is also available to assist with management reports, invoices, credits and any other requests related to your subscription account. EBSCO's Customer Service Representatives are empowered to call publishers on your behalf to resolve claims and other issues.

April can be reached via a direct toll-free number 855-580-0764 or by e-mail at aharrison@ebSCO.com.

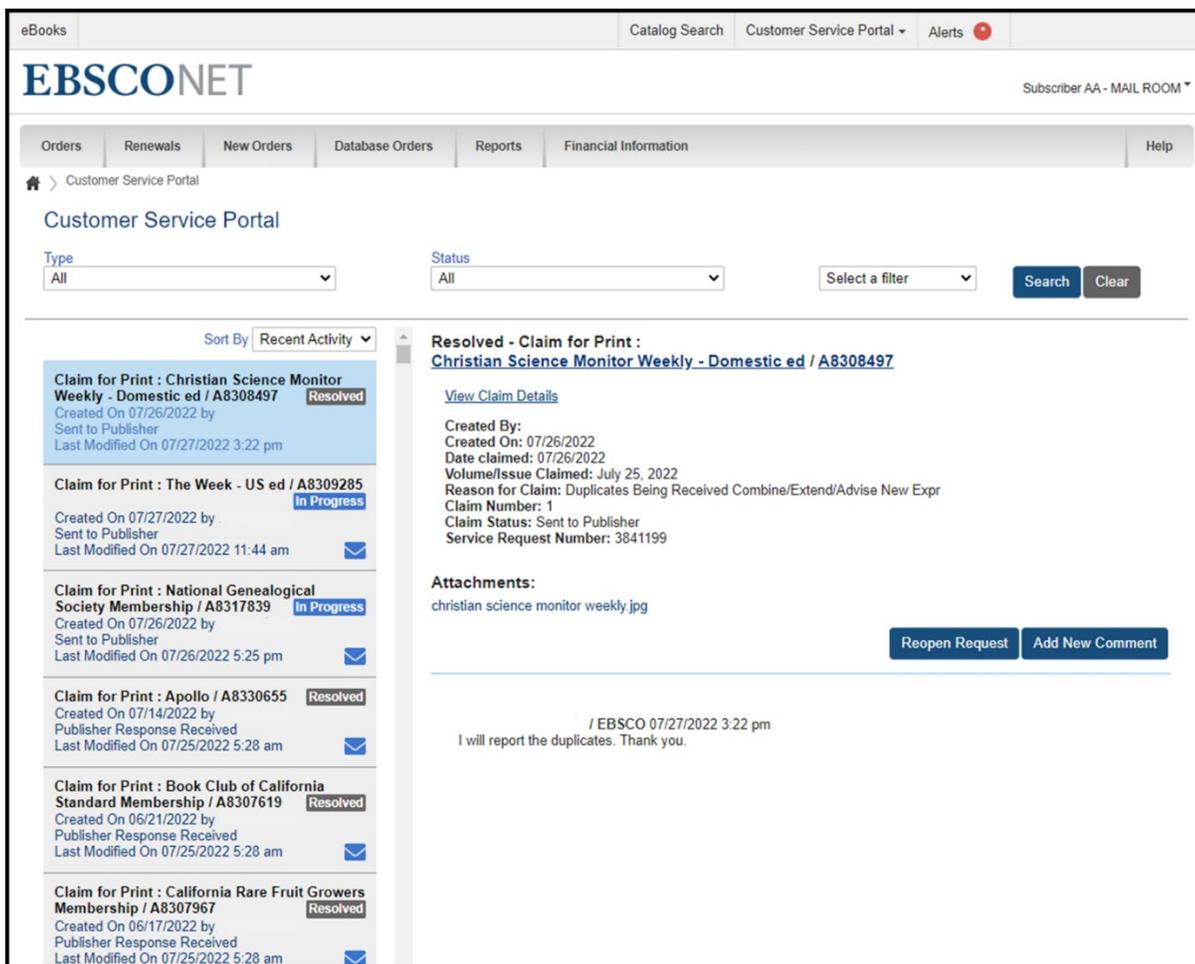
All of EBSCO's Customer Service Representatives work in dedicated teams to encourage collaboration and ensure the best service for your account. If April is out of the office, another Customer Service Representative who handles similar accounts will be able to assist you, ensuring consistently prompt response to communications.

The Customer Service Portal within EBSCONET provides a central location for communicating with your EBSCO Customer Service Representative and provides an archive of all communications. The Customer Service Portal allows users to enter queries related to:

- Online Access Issues
- Print Claims
- Account/Invoice Questions
- Order-Specific Queries
- General Questions

Queries entered into the Customer Service Portal allow you to enter questions or information as well as supporting documents or screenshots. Each entry creates a ticket for your EBSCO Customer Service Representative, who will respond within EBSCONET. The chain of communication for all service requests is available for review within the Portal at any time. Order-specific claims and questions are also visible at the order level within the Orders and Renewals sections of EBSCONET for easy reference.

The EBSCONET Customer Service portal also provides proactive notification if a new online subscription requires registration. A "Registration Required" service request is added to the Customer Service Portal in advance of the order's start date. This communication will include instructions for establishing online access, as well as the registration URL.



29. Bidder must provide proof of payment. The invoice must be certification that publishers have been paid by the agent.

EBSCO sends full payment to publishers with your order to ensure prompt service. Generally, an EBSCO order serves as proof of payment for your subscriptions. Should additional proof of payment be required, your Customer Service Representative can work with you or the publisher to provide this documentation.

E. Digital Newsstand Service

Jefferson Parish Library requires a digital newsstand service that will host a website and apps for the library and provide digital magazines that the library can subscribe to and add to the website for patrons to check out and download.

As previously noted, EBSCO confirms it can meet these requirements and is pleased to offer Jefferson Parish Library access to Flipster. Please refer to Section **Digital Newsstand Service** under **Specifications** for more information about how EBSCO can meet these requirements.

THE SERVICE MUST PROVIDE OR ALLOW FOR THE FOLLOWING:

- **A website and apps for browsing, checking out, downloading, and reading digital magazines online or offline, accessible via a single, personal, user account**

Flipster is a web-based, hosted solution, directly accessed from a library's website or online catalog. Flipster is compatible with any common, updated web browser and operating system. This flexibility allows for easy on-site, remote and mobile access—in the library, at home and on-the-go. Users can enjoy browsing, checking out, downloading and reading digital magazines online or offline, without the need for a personal account, making it simple and quick to access Flipster.

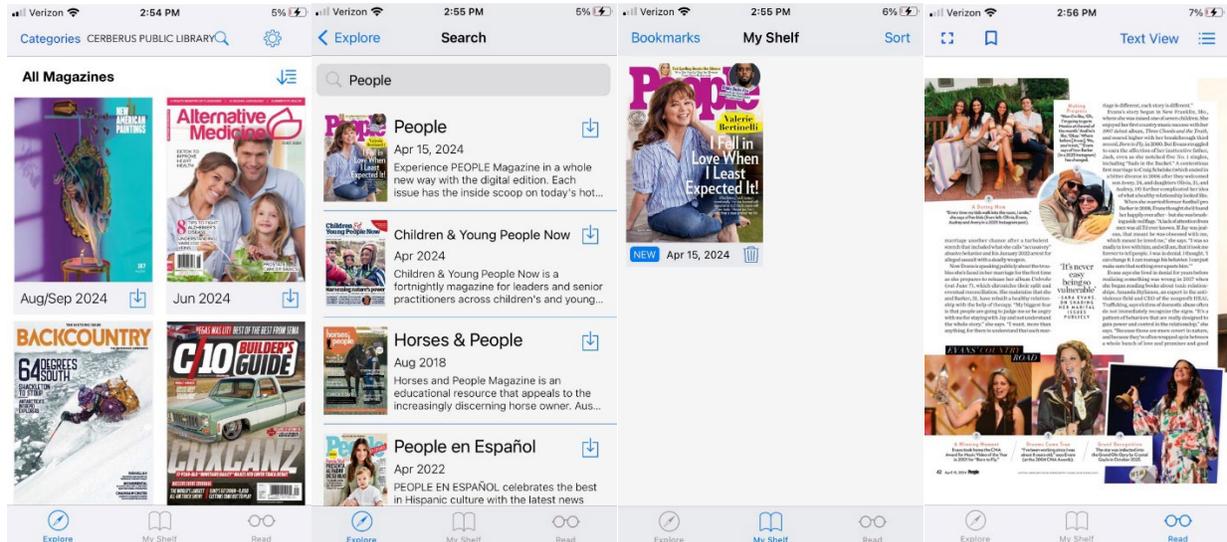
Users may access Flipster and read full issues without an app on any mobile browser. In addition to browser-based access, the end-to-end Flipster experience may also be enjoyed directly in-app. While all magazines are available for online reading in-browser, titles can only be downloaded into the Flipster app, currently available for iOS, Android and Kindle Fire. The app offers online and offline access and is available for free download at any time, from the App Store (iOS), Google Play (Android) and Amazon Store (Kindle Fire).

Through the Flipster app, users simply identify their library using an interactive Locator, authenticate once to access the library's collection, and proceed to browse, search, download and read content. Additional benefits of the app include the following capabilities:

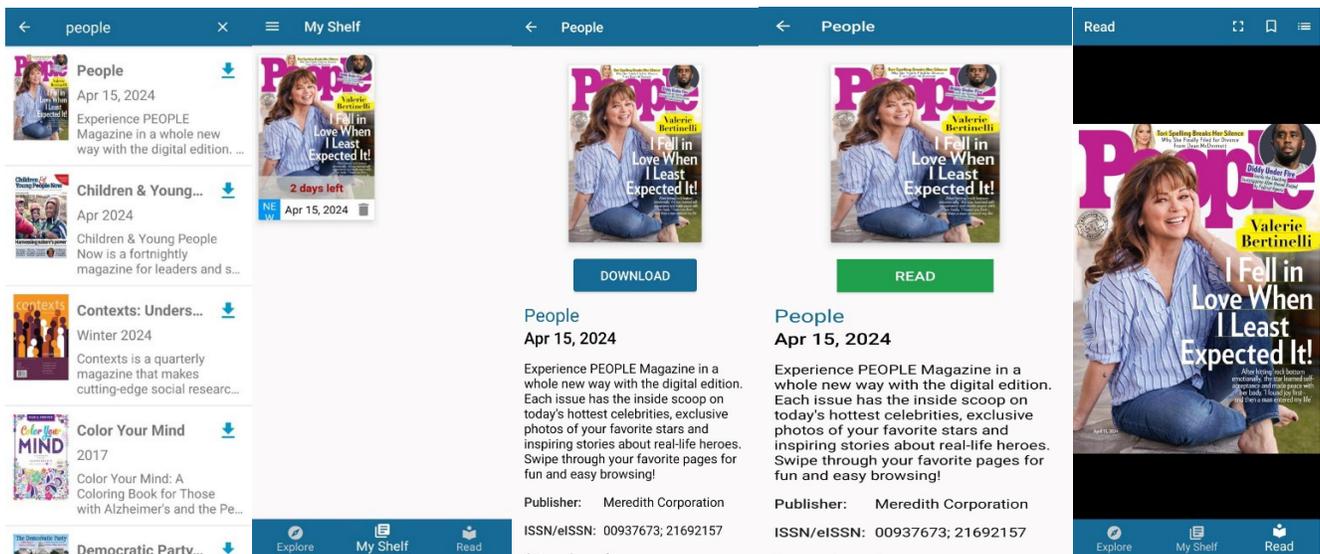
- Locate, add and toggle between multiple libraries
- Browse by "All Magazines" or by "Category"
- Basic keyword search by title, description, category, publisher, etc.
- Access detailed information records for each title
- Review and download back issues right from the detailed record
- Easily swipe left or right to flip through pages
- Tap an article title on the cover or table of contents for direct access
- Bookmark and tag magazine articles for later access
- Easily track your percentage read (percent complete)

- Sort e-magazines by date downloaded or alphabetically
- Toggle between a shelf of all downloads and "currently reading"
- Multiple viewing options, including text-view only
- Convenient text-to-speech function for articles read-aloud

To facilitate in-app use, all icons and labels are clear, meaningful and easily understood, often accompanied by images for added context and definition:



The Flipster App Experience (iOS)



The Flipster App Experience (Android)

Regardless of in-browser or in-app access, users are able to browse, search and select digital magazines for use. Reading in-browser offers a simple, streaming experience, while the app offers the ability to checkout and download titles for offline use.

Specific to checkout periods and downloading, for those titles with limited access, checkout periods and returns are automatic, meaning a downloaded issue will automatically be removed from the user app and made available to others for checkout. These limits are set by the publisher. Typically, most limited issues expire in 7 days, while weekly issues may expire in 2 days.

When reading a Flipster title in-browser, where the content is not downloaded to the user's device, the checkout expires upon exiting the viewer, and ceases to count towards the simultaneous usage limit.

- **Full color, digitized versions of popular print magazines, in entirety, cover to cover, including all articles and ads that appear in print versions, as well as popular digital magazine titles that are not available in print.**

Each issue of Flipster is a complete, full color, digitized replica of its print version, including all graphics and images, ads and articles. Please refer to Section **Digital Newsstand Service** under **Specifications** for more information about how EBSCO can meet these requirements.

To view the full list of the top 50 major titles in the Flipster catalog as of January 2024, as well as the full list of exclusive content offered through Flipster, please see our responses as previously noted.

- **The website must be accessible for browsing, checking out, and downloading magazines 24/7, at all of the library's locations, and remotely, wherever internet access is available.**

Authenticated patrons can browse, check out and download Flipster magazine at any time, at all of the library's locations and remotely, via the Flipster app. All magazines are available for online reading in-browser as well.

EBSCO offers a variety of authentication methods to accommodate on-site and remote access needs. Primary methods of authentication include:

- IP Address authentication
- SAML / Single Sign-On authentication
- Clever Single Sign-On
- Shared User ID and Password authentication
- Patterned ID (or CPID) authentication
- Patron ID authentication
- Referring URL authentication
- Geolocation authentication
- Google CASA authentication

Users utilizing any of the primary authentication methods mentioned above can also leverage the following features using their MyEBSCO account. MyEBSCO accounts offer enhanced research functionality as well.

- Personal User authentication
- Google Sign-In authentication

EBSCO also supports the following, which can accompany your institution's primary authentication:

- Cookie authentication

Administrators can set a preferred authentication order. Preferred Authentication controls the type of authentication that users are presented with when following links in all new searching interfaces or when using the Flipster App.

We recommend that administrators check and update their Preferred Authentication settings to ensure that their users are prompted with the correct authentication method, such as single sign-on, a proxy tool or other method. More details on setting up preferred authentication are available here: <https://connect.ebsco.com/s/article/How-do-I-set-up-preferred-authentication>

Please note that while EBSCO operates the service in a manner that is designed to be available 24 hours per day, 365 days per year, we do also reserve the right to plan maintenance that would cause downtime. Major upgrades are scheduled to occur at the least disruptive times for customers, and EBSCO shall limit downtime due to planned maintenance to less than 8 hours per year. Notice of scheduled maintenance that would cause downtime is posted to EBSCO's System Status page one week prior to maintenance occurring.

Excluding any planned maintenance, EBSCO's commitment is to ensure that the service is available 99.9% of the time per year. This equates to no more than 8.76 hours per year of unplanned downtime. In the unlikely event that EBSCO requires emergency maintenance, EBSCO will also make all reasonable efforts to provide at least 48 hours' notice to customers via email, as well as an alert on EBSCO Connect.

- **The entire service, including the library's subscription content, must be on a server hosted by the vendor.**

Flipster digital magazines are hosted by EBSCO.

- **A library patron must be able to access their personal account, including checked out items, on more than one computer or portable device**

While users are unable to create personal accounts and folders within Flipster, Flipster does allow users to keep track of titles by not deleting them from their Flipster app. Expired titles with unlimited access will remain in the app (faded) until manually deleted. For titles with limited access, checkout periods and returns are automatic, meaning a downloaded issue will automatically be removed from the user app and made available to others for checkout.

Within the Flipster app, users can also easily bookmark magazine articles and access them at any time from the **Bookmarks** link on the **My Shelf** screen.

Please note that the Flipster app allows users to download titles directly to a personal device and that downloaded titles are only available on that specific device. Flipster titles cannot be downloaded to a computer's desktop at this time.

- **Inventory must include popular, public library oriented magazines, from top publishers, including, but not limited to, Time, Conde Nast, Meredith, and Hearst.**

In growing this collection, EBSCO has partnered with publishers from around the world, seeking to offer the in-demand titles that libraries and end users truly want. Currently, the top 25 major publishers include:

- | | |
|-------------------------------------|---|
| • AARP | • Hearst Magazines, a division of Hearst Communications, Inc. |
| • Active Interest Media, Inc. | • Media Source, Inc. |
| • Arena Group | • Meredith Corporation |
| • Australian Consumers' Association | • National Geographic Partners LLC |
| • A360 Media LLC | • National Wildlife Federation |
| • Bloomberg, L.P. | • Nation Company, L.P. |
| • Conde Nast Publications | • Newsweek Publishing LLC |
| • Consumer Reports, Inc. | • Penske Business Media, LLC |
| • Cricket Media | • Scientific American |
| • Essence Communications Inc. | • Society for Science & the Public |
| • Forbes Inc. | • St. Joseph Communications |
| • Fortune Media (USA) Corporation | • TIME USA, LLC |
| • Future Publishing Ltd. | |

Flipster titles available from top publishers Time, Conde Nast, Meredith and Hearst include:

Conde Nast	
✓ Architectural Digest	✓ The New Yorker
✓ Bon Appetit	✓ Vanity Fair
✓ Conde Nast Traveler	✓ Vogue
✓ GQ: Gentlemen's Quarterly	✓ Wired
Hearst	
✓ Bicycling	✓ HGTV Magazine
✓ Car & Driver	✓ House Beautiful
✓ Cosmopolitan	✓ Men's Health
✓ Country Living	✓ Pioneer Woman Magazine
✓ Delish Quarterly	✓ Popular Mechanics
✓ Elle	✓ Prevention
✓ Elle Decor	✓ Runner's World
✓ Esquire	✓ Town & Country
✓ Food Network Magazine	✓ Veranda
✓ Good Housekeeping	✓ Woman's Day
✓ Harper's Bazaar	✓ Women's Health

Meredith	
✓ Allrecipes	✓ Real Simple
✓ Better Homes & Gardens	✓ Southern Living
✓ Food & Wine	✓ Travel & Leisure
✓ Midwest Living	✓ Wood Magazine
✓ People	
Time	
✓ Time	

EBSCO’s ability to remain flexible and adapt to the evolving needs of customers is the most essential component of our strategic initiatives. EBSCO maintains an up-to-date list of all titles and unique publications at: <https://www.ebsco.com/products/flipster/browse-magazines>. This list is updated weekly.

- **The bidder must continuously add new titles and new publishers to its catalog of available content.**

To continually enhance its selection of Flipster content, EBSCO actively seeks new publisher content, based on title popularity with EBSCO’s print subscription division, circulation data and particular customer requests. Through an interactive feature on the Flipster website, library administrators and patrons can suggest new titles for inclusion. Once a title is suggested, EBSCO actively works on trying to obtain it.

On average, these efforts result in the addition of 10 titles monthly, ever expanding the collection and its amount of unique titles. Most recently, EBSCO has emphasized the acquisition of licensed content from international (non-US) publishers, specifically in Canada, Mexico, France, and Spain. Through these efforts, EBSCO seeks to meet the needs of an increasingly global market.

As noted above, EBSCO’s ability to remain flexible and adapt to the evolving needs of customers is the most essential component of our strategic initiatives. EBSCO maintains an up-to-date list of all titles and unique publications at: <https://www.ebsco.com/products/flipster/browse-magazines>. This list is updated weekly.

- **Must include easy to download free apps that will allow for reading magazines offline on many different computers and devices.**

The Flipster interface features responsive design properties. For a fully optimized mobile experience, Flipster is available via dedicated apps for iOS, Android and Kindle Fire devices. The complimentary Flipster app can be downloaded from iTunes, Google Play or the Amazon Appstore. Using the Flipster app, downloaded magazine titles can be read offline.

The mobile site for Flipster is also fully responsive, meaning it will adjust to the size of any screen—phone, tablet, computer or television.

On desktop, Flipster is compatible with any common, updated web browser and operating system. For best results, EBSCO does recommend use of some minimum software and browser versions, which have been tested and confirmed to support full features and functionality:

Desktop Browsers:

- Firefox, Safari, Google Chrome: Latest version plus one previous version
- Microsoft Edge: Latest Edge release plus one previous major version
- Other: JavaScript, Cookies Enabled, DOM Storage

Tablet/Mobile Versions:

- iOS: Versions 12 and later
- Android: Version 5.0 (Lollipop) and later
- Kindle Fire: Running Fire OS

Please note, as previously mentioned, that the Flipster app allows users to download titles directly to a personal device, and that downloaded titles are only available on that specific device. Flipster titles cannot be downloaded to a computer's desktop at this time.

- **Compatible with PCs and Macs and a wide range of portable devices including but not limited to iPad, iPhone, Android, Nook HD, Kindle Fire, and Windows devices.**

As noted, Flipster is compatible with most common, updated web browser and operating system. This includes compatibility with PCs, Macs, iPads, iPhones, Android, Kindle Fire and Windows devices.

Please see response as provided directly above for full details.

- **Support by email or telephone and online instructions.**

EBSCO offers Technical Support free of charge to customers. EBSCO's Technical Support representatives are trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support 24 hours a day, 7 days a week via the following methods:

- Toll-Free Telephone (U.S. and Canada): (800) 758-5995
- Online: <https://connect.ebsco.com/s/contactsupport>

Over 70% of cases reported to EBSCO Technical Support are opened and resolved within the same business day. EBSCO will generally respond to all technical service requests within 24-48 hours. On average, callers into the Technical Support queue wait no more than 20 seconds.

All requests are assigned case numbers in EBSCO Connect for tracking purposes. Within EBSCO Connect, there is a case management system, where support issues can be submitted, tracked and responded to as needed. Whenever possible, a query will be resolved immediately, and the customer will be notified. As needed, support cases are triaged by management and assigned to appropriate support representatives, with the requisite skills and capacity to respond to the inquiry within our SLA (service level agreement) timeframes.

If an issue requires further investigation, Technical Support will escalate the matter to our Expert Services Team who will assist in troubleshooting and, if required, track the case through resolution with the appropriate teams at EBSCO. During the resolution process, customers can track their progress and all communications, which are maintained on EBSCO Connect for a complete history. Once the issue is resolved, the customer will be notified, and the case will be closed.

Generally, this support is meant for administrator use; EBSCO asks that end user support queries be escalated to the support department through the administrator, as necessary.

EBSCO Connect is also available 24/7. In addition to case management, it also offers user guides, videos, tutorials, FAQs, promotional materials, peer-to-peer community forums and other self-service support resources at no additional charge to customers. This includes an EBSCO Connect chatbot to help with automated requests for frequently asked questions, such as resetting an EBSCOadmin password or running usage reports.

Via EBSCO Connect, EBSCO also offers chat support. Customers with case management can use our chat support feature to request reports, submit requests or connect with a live customer support representative. This service is available Monday-Friday 9AM-5PM EST. (Not including holidays.) Please note that this feature will only be offered in English for now, though EBSCO hopes to expand the hours and languages available in the Chat in the coming months.

- **Easily available usage reports and marketing materials.**

EBSCO offers a variety of statistics and marketing materials to help libraries better understand and promote the usage and value of their resources.

Regarding statistics and usage reports, EBSCO offers a selection of Flipster usage reports, which include circulation statistics for the overall collection and individual titles.

Reports are available to administrators at both the individual library and aggregate system levels, free of charge. They can be broken down by institution, as preferred. Appointed administrators can generate and view these reports online, at any time, free of charge via EBSCOadmin.

All reports are highly customizable and designed for the administrator's ease-of-use. They can be scheduled to run automatically or generated on-demand, and set to reflect specific date ranges, by month and year. Report formats include: Tab-Delimited (report is delivered as a tab-delimited file that can be imported to a spreadsheet) or Excel (.xlsx). These can then be downloaded in-browser, or emailed to a preferred address.

Currently, collection-level Flipster statistics are included in EBSCO's COUNTER R5 reports, which are available via EBSCOadmin and SUSHI web service.

For more specific interface, title- and issue-level statistics, we also offer a separate reports module tailored to Flipster, including:

- Platform Report: Tracks total number of sessions, search clicks, views, downloads and turnaways.
- Title Level Report: Tracks usage counts by title, including views, downloads and turnaways.

- Issue Usage Report: Tracks total number of views, downloads and turnaways by title, volume and issue.

Reporting period can be from 1-12 months, with up to three years of details are available.

EBSCOadmin also offers a convenient snapshot of usage with a Platform Summary at right. This includes data on the last 3 months usage, including total sessions, searches, views, downloads and access denied.

Furthermore, within EBSCOhost Collection Manager (ECM), the library can easily monitor subscriptions at any given time, by pulling a “Flipster Subscription Report.” This spreadsheet title list includes detailed information on the site's total subscription purchases to date, encompassing the following data:

- Title
- Publisher
- ISSN/eISSN
- Category
- Model
- Term
- Quantity
- Start date
- Expiration date

In regard to marketing materials, EBSCO understands that library resources are only as good as a user’s knowledge of and ability to use them. Educating staff and end users about the features, functionality and availability of EBSCO’s resources is the key to their use and value.

Knowing this, EBSCO provides free online marketing materials to promote usage of the EBSCO resources offered herein. A combination of digital and printable resources will allow Jefferson Parish to reach staff and patrons where they are – online or in the library.

Across our range of complimentary promotion kits, our strategies for boosting public awareness include:

- Product buttons and logos with direct URLs to include on your library website
- Screensavers and digital signage for display on library screens and computers
- Social media kits including sample posts and images
- Customizable, printable bookmarks, handouts and access cards to distribute to patrons
- Printable shelf talkers, table tents and posters for display in the library

These promotional materials can be accessed on the EBSCO Connect support site:
<https://www.ebsco.com/promotional-materials>.

Furthermore, EBSCO offers EBSCOpost (<https://www.ebsco.com/blogs/ebscopost>) blog and news content that can be shared with staff and end users. Through this blog, EBSCO keeps customers up to date with interesting tips, initiatives and research pertaining to the growth and success of libraries like Jefferson Parish.

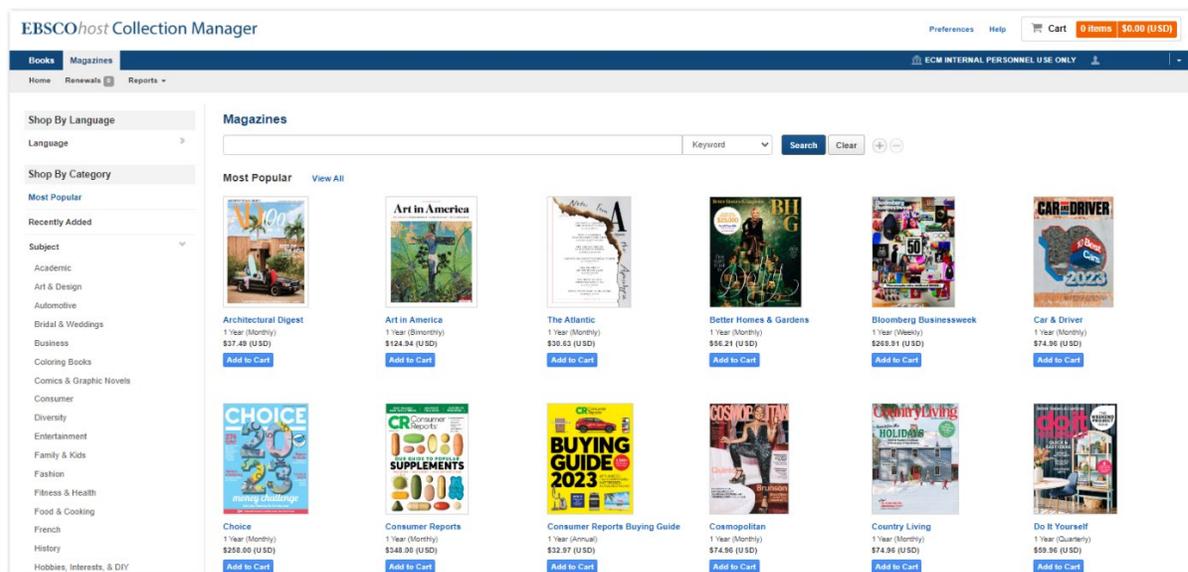
To help library staff and administrators, EBSCO Academy also contains several videos describing best practices for marketing key EBSCO databases and resources. These videos are made freely available.

- **The library must be able to trial the product prior to accepting the bid.**

The library currently has access to Flipster titles and has access to the platform.

- **The bidder must maintain an interactive website with a comprehensive database of available digital titles to provide for electronic ordering, claiming, renewing, title research, invoicing, and collection development by the library. The website must include an interactive database of all of the library's subscriptions, dates of library's subscriptions, and links to relevant invoices that the library can customize and export in a variety of formats as needed.**

EBSCOhost Collection Manager (ECM) is offered as the online ordering portal and catalog for Flipster. Featuring more than 1,200 titles, ECM is a robust, yet easy-to-use tool for searching, selecting and ordering digital magazines.



EBSCOhost Collection Manager

Within ECM, libraries can build their collections from a growing selection of titles, across a wide range of categories and interests. They can meet the content needs of users quickly and efficiently, as well as increase digital library usage, all on a maximized budget.

Beneficial tools and capabilities include the following:

- Explore by Most Popular, Recently Added, Language or Subject
- Search by field (Keyword, Title, Publisher, ISSN, Category)
- Results Lists sorted by relevance, publisher, price, etc.
- Details on every title, including usage model, issue frequency, etc.
- Subscription renewal notifications
- Simple "Shopping Cart" checkout
- Reports on subscriptions to date

EBSCO can create ECM accounts for all interested libraries, so they may customize their collections and subscriptions as they see fit. Magazines ordered through ECM will then be available on Flipster two weeks prior to the chosen start date.

EBSCO also offers a variety of collection development resources to help libraries find and select the right content based on individual needs. For Flipster, this includes the following administrative tools and more:

- Extensive “Browse By” Options: To assist in browsing content, ECM offers several “browse by” options, including the ability to browse by titles by subject, language, most popular and recently added.
- Pre- and Post-Search Limiters: ECM search limiters are available pre- and post-search, alongside the initial search box, and located in the Results List side bar. Available filters and limiters include title, publisher, category, most popular, recently added and language.
- Renewal Notifications: Administrators can easily identify and renew existing Flipster subscriptions with convenient ECM notifications, available from the home page. Upon selecting the Renewals alert tab, the administrator is presented with a Results List of all subscriptions eligible for renewal. From this list, the administrator can see when the subscription expires, as well as magazine details and current price. By selecting Renew, the title is added to the Cart.
- Preferred Expiration Date: Within ECM settings, administrators can select preferred subscription expiration month, ensuring that when an order is placed for a new subscription, that subscription will have an end date consistent with other existing subscriptions. Preferred subscription term (one or two years) can also be indicated, to display by default in search results.

For purchasing, from both the Results List and the Detailed Record, administrators can add titles to the Shopping Cart for purchase consideration. In the Shopping Cart, administrators can also select preferred start and expiration dates for their subscriptions, available from drop-down menus. Start dates include the 1st day of the next three months. If you have set a Preferred Subscription Expiration Date in Magazine Preferences, it is shown and a prorated price is displayed for your purchase. The Cart displays the number of selected items and the total price. Once satisfied with all Cart selections, the user selects “Finalize Order” to proceed to the final checkout window.

Shopping Cart [Continue Shopping](#)

Item Details [Remove All](#)

Select a Start Date for your new Flipster Subscriptions:

Confirm your Preferred Subscription Expiration Month: [?](#)

Title	Access Model	Fund Code	Term	Quantity	Total	
The Atlantic Flipster Subscription	500 SIMUsers	(none)	1 Year February 1, 2023 - January 31, 2024	1	\$30.63 (USD)	Remove
Consumer Reports Flipster Subscription	Unlimited User	(none)	1 Year February 1, 2023 - January 31, 2024	1	\$348.00 (USD)	Remove

Order Summary

Terms & Conditions

By finalizing this order, customer agrees to pay for eContent ordered, or in the case of Demand-Driven Acquisition (DDA) accounts, customer agrees to pay for eContent used by patrons as defined on the Library eContent Agreement and EBSCO License Agreement. All eBooks, Audiobooks and Flipster Magazines ordered are non-returnable and non-refundable. Invoiced price may be subject to sales, use or value added tax. Please be aware, this tax may increase your order total. Your eBooks and Audiobooks will be available within one hour of receiving your fulfillment receipt. Your Flipster magazine subscriptions will be made available based on the start date selected.

By finalizing this order, the Customer agrees to the terms and conditions of the Library eContent Agreement and the EBSCO License Agreement.

Flipster Subscription Order:	\$378.63 (USD)
Flipster Subscription Fee (5% of Flipster Magazine Titles):	\$18.93 (USD)
Magazine Total:	\$397.56 (USD)
Current Order:	\$397.56 (USD)

I have read and agree to the Terms & Conditions, and agree to pay for this content order. [Finalize Order](#)

ECM Shopping Cart

On the Checkout window, administrators can then select a preferred Flipster Contact (name) from the drop-down menu and select a Billing Address for their library, then click Submit. Purchase Order (PO) Number is an optional field that a customer can also provide with their orders. The PO number entered at checkout will appear on the invoice for the order. PO numbers are only supported at the order level.

Select a Start Date for your new Flipster Subscriptions:

Confirm your Preferred Subscription Expiration Month: [?](#)

Title	Access Model	Fund Code	Term	Quantity	Total	
The Atlantic Flipster Subscription	500 SIMUsers	(none)	1 Year February 1, 2023 - January 31, 2024	1	\$30.63 (USD)	Remove
Consumer Reports Flipster Subscription	Unlimited User	(none)	1 Year February 1, 2023 - January 31, 2024	1	\$348.00 (USD)	Remove

Order Summary

Terms & Conditions

By finalizing this order, customer agrees to pay for eContent ordered, or in the case of Demand-Driven Acquisition (DDA) accounts, customer agrees to pay for eContent used by patrons as defined on the Library eContent Agreement and EBSCO License Agreement. All eBooks, Audiobooks and Flipster Magazines ordered are non-returnable and non-refundable. Invoiced price may be subject to sales, use or value added tax. Please be aware, this tax may increase your order total. Your eBooks and Audiobooks will be available within one hour of receiving your fulfillment receipt. Your Flipster magazine subscriptions will be made available based on the start date selected.

By finalizing this order, the Customer agrees to the terms and conditions of the Library eContent Agreement and the EBSCO License Agreement.

Flipster Subscription Order:	\$378.63 (USD)
Flipster Subscription Fee (5% of Flipster Magazine Titles):	\$18.93 (USD)
Magazine Total:	\$397.56 (USD)
Current Order:	\$397.56 (USD)

I have read and agree to the Terms & Conditions, and agree to pay for this content order. [Finalize Order](#)

Final Checkout Window

All purchasing is completed in one, universal Shopping Cart.

Notification of each order and invoicing is provided according to the outline below:

- Within 1 hour of order placement, EBSCO sends an email to notify the purchasing library that an order has been placed in their ECM account.
- Fulfilment receipts are sent once content becomes available. If an order is placed within the first two weeks of the month, for a start date of the following month, fulfillment receipts are

provided overnight, two weeks prior to that start date. If the order is submitted within two weeks of the start date, the fulfillment receipt will be sent overnight.

- Invoices are sent one month prior to the subscription start date. If the start date is within the month, then invoices will be sent within 7 to 10 business days of order placement.
- **The bidder's website must include customizable reports that the library can retrieve at any time, in a variety of formats, including, but not limited to current subscriptions, title changes, claims, checkouts, views, and downloads.**

EBSCO offers a variety of statistic reports through Flipster that are highly customizable, as noted above. For specific interface, title- and issue-level statistics, we offer a reports module tailored to Flipster, which includes:

- Platform Report: Tracks total number of sessions, search clicks, views, downloads and turnaways.
- Title Level Report: Tracks usage counts by title, including views, downloads and turnaways.
- Issue Usage Report: Tracks total number of views, downloads and turnaways by title, volume and issue.

Reports are available to administrators at both the individual library and aggregate system levels. They can be broken down by institution, as preferred. Appointed administrators can generate and view these reports online, at any time, free of charge via EBSCOadmin. They can be scheduled to run automatically or generated on-demand, and set to reflect specific date ranges, by month and year. Report formats include: Tab-Delimited (report is delivered as a tab-delimited file that can be imported to a spreadsheet) or Excel (.xlsx). These can then be downloaded in-browser, or emailed to a preferred address.

Within ECM, administrators also have access to a "Flipster Subscription Report" for stock management. This report is a spreadsheet title list with information regarding the site's total subscription purchases to date. Details in the report include:

- Title
- Publisher
- ISSN/eISSN
- Category
- Usage Model
- Subscription Term
- Quantity
- Earliest Start Date
- Latest Expire Date

Furthermore, users can automatically link from ECM to the EBSCOadmin reports module to obtain valuable insight on collection usage. These statistics could in turn be used to inform purchasing decisions, based on the usage patterns and popularity of particular titles among the library's audience.

Additional Products Available

EBSCO is continually developing additional services designed to provide the maximum assistance to our customers in managing serials and access to information. A demonstration and/or detailed quotation for these services can be provided at your request.

EBSCO Discovery Service™

EBSCO Discovery Service (EDS) provides a simple, powerful means of searching across an institution's collection of information resources, supporting an integrated search of content from full-text databases, citation databases, and local content collections such as library catalogs and other locally-managed digital collections. The integrated search experience is achieved by compiling and indexing metadata from a variety of content sources into a unified pre-indexed search platform that offers highly relevant and exceptionally fast end-user search response. EDS utilizes a model that ensures content from diverse sources can be searched in a common way.

EBSCO eBooks

As a leading provider of e-books, EBSCO eBooks not only represents nearly 1,600 publishers from around the world and an unparalleled collection of titles, but also provides one of the most comprehensive e-book solutions for libraries. Combining EBSCO's wide selection of content and intuitive, user-friendly EBSCO eBooks interface with the robust efficiency of our proprietary ordering system - or partner purchasing systems - EBSCO provides libraries with the ultimate solution for building, maintaining and expanding an e-book collection.

Offering more than two million high-quality e-book titles from leading publishers, with EBSCO eBooks libraries can build their collection from a growing selection of best-selling, front-list and award-winning titles across a wide range of genres, subjects and specialty areas. EBSCO eBooks helps libraries meet the content needs of users, optimize collection development, streamline library workflow and increase e-book usage, all while maximizing budget.

Additional benefits of EBSCO eBooks include:

- No fees and no markups on any title, making it a cost-effective option
- A simple download process from any computer to most popular devices
- Flexible acquisition options, with alternative licensing models available
- Complimentary collection development tools and assistance
- MARC records are available for every titles at no charge
- Valuable usage and collection development reports available on demand
- No-cost implementation, training and ongoing support services

For more information, please visit: <https://www.ebsco.com/products/ebooks>

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 Estimated 45-60 days, dependent on publisher

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

THIS SECTION MUST BE COMPLETED BY BIDDER:

FIRM NAME: EBSCO Information Services, LLC

ADDRESS: P.O. Box 2543

CITY, STATE: Birmingham, Alabama ZIP: 35202

TELEPHONE: (800) 633-4604 FAX: (205) 980-3951

EMAIL ADDRESS: ebsconorthamerica@ebSCO.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 by placing the addendum number as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

Acknowledge Receipt of Addenda: NUMBER: 1

NUMBER: 2

NUMBER: 3

NUMBER: _____

TOTAL PRICE OF ALL BID ITEMS: \$ N/A - See Discount & Service Fee Percentages

AUTHORIZED

SIGNATURE: Bowen Thagard

Bowen Thagard

Printed Name

TITLE: Senior Vice President

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.

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00144690

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			Three (3) Year Contract to Provide Serials Periodicals for the Jefferson Parish Library Department		
1	3.00	YR	0010 - DISCOUNT AMOUNT <u>7</u> %	\$ _____	\$ _____
2	1.00	EA	0020 - SERVICE FEE	\$ 0.00	\$ 0.00
3	3.00	YR	0030 - DISCOUNT FOR NEWSPAPERS <u>7</u> %	\$ _____	\$ _____
4	3.00	YR	0040 - DISCOUNT FOR SCHOLARY JOURNALS <u>7</u> %	\$ _____	\$ _____
5	3.00	YR	0050 - DISCOUNT AMOUNT FOR MEMBERSHIPS NECESSARY TO RECIEVE AN ORGANAZATIONS' PERIODICAL PUBLICATIONS <u>7</u> %	\$ _____	\$ _____
6	3.00	YR	0060 - DISCOUNT AMOUNT FOR REFERENCE SERIALS <u>7</u> %	\$ _____	\$ _____
7	1.00	EA	0070 - LIST PRICE OVER WHICH BIDDER DOES NOT APPLY A DISCOUNT	\$ N/A	\$ N/A
8	3.00	YR	0080 - ANNUAL PLATFORM FEE FOR DIGITAL NEWSSTAND 5% Subscription Service Fee	\$ _____	\$ _____
9	3.00	YR	0090 - DISCOUNT AMOUNT FOR DIGITAL NEWSSTAND TITLES <u>50</u> %	\$ _____	\$ _____
<p>***PER SUBMITTED SPECIFICATIONS***</p> <p>EBSCO's discount applies to EVERY TITLE, while other vendors may pick which titles a discount applies to (for example, specific formats and dollar thresholds.) For titles where the publisher offers no agent discount, a 15% surcharge is added to the price before the discount is applied.</p>					

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

Debt Disclosures

(Choose A or 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.

Bowen Thagard
Signature of Affiant

Bowen Thagard
Printed Name of Affiant

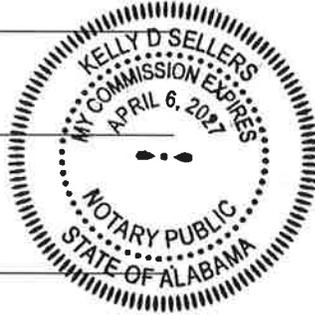
SWORN AND SUBSCRIBED TO BEFORE ME
ON THE 17th DAY OF April, 2024.

Kelly Sellers
Notary Public

Kelly Sellers
Printed Name of Notary

Notary/Bar Roll Number

My commission expires _____



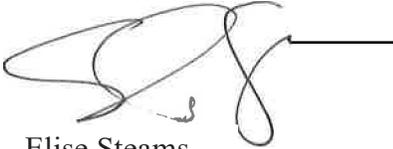
EBSCO Information Services

April 15, 2024

To Whom It May Concern:

I, Elise Steams, duly elected Assistant Secretary of EBSCO Information Services, LLC (the "Company"), do hereby state that the following individuals are duly appointed officers of the Company and they are authorized to act on behalf of the Company, in the capacity of the office which they hold, including but not limited to signing agreements and contracts in the daily business of the Company:

Name	Office
Timothy R. Collins	President
Allen Powell	Vice President
Sam Brooks	Vice President
Alex Saltzman	Vice President
Bowen Thagard	Vice President



Elise Steams
Assistant Secretary
EBSCO Information Services, LLC



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

04/15/2024

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 Valent Group, LLC 3500 Blue Lake Drive, Ste. 120 Birmingham AL 35243		CONTACT NAME: Adrienne Lamon PHONE (A/C, No, Ext): (205) 262-2700 FAX (A/C, No): (205) 262-2701 E-MAIL ADDRESS: alamon@valentgroup.com	
		INSURER(S) AFFORDING COVERAGE	
		INSURER A: Travelers Property & Casualty Co of America	NAIC # 25674
		INSURER B: The Charter Oak Fire Insurance Company	25615
		INSURER C: Travelers Indemnity Company	25658
		INSURER D: Endurance American Specialty Insurance Co	41718
		INSURER E:	
		INSURER F:	
INSURED EBSCO Industries, Inc. EBSCO Information Services, LLC P. O. Box 1943 Birmingham AL 35201			

COVERAGES

CERTIFICATE NUMBER: * 23/24 EIS w.24/25 CybPL

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.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY	Y		TC2JGLSA-9D909462-TIL-23	10/15/2023	10/15/2024	EACH OCCURRENCE	\$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
	<input checked="" type="checkbox"/> GL Ded: \$250,000						MED EXP (Any one person)	\$ 5,000
	<input checked="" type="checkbox"/> Printers E&O Ded: \$250,000						PERSONAL & ADV INJURY	\$ 1,000,000
GEN'L AGGREGATE LIMIT APPLIES PER:							GENERAL AGGREGATE	\$ 2,000,000
<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC							PRODUCTS - COMP/OP AGG	\$ 2,000,000
OTHER:							Printers E&O	\$ 1,000,000
A	AUTOMOBILE LIABILITY	Y		TC2JCAP-9D909474-TIL-23	10/15/2023	10/15/2024	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)	\$
	<input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
							Deductible	\$ 500,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB			CUP-7S137226-23-NF	10/15/2023	10/15/2024	EACH OCCURRENCE	\$ 25,000,000
	<input checked="" type="checkbox"/> EXCESS LIAB						AGGREGATE	\$ 25,000,000
	DED <input checked="" type="checkbox"/> RETENTION \$ 10,000							\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	N/A		TWXJUB-9D911955-TIL-23 (AL)	10/15/2023	10/15/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER	SIR \$500,000
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)						E.L. EACH ACCIDENT	\$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
B	Workers Comp - Per Statute & Employer Liability (AOS) SIR \$500,000			UB-1L339839-23-51-K	10/15/2023	10/15/2024	E.L. Each Accident	\$1,000,000
							E.L. Disease - Each EE	\$1,000,000
							E.L. Disease - Policy Lmt	\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Named Insured Includes: EBSCO Information Services
 The Parish of Jefferson, its Districts Departments and Agencies under the direction of the Parish President and the Parish Council are named additional insured with respects to General Liability and Automobile Liability as per written contract.

CERTIFICATE HOLDER**CANCELLATION**

Jefferson Parish Government 200 Derbigny St. General Gov't Bldg, Ste 4400 Gretna LA 70053	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 
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ADDITIONAL COVERAGES

Ref #	Description				Coverage Code	Form No.	Edition Date
C	WC (Per Statute) & EL (AZ,MA,NE, WI) - Pol# UB-9K299627-23 - 10/15/23 - 10/15/24				WC/EL		
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium		
\$1,000,000	\$1,000,000	\$1,000,000	\$500,000	SIR			
Ref #	Description				Coverage Code	Form No.	Edition Date
D	Cyber/PL/TechE&O - Pol# NRO30018238502 - 4/15/24- 4/15/25				CYBER		
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium		
\$5,000,000	\$5,000,000 Agg		\$2,000,000	SIR			
Ref #	Description				Coverage Code	Form No.	Edition Date
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium		
Ref #	Description				Coverage Code	Form No.	Edition Date
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium		
Ref #	Description				Coverage Code	Form No.	Edition Date
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium		
Ref #	Description				Coverage Code	Form No.	Edition Date
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium		
Ref #	Description				Coverage Code	Form No.	Edition Date
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium		
Ref #	Description				Coverage Code	Form No.	Edition Date
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium		
Ref #	Description				Coverage Code	Form No.	Edition Date
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type	Premium		

Clarifications

If awarded, EBSCO would like to request the following additions and clarifications be considered for inclusion into the contract:

C. CANCELLATION OF CONTRACT: JEFFERSON PARISH reserves the right to cancel all or any part if not shipped promptly. No charges will be allowed for parking or cartage unless specified in quotation. The order must not be filled at a higher price than quoted. JEFFERSON PARISH reserves the right to cancel any contract at anytime and for any reason by issuing a THIRTY (30) day written notice to the contractor.

Clarification: The Library may cancel the contract at any time; however, the purchaser will be liable for charges for any subscriptions for which EBSCO has already paid the publisher.

JEFFERSON PARISH requires all products to be new (current) and all work must be performed according to standard practices for the project. Unless otherwise specified, no aftermarket parts will be accepted. Unless otherwise specified, all workmanship and materials must have at least one (1) year guaranty, in writing, from the date of delivery and/or acceptance of the project. Any deviations or alterations from the specifications must be indicated and/or supporting documentation supplied with bid submission.

Clarification: Please note that EBSCO is not a representative of the publisher and does not receive, stock or mail the issues. Consequently, EBSCO cannot warrant the goods provided, nor can it assume the subscriber's financial risk in the event of publisher failure or other non-agent responsibilities. However, it is our job to work diligently for the subscriber to secure delivery and replacements for missing issues.

If you are missing an issue of a publication or a publication is damaged beyond use, you can take advantage of the EBSCO Missing Copy Bank, a free service for EBSCO customers. The Missing Copy Bank is a one-year back file of 2,000 issues from approximately 5,200 serials titles, with more than 30,000 issues distributed to customers annually. You can search for needed issues via EBSCONET and order them online or call your Customer Service Representative to order missing issues by phone.

Addition

This agreement incorporates the terms and conditions located at: <https://www.ebsco.com/products/journal-subscription-services/terms-conditions>, provided that in the event of conflict this agreement will prevail.

EBSCO



Appendix A – Sample Reports



Appendix A – Sample Reports

The following reports are available via EBSCONET:

Five-Year Price Analysis by Title

The Five-Year Price Analysis by Title report provides an overview of the actual prices paid by the library (exclusive of service charge and tax) for each title on subscription, as well the variance in the price from year to year. The format purchased for each year is also listed. This report allows libraries to evaluate price increases at a title and/or publisher level, and to identify titles that have experienced significant price increases during the subscription term.

	A	C	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X		
	Publisher Name	Title Name	Price 2022	Variance Amt 2021 to 2022	Variance % 2021 to 2022	Price 2021	Variance Amt 2020 to 2021	Variance % 2020 to 2021	Price 2020	Variance Amt 2019 to 2020	Variance % 2019 to 2020	Price 2019	Variance Amt 2018 to 2019	Variance % 2018 to 2019	Price 2018	Format 2022	Format 2021	Format 2020	Format 2019	Format 2018	Format Change in Last 5 Years	Active Order		
1	AMER ASSN TXLT CHEM & COLORIST	AATCC Review	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	310.00					Print	No	No		
2	NAYLOR PUBLICATIONS	ABA Banking Journal - Incls Index	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	51.00					Print	No	No		
3	NATIONAL SPACE SOCIETY	Ad Astra = To the Stars	25.00	0.00	0.00%	25.00	0.00	0.00%	25.00	-30.00	-54.54%	55.00	0.00	0.00%	55.00	Print	Print	Print	Print	Print	No	Yes		
4	ADJUSTERS MEDIA FOUNDATION	Adbusters	120.00	10.00	9.09%	110.00	0.00	0.00%	110.00	0.00	0.00%	110.00	10.00	10.00%	100.00	Print	Print	Print	Print	Print	No	Yes		
5	SAGE PUBLICATIONS INC	Adult Education Quarterly	0.00	-572.00	-100.00%	572.00	0.00	0.00%	572.00	29.00	5.34%	543.00	28.00	5.43%	515.00	Print + On	No	No						
6	ASM INTERNATIONAL	Advanced Materials & Processes	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	475.00	0.00%	475.00	0.00	0.00%	475.00					Print	Print	No	No	
7	CRAIN COMMUNICATIONS INC	Advertising Age	169.00	0.00	0.00%	169.00	60.00	55.04%	109.00	0.00	0.00%	109.00	0.00	0.00%	109.00	Print + On	Yes	Yes						
8	WINMO C/O PETE VALLI	Advertising Red Books Combination	3917.65	165.33	4.40%	3752.32	155.68	4.32%	3596.64	129.91	3.74%	3466.73	85.89	2.54%	3380.84	Print	Print	Print	Print	Print	Print	No	Yes	
9	ADWEEK LLC	Adweek - Print + Digital ed	195.00	50.00	33.55%	145.00	0.00	0.00%	145.00	0.00	0.00%	145.00	-100.00	-40.16%	249.00	Print	Print	Print	Print	Print	Print + On	Yes	Yes	
10	AFRICA MEDIA GROUP	Africa Report	50.92	1.96	4.00%	48.96	0.06	0.12%	48.90	-25.10	-33.91%	74.00	0.00	0.00%	74.00	Print	Print	Print	Print	Print	Print	No	Yes	
11	AFRICAN VOICES	African Voices - NY	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	37.59					Print + Em	No	No		
12	SMITHSONIAN ENTERPRISES	Air & Space Smithsonian	0.00	-29.00	-100.00%	29.00	0.00	0.00%	29.00	0.00	0.00%	29.00	0.00	0.00%	29.00	Print	Print	Print	Print	Print	Members	Yes	No	
13	AIR FORCE ASSOCIATION	Air Force Association Membership	69.79	0.00	0.00%	69.79	0.00	0.00%	69.79	0.00	0.00%	69.79	5.37	8.33%	64.42	Print + On	Print + On	Yes	Yes					
14	AL DIA NEWSPAPER	Al Dia - PA	195.00	0.00	0.00%	195.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	Newspaper	Newspaper				No	Yes		
15	ALASKA DAILY NEWS	Alaska Daily News	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	241.20						Newspaper	No	No	
16	ALBUQUERQUE PUBL CO	Albuquerque Journal	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	376.85						Newspaper	No	No	
17	MEREDITH OPERATIONS CORP	Allrecipes Magazine	18.00	0.00	0.00%	18.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	Print	Print					No	Yes	
18	MEREDITH OPERATIONS CORP	Allrecipes Magazine	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	18.00	0.00	0.00%	0.00				Print		No	No		
19	MEREDITH OPERATIONS CORP	Allrecipes Magazine	18.00	0.00	0.00%	18.00	0.00	0.00%	18.00	0.00	0.00%	18.00	0.00	0.00%	18.00	Print	Print	Print	Print	Print	Print	No	Yes	
20	ADVANCE MAGAZINE GROUP	Allure	0.00	0.00	0.00%	16.00	0.00	0.00%	16.00	0.00	0.00%	16.00	0.00	0.00%	16.00		Print	Print	Print	Print	Print	No	Yes	
21	ADVANCE MAGAZINE GROUP	Allure	16.00	0.00	0.00%	16.00	0.00	0.00%	16.00	0.00	0.00%	16.00	0.00	0.00%	16.00	Print	Print	Print	Print	Print	Print	No	Yes	
22	ADVANCE MAGAZINE GROUP	Allure	16.00	0.00	0.00%	16.00	0.00	0.00%	16.00	0.00	0.00%	16.00	0.00	0.00%	16.00	Print	Print	Print	Print	Print	Print	No	Yes	
23	MARVEL ENTERTAINMENT GROUP INC	Amazing Spiderman	34.34	2.14	6.64%	32.20	0.00	0.00%	32.20	3.24	11.18%	28.96	-1.03	-3.43%	29.99	Print	Print	Print	Print	Print	Print	No	Yes	
24	MARVEL ENTERTAINMENT GROUP INC	Amazing Spiderman	34.34	2.14	6.64%	32.20	0.00	0.00%	32.20	0.00	0.00%	0.00	0.00	0.00%	0.00	Print	Print	Print	Print	Print	Print	No	Yes	
25	MARVEL ENTERTAINMENT GROUP INC	Amazing Spiderman	34.34	2.14	6.64%	32.20	0.00	0.00%	32.20	3.24	11.18%	28.96	-1.03	-3.43%	29.99	Print	Print	Print	Print	Print	Print	No	Yes	
26	MARVEL ENTERTAINMENT GROUP INC	Amazing Spiderman	34.34	2.14	6.64%	32.20	0.00	0.00%	32.20	3.24	11.18%	28.96	-1.03	-3.43%	29.99	Print	Print	Print	Print	Print	Print	No	Yes	
27	AMERICA PRESS INC	America - The Jesuit Review of Faith	74.00	14.00	23.33%	60.00	-14.00	-18.91%	74.00	0.00	0.00%	74.00	0.00	0.00%	74.00	Print	Print	Print	Print	Print	Print	No	Yes	
28	AMER ASSN OF RETIRED PERSONS	American Association of Retired Pei	33.29	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	Print						No	Yes	
29	AMER ASSN OF RETIRED PERSONS	American Association of Retired Pei	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	33.29	0.00	0.00%	33.29						Print + On	Print + On	No	No
30	AMER ASSN OF RETIRED PERSONS	American Association of Retired Pei	33.29	0.00	0.00%	33.29	0.00	0.00%	33.29	0.00	0.00%	33.29	0.00	0.00%	33.29	Print	Print + On	Print + On	Yes	Yes				
31	AMERICAN ATHEISTS INC	American Atheist : A Journal of Athe	35.00	0.00	0.00%	35.00	0.00	0.00%	35.00	0.00	0.00%	35.00	0.00	0.00%	35.00	Print	Print	Print	Print	Print	Print	No	Yes	
32	DADANT AND SONS	American Bee Journal	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	0.00	0.00	0.00%	28.00						Print	No	No	
33	GREY HOUSE PUBLISHING	American Book Publishing Record -	770.50	60.00	8.44%	710.50	27.72	4.05%	682.78	32.28	4.96%	650.50	55.00	9.23%	595.50	Print	Print	Print	Print	Print	Print	No	Yes	
34	UNIV OF NEBRASKA PRESS	American Book Review	30.00	0.00	0.00%	30.00	0.00	0.00%	30.00	-6.00	-16.66%	36.00	0.00	0.00%	36.00	Print	Print	Print	Print	Print	Print	No	Yes	
35	AMERICAN BUNGALOW	American Bungalow	0.00	-49.95	-100.00%	49.95	0.00	0.00%	0.00	0.00	0.00%	49.95	0.00	0.00%	49.95	Print	Print	Print	Print	Print	Print	No	No	

Summary of Publications

A complete list of all titles currently on order. Includes ILS number, HEGIS or fund code, publisher name, publisher group and publisher package information.

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Summary of Publications

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Title Number:

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Fund Code:

Search Method: Exact Fund Code

ILS Number:

Special Department:

Special Name:

Available Fields
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Title Name	Title Number	ISSN	Format	Frequency	Start Date	Expiration Date	Quantity	Term	Order Type	Invoice Number	Invoice Date	Total Cost	Currency	Purchase Order Number	Fund Code
AARP Bulletin	000-578-187	1044-1123	Membership Title	Monthly-8 To 12 Per Year (Consecutive Months)	07/01/2022	06/30/2023	1	1 Year(s)	Renewal	0454234	11/03/2021	0.00			000SOC
AARP Bulletin	000-578-187	1044-1123	Membership Title	Monthly-8 To 12 Per Year (Consecutive Months)	01/01/2022	12/31/2022	1	1 Year(s)	New	0454234	11/03/2021	0.00			0000SM
AARP the Magazine - C ed - Ages 70 and Above	000-578-625	1541-9894	Membership Title	Bimonthly-5 Or 6 Per Year (Every 2 Months)	07/01/2022	06/30/2023	1	1 Year(s)	Renewal	0454234	11/03/2021	0.00			000SOC
AARP the Magazine - C ed - Ages 70 and Above	000-578-625	1541-9894	Membership Title	Bimonthly-5 Or 6 Per Year (Every 2 Months)	01/01/2022	12/31/2022	1	1 Year(s)	New	0454234	11/03/2021	0.00			0000SM

Summary of Publications by Country / Language - The Summary of Publications report filtered by country and/or language.

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Summary of Publications by Country/Language

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Country Name: All ▾

Language: All ▾

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Title Name	Title Number	ISSN	Format	Subscriber Code	Subscriber Name	Account Number	Term	Start Date	New/Renewal	Quantity	Total Cost	Currency	Invoice Number	Country Name	Language	Order Number
AARP Bulletin	000-578-187	1044-1123	Membership Title	AA	MAIL ROOM	LA56766-00	1 Year(s)	07/01/2023	Renewal	1	0.00		0489532	United States	English	Q6373113
AARP Bulletin	000-578-187	1044-1123	Membership Title	SM		LA56766-00	1 Year(s)	01/01/2023	Renewal	1	0.00		0489532	United States	English	P6038829
AARP the Magazine - C.ed - Ages 70 and Above	000-578-625	1541-9894	Membership Title	AA	MAIL ROOM	LA56766-00	1 Year(s)	07/01/2023	Renewal	1	0.00		0489532	United States	English	Q6373363
AARP the Magazine - C.ed - Ages 70 and Above	000-578-625	1541-9894	Membership Title	SM		LA56766-00	1 Year(s)	01/01/2023	Renewal	1	0.00		0489532	United States	English	P6039146

Current Subscriptions - Lists all current subscriptions (i.e. titles with an expiration date on or after the current date).

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Current Subscriptions

Account Number:

Title Number:

Subscriber Code:

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Title Name	Title Number	ISSN	Format	Start Date	Expiration Date	Quantity	Term	New/Renewal	Invoice Number	Invoice Date	Total Cost	Currency	Purchase Order Number	Fund Code	ILS Number
BBC Music Magazine	109-841-411	0966-7180	Print	01/01/2022	12/31/2022	1	1 Year(s)	Renewal	0454234	11/03/2021	49.95	USD		000ART	
Beanz	110-210-700	2573-3958	Print + Online	01/01/2022	12/31/2022	1	1 Year(s)	Renewal	0454234	11/03/2021	29.99	USD		000CHI	
Beanz	110-210-700	2573-3958	Print + Online	01/01/2022	12/31/2022	1	1 Year(s)	Renewal	0454234	11/03/2021	29.99	USD		0000SM	
Beanz	110-210-700	2573-3958	Print + Online	01/01/2022	12/31/2022	1	1 Year(s)	Renewal	0454234	11/03/2021	29.99	USD		0000SY	
Beanz	110-210-700	2573-3958	Print + Online	01/01/2022	12/31/2022	1	1 Year(s)	Renewal	0454234	11/03/2021	29.99	USD		0000VA	

Subscriber List - Lists all subscribers for a specified account. Useful when communicating orders and claims to your EBSCO Customer Service Representative.

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Subscriber List

Account Number: LA56766

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Account Number	Subscriber Code	Status	Name	Address	City	State	ZIP	Country	Special Name	Special Department
LA56766	VA	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		
LA56766	UH	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		
LA56766	UC	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		
LA56766	TS	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		
LA56766	SY	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		
LA56766	SR	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		
LA56766	SM	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		
LA56766	SK	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		
LA56766	SC	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		
LA56766	RP	Active	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY BOX 7011	DOWNEY	CA	90242-0000	United States		

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Subscription Usage Details - For our Usage Consolidation customers, this report shows usage of online titles and cost per use information.



Summary of New Titles Ordered - Used to review newly ordered titles. This report provides an alphabetical listing of all new titles that have been ordered and not yet renewed (i.e. titles ordered for the first time) along with corresponding reference information for each.

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Summary of New Titles Ordered																
Account Number: All Accounts																
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Title Name	Title Number	ISSN	Format	Subscriber Code	Subscriber Name	Account Number	Term	Start Date	New/Renewal	Quantity	Total Cost	Currency	Invoice Number	Order Number	Order Status	
Action Comics	011-494-002	1948-1322	Print	MH		LA56766-00	1 Year(s)	01/01/2023	New	1	46.15	USD	0489532	Q6581005	Active	
Advocate - NY	018-751-008	0001-8996	Print	OB		LA56766-00	1 Year(s)	01/01/2023	New	1	0.00		0489532	Q6408221	Active	
Advocate - NY	018-751-008	0001-8996	Print	SK		LA56766-00	1 Year(s)	01/01/2023	New	1	0.00		0489532	Q6408222	Active	
Allrecipies Magazine	034-090-120	2328-0263	Print	SM		LA56766-00	1 Year(s)	01/01/2023	New	1	18.00	USD	0489532	Q6793109	Active	
American Jewish Year Book	043-173-004	0065-8987	Numbered Series	AA		LA56766-00			New	1	0.00		0388035	I2271673	Active	
Ask	086-363-835	1535-4105	Print	SR		LA56766-00	1 Year(s)	01/01/2023	New	1	33.95	USD	0489532	Q6584575	Active	

E-Journal Access & Registration - Lists electronic titles ordered through EBSCO with publishers' access policies, as well as account and title information. Includes licensing information, as well as registration details that can help you provide end-user access to the content you have purchased.

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E-Journal Access and Registration

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Order Start Date (mm/dd/yyyy):

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Export

Title Name	Format	Start Date	Expiration Date	Publisher Name	Fund Code	Account Number	Subscriber Code	Title Number	ISSN	Order Number	ILS Number	Your Access	Publisher Package	Publisher Group Name	Publisher Content URL	Publisher Access Model	Access Model Notes
Air & Space Forces Magazine	Online	01/01/2023	12/31/2023	AIR FORCE ASSOCIATION	0000SO	LA56766-00	AA	027-743-660		Q6371139		All content			https://www.afa.org/	ALL WITH CURRENT	Subscribers will receive all available content from 1955 to current. Subscribers will not retain access if the subscription is not renewed.
Air Force Association Membership	Print + Online	01/01/2023	12/31/2023	AIR FORCE ASSOCIATION	0000SO	LA56766-00	AA	026-900-019		A8305398		All content			https://www.afa.org/	ALL WITH CURRENT	Subscribers will receive all available content from 1955 to current. Subscribers will not retain access if the

Claims Processed - This report provides a summary of each claim made during the specified time period (default is the past month).

Report Schedule															
Reports															
Claims Processed															
* - denotes required field															
Account Number: All Accounts															
* Beginning Date: 11/06/2022															
* Ending Date: 05/25/2023															
Request Report Back to Reports															
Available Fields															
Items per page 10 Page 1 of 45 (441 Results) Microsoft Excel Export															
Title Name	Title Number	ISSN	Claim Number	Claim Date	Claim Reason	Comments	Publisher Reply	Format	Frequency	Fund Code	ILS Number	Subscriber Code	Subscriber Name	Account Number	
New York Times - National ed	630-820-116	0362-4331	1	12/21/2022	Listed Issues Not Received	12/20/22 - PLEASE CREDIT	[12/28/2022] PER PUBL-ACCOUNT HAS BEEN CREDITED FOR MISSED ISSUE.	Newspaper	Daily-250 to 365 Per Year	0000BW		BW		LA56766-00	
Horticulture - Magazine of American Gardening	399-887-033	0018-5329	1	12/21/2022	E-Mailed Publisher.	SEPT/OCT 2022	[12/22/2022] ISSUE(S) NOT AVAILABLE - EXPIRE EXTENDED TO ND 2023	Print	Bimonthly-5 Or 6 Per Year (Every 2 Months)	0000OT		OT		LA56766-00	
SAN DIEGO UNION-TRIBUNE - PRINT + ONLINE (*/DAILY & SUNDAY/FOR CALIFORNIA/	796-216-000	1063-102X	1	12/21/2022	E-Mailed Publisher.	12/20/22	[12/21/2022] REDELIVERY REQUESTED/CARRIER ALERTED	Print + Online	Daily-250 to 365 Per Year	0000OT		OT		LA56766-00	
Bon Appetit	130-015-001	0006-6990	1	12/19/2022	Duplicates Being Received Combine/Extend/Advise New Expr	#0051608750-NOV 23 #1525461040-DJ 23 SENT VIA SPREADSHEET	[12/21/2022] DUPLICATES COMBINED - EXPIRE EXTENDED TO NOV 2023	Print	Monthly-8 To 12 Per Year (Consecutive Months)	0000SCI		AA	MAIL ROOM	LA56766-00	
Vanity Fair - American ed	928-523-141	0733-8899	1	12/19/2022	Duplicates Being Received Combine/Extend/Advise New Expr	#0051608750-NOV 23 #1525461040-AUG 24 SENT VIA SPREADSHEET	[12/21/2022] DUPLICATES COMBINED - EXPIRE EXTENDED TO NOV 2023	Print	Monthly-8 To 12 Per Year (Consecutive Months)	0000HIS		AA	MAIL ROOM	LA56766-00	
Vogue	937-592-004	0042-8000	1	12/19/2022	Duplicates Being Received	#0051608750-NOV 23	[12/21/2022] DUPLICATES	Print	Monthly-8 To 12 Per Year	0000SOC		AA	MAIL ROOM	LA56766-00	

Titles with Claiming Restrictions - Lists currently ordered titles with corresponding publisher claiming restrictions.

Report Schedule																
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Titles with Claiming Restrictions																
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Available Fields																
Items per page 10 Page 1 of 162 (1,614 Results) Microsoft Excel Export																
Title Name	Title Number	Format	ISSN	Subscriber Code	Subscriber Name	Account Number	Frequency	Restrictions	Order Number	Customer Name	Customer Address	Customer ZIP Code	Subscriber Address	Subscriber City	Subscriber State	Subscriber ZIP Code
Ad Astra = To the Stars	012-361-846	Print	1041-102X	AA	LA COUNTY PUB LIB TRIAL	LA56766-00	Quarterly-4 Per Year (1 Each 3 Months Or Season)	CLAIMS MUST BE MADE WITHIN 6 MOS	A8318397	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	7400 E IMPERIAL HWY BOX 7011 DOWNEY	DOWNEY	CA	90242
Adbusters	012-778-627	Print	2293-1333	AA	LA COUNTY PUB LIB TRIAL	LA56766-00	Bimonthly-5 Or 6 Per Year (Every 2 Months)	PUBLISHER DOES NOT SEND REPLACEMENT ISSUES	D8895335	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	7400 E IMPERIAL HWY BOX 7011 DOWNEY	DOWNEY	CA	90242
ADVERTISING AGE - PRINT + ONLINE	018-340-000	Print + Online	0001-8899	AA	LA COUNTY PUB LIB TRIAL	LA56766-00	Semimonthly-24 Per Year (Twice Each Month)	CLAIMS MUST BE MADE WITHIN 90 DAYS OF COVER DATE	A8329200	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	7400 E IMPERIAL HWY BOX 7011 DOWNEY	DOWNEY	CA	90242
Advertising Red Books - Advertisers Classified.ed	018-587-501	Print		AA	LA COUNTY PUB LIB TRIAL	LA56766-00	Annual-1 Per Year	CLAIMS MUST BE MADE WITHIN 60 DAYS AFTER EXPECTED DATE OF RECEIPT	P6250409	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	7400 E IMPERIAL HWY BOX 7011 DOWNEY	DOWNEY	CA	90242
Advertising Red Books - Advertising Agencies.ed	018-587-584	Print	1548-257X	AA	LA COUNTY PUB LIB TRIAL	LA56766-00	Odd Regular (No Set Schedule)	CLAIMS MUST BE MADE WITHIN 60 DAYS AFTER EXPECTED DATE OF RECEIPT	P6250418	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	7400 E IMPERIAL HWY BOX 7011 DOWNEY	DOWNEY	CA	90242

Online Availability - This report lists titles on order for which a different format is available: print, online combination (print+online) and online only. Estimated pricing is included for the other available formats. Online information per title is reflected as well.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Office	Account	Suffix	Subscriber	Account Number	Customer P.O. Number	Format On Order	Non-Online Title Number	Non-Online Title Status	Non-Online Title Name	ISSN	Non-Online Currency	Non-Online Retail	Non-Online Combination Title Number	Non-Online Combination Title Status	Non-Online Combination Title Name	ISSN	Non-Online Combination Currency	Non-Online Combination Retail
1	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	004363008	MP	ACADEMY OF MANAGEMENT JOURNAL	0001-4273	USD	200.00	004363016	MP	ACADEMY OF MANAGEMENT JOURNAL - PRINT + ONL	0001-4273	USD
2	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	004368007	MP	ACADEMY OF MANAGEMENT REVIEW	0363-7425	USD	200.00	004368015	MP	ACADEMY OF MANAGEMENT REVIEW - PRINT + ONL	0363-7425	USD
3	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	006288203	MP	ACI MATERIALS JOURNAL	0889-325X	USD	0.00	006288187	MP	ACI MATERIALS JOURNAL - PRINT + ONLINE - MULTIF	0889-325X	USD
4	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	006288252	MP	ACI MATERIALS JOURNAL C-W ACI STRUCTURAL J		USD	272.00	006288294	MP	ACI MATERIALS JOURNAL C-W ACI STRUCTURAL JOU		USD
5	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	006289908	MP	ACI STRUCTURAL JOURNAL	0889-3241	USD	0.00	006289540	MP	ACI STRUCTURAL JOURNAL - PRINT + ONLINE - MULTIF	0889-3241	USD
6	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	006415020	MP	ACM COMPUTING SURVEYS /SURFACE MAIL/ FOR	0360-0300	USD	205.00	006415047	MP	ACM COMPUTING SURVEYS - PRINT + ONLINE - SING	0360-0300	USD
7	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	012778627	MP	ADJUSTERS /ALL EXCEPT CANADA/	2293-1333	USD	120.00	000000000				
8	LA	56766	00	LI	5676600	> BID #9500-09-L	NON-ONLINE	014233415	MP	ADULT EDUCATION QUARTERLY - DDP	0741-7136	USD	107.00	014233462	MP	ADULT EDUCATION QUARTERLY - PRINT + ONLINE -	0741-7136	USD
9	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	014835441	MP	ADVANCED MATERIALS & PROCESSES	0882-7958	USD	475.00	000000000				
10	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	018340000	MP	ADVERTISING AGE	0001-8899	USD	169.00	018340003	MP	ADVERTISING AGE - DIGITAL ED - ELECTRONIC MAIL	1557-7414	USD
11	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	018805185	MP	ADWEEK ***	1549-9553	USD	199.00	018805184	MP	ADWEEK - PRINT + DIGITAL ED	1549-9553	USD
12	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	021477060	MP	AFRICA REPORT	1950-4810	USD	40.89	021477066	MP	AFRICA REPORT - PRINT + ONLINE /UP TO 5 USERS/	1950-4810	USD
13	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	021704341	MP	AFRICAN AMERICAN REVIEW /FOR INSTITUTIONS/	1062-4783	USD	90.00	021704345	MP	AFRICAN AMERICAN REVIEW - PRINT + ONLINE /FOF	1062-4783	USD
14	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	027743657	MB	AIR & SPACE FORCES MAGAZINE		USD	0.00	000000000				
15	LA	56766	00	MM	5676600	> BID #9500-09-L	NON-ONLINE	034799020	MP	ALLRECIPES MAGAZINE *** /FOR US CANADA/	2328-0263	USD	18.00	000000000				
16	LA	56766	00	RB	5676600	> BID #9500-09-L	NON-ONLINE	034736850	MP	ALTERNATIVE THERAPIES IN HEALTH AND MEDIC	1078-4791	USD	255.00	034736876	MP	ALTERNATIVE THERAPIES IN HEALTH AND MEDICINE	1078-4791	USD
17	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	036242525	MP	AMERICA - THE JESUIT REVIEW OF FAITH AND CULT	0002-7049	USD	74.00	036242529	MP	AMERICA - THE JESUIT REVIEW OF FAITH AND CULT	0002-7049	USD
18	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	036865368	MP	AMERICAN ART /ALL EXCEPT JAPAN INDIA RUSSIA	1073-9300	USD	186.00	036865377	MP	AMERICAN ART - PRINT + ONLINE /ALL EXCEPT JAPA	1073-9300	USD
19	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	037622016	MP	AMERICAN ATHEIST - A JOURNAL OF ATHEIST NEW	0516-9623	USD	55.00	000000000				
20	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	037946001	MP	AMERICAN BEE JOURNAL /SURFACE MAIL/	0002-7626	USD	28.00	000000000				
21	LA	56766	00	SR	5676600	> BID #9500-09-L	NON-ONLINE	038187001	MP	AMERICAN BOOK REVIEW /FOR INSTITUTIONS/	0149-9408	USD	50.00	038187003	MP	AMERICAN BOOK REVIEW - PRINT + ONLINE /PROJE	0149-9408	USD
22	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	039015003	MP	AMERICAN CINEMATOGRAPHER - PRINT + EMAIL	0002-7928	USD	50.00	000000000				
23	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	039547146	MP	AMERICAN CRAFT ***	0194-8008	USD	60.00	000000000				
24	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	041016007	MP	AMERICAN FORESTS /FOR US/	0002-8541	USD	26.32	000000000				
25	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	041838004	MP	AMERICAN HISTORICAL REVIEW /FOR AMERICAS/	0002-8762	USD	347.00	041838006	MP	AMERICAN HISTORICAL REVIEW - PRINT + ONLINE -	0002-8762	USD
26	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	041854738	MP	AMERICAN HISTORY *** /EBKSJSGN/	1076-8866	USD	40.00	000000000				
27	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	042333005	MP	AMERICAN INDIAN QUARTERLY /FOR INSTITUTIONS	0095-182X	USD	147.00	042333021	MP	AMERICAN INDIAN QUARTERLY - PRINT + ONLINE /FO	0095-182X	USD
28	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	043140003	MP	AMERICAN JEWISH HISTORY /FOR INSTITUTIONS/	0164-0178	USD	180.00	043140045	MP	AMERICAN JEWISH HISTORY - PRINT + ONLINE /FOR	0164-0178	USD
29	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	043831007	MP	AMERICAN JOURNAL OF NURSING /ALL EXC CORR	0002-936X	USD	537.95	000000000				
30	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	044114011	MP	AMERICAN JOURNAL OF PHYSICS - DDP	0002-9505	USD	1292.00	044114000	MP	AMERICAN JOURNAL OF PHYSICS - PRINT + ONLINE	0002-9505	USD
31	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	044889004	MP	AMERICAN LIBRARIES /FOR INSTITUTIONS/	0002-9769	USD	90.00	000000000				
32	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	045298009	MP	AMERICAN NATURALIST /ALL EXCEPT JAPAN INDI	0003-0147	USD	581.00	045298012	MP	AMERICAN NATURALIST - PRINT + ONLINE /ALL EXC	0003-0147	USD
33	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	047534003	MP	AMERICAN RECTORIAL	0003-0724	USD	41.00	000000000				
34	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	048207005	MP	AMERICAN SCIENTIST *** /J /FOR INSTITUTIONS	0003-0996	USD	75.00	048207054	MP	AMERICAN SCIENTIST - PRINT + SITE LICENSE /Q/	0003-0996	USD
35	LA	56766	00	AA	5676600	> BID #9500-09-L	NON-ONLINE	050677277	MP	AMERICAS QUARTERLY	1936-797X	USD	29.95	050677284	MP	AMERICAS QUARTERLY - ONLINE + ELECTRONIC MAIL		USD

Standing Order / Bill Later Summary - Lists standing order and bill-later titles, allowing you to identify which orders contain titles that have not been billed (those that are irregularly shipped).

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO
Office	Account	Subscriber	Title Num	Invoice N	Term	Quantity	Start Date	Freq	Order Num	Tax	HEGIS/FUI	HEGIS Cor	ABX	Com Title Nam	1st Adjust	2nd Adjust	2nd Adjust	2nd Adjust	2nd Adjust					
1	LA	5676600	AA	04317300	0401222	1	OR		I2271673	000LIT	000LIT			STANDIN AMERICAN										
2	LA	5676600	AA	04317300	0388035	1	OR		I2271673	000LIT	000LIT			STANDIN AMERICAN	00007917	306.09	STANDING	ISBN 9783		02	03/16	00009560	196.09	STANDING
3	LA	5676600	AA	10782805	0363486	1	AN		D8818182	000ART	000ART			STANDIN BASEBALL										
4	LA	5676600	AA	10782805	0337788	1	AN		U819274	000ART	000ART			STANDIN BASEBALL										
5	LA	5676600	AA	13077800	0350032	1	IR		D7714857	000LIT	000LIT			STANDIN BOOK REV										
6	LA	5676600	AA	13077800	0337788	1	IR		D7714857	000LIT	000LIT			STANDIN BOOK REV	00005646	499.00	STANDING			02	01/11	00003185	549.19	STANDING
7	LA	5676600	AA	18169450	0350032	1	SA		D2622295	000SOC	000SOC			STANDIN CAREERS I										
8	LA	5676600	AA	18169450	0337788	1	SA		D2622295	000SOC	000SOC			STANDIN CAREERS I	00020122	399.50	STANDING			02	11/19	000210103	404.50	STANDING
9	LA	5676600	OT	24088058	0489532	001YR	1	010123	BM	P6357852	00000T			BWILL BILL COSMOPC										
10	LA	5676600	AA	25067400	0366795	001YR	1	010113	AN	E9253728				BWILL BILL CURRENT										
11	LA	5676600	AA	25067400	0375018	001YR	1	010114	AN	E9253728				BWILL BILL CURRENT	00009510	209.50	TO INVOIC			02	03/15			
12	LA	5676600	AA	26675594	0418924	1	AN		A8311317	000ART	000ART			STANDIN DESIGN AI										
13	LA	5676600	AA	26675594	0413776	1	AN		A8311317	000ART	000ART			STANDIN DESIGN AI	00001281	-3.50	RATE ADJ			01	02/15	00001677	-3.50	RATE ADJ
14	LA	5676600	AA	27356650	0337788	1	QR		R7185283	000SOC	000SOC			STANDIN DIPLOMAT										
15	LA	5676600	AA	28431500	0337788	1	MO		A8301020	000ART	000ART			BWILL BILL DU - SWIT	00005512	185.83	TO INVOIC			02	03/11			
16	LA	5676600	AA	28833500	0337788	1	MO		A8309788	000CAT	000CAT			STANDIN EBSCO CU										
17	LA	5676600	AA	30059820	0392144	1	SW		D8800314	000SOC	000SOC			STANDIN ELECTRON										
18	LA	5676600	AA	34025261	0489532	001YR	1	010123	QR	A8311254	000ART			BWILL BILL FLASH AR										
19	LA	5676600	AA	34025261	0454234	001YR	1	010122	QR	A8311254	000ART			BWILL BILL FLASH AR	00220216	110.70	TO INVOIC			02	02/22			
20	LA	5676600	AA	35914027	0350032	1	AN		H748602	000LIT	000LIT			STANDIN GALE DIRE										
21	LA	5676600	AA	35914027	0337788	1	AN		H748602	000LIT	000LIT			STANDIN GALE DIRE	00004467	678.00	STANDING			02	07/10	00008734	704.00	STANDING
22	LA	5676600	AA	37593720	0489532	001YR	1	010123	AN	H2054955	000ART			BWILL BILL GRAPHIS I										
23	LA	5676600	AA	37593720	0418924	001YR	1	010120	AN	H2054955	000ART			BWILL BILL GRAPHIS I	00200416	105.99	TO INVOIC	ISBN-9781		02	06/20			
24	LA	5676600	AA	37593720	0430974	001YR	1	010121	AN	H2054955	000ART			BWILL BILL GRAPHIS I	00210366	107.27	TO INVOIC	ISBN-9781		02	06/21			
25	LA	5676600	AA	37593720	0454234	001YR	1	010122	AN	H2054955	000ART			BWILL BILL GRAPHIS I	0023									

Combination Membership - Provides a listing of combination titles (titles that are included with another title on order with EBSCO), which includes membership titles, subscription packages, subscription services, combined titles, titles bundled for a special offer and any group of titles that comes with a main title.

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Advertising Red Books - Advertising Agencies ed	018-587-584	1548-257X	Advertising Red Books - Agencies January ed	018-587-568	1548-257X	LA56766-00	Q6502924
Advertising Red Books - Advertising Agencies ed	018-587-584	1548-257X	Advertising Red Books - Agency July ed	018-587-576	1548-257X	LA56766-00	Q6502924
Advertising Red Books Combination Package - Classified Ed	018-587-592		Advertising Red Books - Advertisers Classified ed	018-587-501		LA56766-00	A8315648
Advertising Red Books Combination Package - Classified Ed	018-587-592		Advertising Red Books	018-587-545	1549-8786	LA56766-00	A8315648
Advertising Red Books Combination Package - Classified Ed	018-587-592		Advertising Red Books - Advertising Agencies ed	018-587-584	1548-257X	LA56766-00	A8315648
Advertising Red Books Combination Package - Classified Ed	018-587-592		Advertising Red Books	018-587-690		LA56766-00	A8315648
American Civil Liberties Union Membership	039-107-354		ACLU Magazine	006-409-175	2640-3560	LA56766-00	A8305634
American Craft Council Membership	039-571-005		American Craft	039-547-146	0194-8008	LA56766-00	Q6375326
American Craft Council Membership	039-571-005		American Craft	039-547-146	0194-8008	LA56766-00	Q6375327
American Homebrewers Association Membership	042-005-264		Zymurgy	982-330-060	0196-5921	LA56766-00	I4550458

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List of Membership Titles - Lists subscribed titles that require a membership to a society, association, or consortium to receive the publication and/or a discount. The report lists the titles ordered ("Main Titles") and the titles that come with the ordered title and membership ("Includes Titles"). This report does not include combination titles that are not membership titles.

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Main Title Name	Main Title Number	Main Title ISSN	Includes Title Name	Includes Title Number	Includes Title ISSN	Account Number	Order Number
American Civil Liberties Union Membership	039-107-354		ACLU MAGAZINE	006-409-175	2640-3560	LA56766-00	A8305634
American Horticultural Society Membership	042-036-673		AMERICAN GARDENER - PRINT + ONLINE	041-155-904	1087-9978	LA56766-00	A8305768
American Horticultural Society Membership	042-036-673		AMERICAN GARDENER - PRINT + ONLINE	041-155-904	1087-9978	LA56766-00	A8305769
American Motorcyclist Association Membership	045-686-342		AMERICAN MOTORCYCLIST	045-684-008	0277-9358	LA56766-00	A8306039
American Quilters Society Membership	047-447-628		AMERICAN QUILTER	047-447-610	8756-6591	LA56766-00	A8306089
American Quilters Society Membership	047-447-628		AQS ON POINT NEWSLETTER - ELECTRONIC MAIL	069-186-755		LA56766-00	A8306089
Book Club of California Standard Membership	130-446-008		ANNUAL KEEPSAKE	061-185-789		LA56766-00	A8307619
California Rare Fruit Growers Membership	169-436-003		FRUIT GARDENER	356-597-773	1049-4545	LA56766-00	A8307967
Classic Car Club of America Membership	211-015-342		HANDBOOK-DIRECTORY	384-754-107	0163-1055	LA56766-00	A8308596
Classic Car Club of America Membership	211-015-342		BULLETIN	144-388-659		LA56766-00	A8308596

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Abstract and Index - Lists currently ordered journals, indicating where the titles are indexed. Allows you to coordinate your serials holdings with indexing and abstracting services.

Report Schedule											
Abstract and Index											
Account Number: LA56766-00											
Request Report Back to Reports											
Available Fields											
Items per page 10 Page 1 of 264 (2,635 Results) Microsoft Excel Export											
Title Name	Title Number	ISSN	Account Number	Subscriber Code	Subscriber Name	Index Codes	Order Number	Customer Name	Customer Address	Customer ZIP Code	
AARP Bulletin	000-578-187	1044-1123	LA56766-00	AA	LA COUNTY PUB LIB TRIAL		P6038828	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	
AARP Bulletin	000-578-187	1044-1123	LA56766-00	SM	LA COUNTY PUB LIB TRIAL		P6038829	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	
AARP the Magazine - C ed - Ages 70 and Above	000-578-625	1541-9894	LA56766-00	AA	LA COUNTY PUB LIB TRIAL	RH	P6039145	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	
AARP the Magazine - C ed - Ages 70 and Above	000-578-625	1541-9894	LA56766-00	SM	LA COUNTY PUB LIB TRIAL	RH	P6039146	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	
Accessories	004-869-800		LA56766-00	AA	LA COUNTY PUB LIB TRIAL		P6152859	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	
ACLU Magazine	006-409-175	2640-3560	LA56766-00	AA	LA COUNTY PUB LIB TRIAL		M8799427	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	
Ad Astra = To the Stars	012-361-846	1041-102X	LA56766-00	AA	LA COUNTY PUB LIB TRIAL	BJ BR OR RH	A8318397	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	
Adbusters	012-778-627	2293-1333	LA56766-00	AA	LA COUNTY PUB LIB TRIAL		D8895335	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	
ADVERTISING AGE - PRINT + ONLINE	018-340-000	0001-8899	LA56766-00	AA	LA COUNTY PUB LIB TRIAL	AL BJ BK BR BS	A8329200	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242	

Collection Assessment - Lists all ordered titles along with the associated subject classifications, cost and other title information. Allows you to measure your collection for acquisition evaluation or general assessment.

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Collection Assessment

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Items per page
Page of 184 (1,837 Results)
Microsoft Excel ▾ Export

Title Name	Title Number	ISSN	Format	Total Cost	Currency	Publisher Name	Fund Code	Title Sequence Control	Library of Congress Classification	Dewey Decimal Classification	Universal Decimal Classification	Subscriber Code
AARP Bulletin	000-578-187	1044-1123	Membership Title	0.00		AMER ASSN OF RETIRED PERSONS	0000SM	0000SM	SOCIOLOGY: THE FAMILY. MARRIAGE. WOMAN	SEWING, CLOTHING & PERSONAL LIVING	DOMESTIC SCIENCE. HOUSEHOLD ECONOMY	SM
AARP the Magazine - C ed - Ages 70 and Above	000-578-625	1541-9894	Membership Title	0.00		AMER ASSN OF RETIRED PERSONS	0000SM	0000SM	SOCIOLOGY: THE FAMILY. MARRIAGE. WOMAN	SOCIAL GROUPS	SOCIAL SCIENCES. ECONOMICS. LAW. GOVERNMENT. EDUCATION. GENERAL SOCIOLOGY. SOCIOGRAPHY	SM
ACLU Magazine	006-409-175	2640-3560	Membership Title	0.00		AMERICAN CIVIL LIBERTIES UNION	000SOC	000SOC	POLITICAL THEORY. THEORY OF THE STATE	CIVIL & POLITICAL RIGHTS	POLITICAL SCIENCE. POLITICS. CURRENT AFFAIRS	AA
Action Comics	011-494-002	1948-1322	Print	46.15	USD	DC COMICS	0000MH	0000MH	LITERARY HISTORY AND COLLECTIONS (GENERAL)	DRAWING & DRAWINGS	DRAWING AND MINOR ARTS AND CRAFTS	MH
Ad Astra = To the Stars	012-361-846	1041-102X	Print	25.95	USD	NATIONAL SPACE SOCIETY	000SCI	000SCI	MOTOR VEHICLES. AERONAUTICS. ASTRONAUTICS	OTHER BRANCHES OF ENGINEERING	ENGINEERING AND TECHNOLOGY GENERALLY	AA

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A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC							
Office	Account	Suffix	Subscribe	Customer Title Name	ISSN	CONSER	Title Num TSC	LCC	DDC	UDC	Frequenc	Country	O	HEGIS	Quantity	Start Date	Term	New/Ren	Alpha	Con	A	Comme	Unit	Retai	Extended	Publisher	Publisher	Publisher	Service	CF	NLM	Cl			
1	LA	56766	00	AA	ABA BANKING	0194-5947	00048681	000809556	00050C	HG1501	332	53	BM	US	00050C	1	10/01/17	001YR	R					51.00	51.00						SCENT FRE				
2	LA	56766	00	AA	> BID #950 ADMINISTRAT	0001-8392	00014611	013534052	00050C	HD28	658	65	QR	US	00050C	1	10/01/12	001YR	R					256.00	256.00						SCENT FRE			W1 ADS	
3	LA	56766	00	LI	ADULT EDUCAT	0741-7136	00094604	014253462	00000L	LC5201	774	57	QR	US	00000L	1	06/01/21	001YR	R					572.00	572.00						SCENT FRE				
4	LA	56766	00	AA	> BID #950 ADVERTISING	21557-7414	012340002	00050C		HF5801	659	65	SM	US	00050C	1	10/01/12	001YR	R					149.00	149.00						SCENT FRE				
5	LA	56766	00	AA	ADWEEK - PRIN	1549-9553	002520593	013805184	00050C	HF5801	659	65	QR	US	00050C	1	10/12/18	001YR	R					249.00	249.00						SCENT FRE				
6	LA	56766	00	AA	> BID #950 AFRICAN ARTS	0001-9933	00014613	02174705C	000ART	NX587	709	70	QR	US	000ART	1	10/01/12	001YR	R					187.00	187.00						SCENT FRE				
7	LA	56766	00	AA	AFTERIMAGE - I		02332001000ART			TR640	770	77	QR	US	000ART	1	10/01/16	001YR	R					115.00	115.00						SCENT FRE				
8	LA	56766	00	AA	> BID #950 AGRICULTURAL	0002-1482	00014785	024529026	00050C	S1	630	63	QR	US	00050C	1	10/01/12	001YR	R					175.00	175.00						SCENT FRE			W1 AG9	
9	LA	56766	00	AA	AIR FORCE ASS		026900015000SO			UG	358	35	AN	US	0000SO	1	10/01/23	001YR	R					65.00	65.00						SCENT FRE				
10	LA	56766	00	AA	AIR & SPACE FC		02774366C	0000SO		UG633	358	35	MO	US	0000SO	1	10/01/23	001YR	R					0.00	0.00						SCENT FRE				
11	LA	56766	00	AA	> BID #950 AKC GAZETTE		029973005000SC			SF421	636	63	MO	US	00050C	1	10/01/10	001YR	R					39.95	39.95						SCENT FRE				
12	LA	56766	00	AA	AMERICA - THE	0002-7049	036242525	000LIT		BX801	282	28	MO	US	000LIT	1	10/01/15	001YR	R					56.00	56.00						SCENT FRE				
13	LA	56766	00	AA	> BID #950 AMERICAN AN	0002-7294	00014792	036749006	00050C	GN1	501	50	QR	US	00050C	1	10/01/12	001YR	R					519.00	519.00						SCENT FRE			W1	
14	LA	56766	00	AA	AMERICAN COH		039317003000SO			HV	565	56	AN	US	00050C	1	05/01/18	001YR	R					40.00	40.00						SCENT FRE				
15	LA	56766	00	AA	AMERICAN FAI	0002-838X	00017778	040606026	00050C	R11	610	61	MO	US	00050C	1	10/01/20	001YR	R					760.00	760.00						SCENT FRE			W1	
16	LA	56766	00	AA	AMERICAN GAI	1087-9978	00344878	041155920	00050C	S81	635	63	BM	US	00050C	1	10/01/23	001YR	R					0.00	0.00						SCENT FRE				
17	LA	56766	00	AA	AMERICAN GAI	1087-9978	00344878	041155920	00050C	S81	635	63	BM	US	00050C	1	10/01/22	001YR	R					0.00	0.00						SCENT FRE				
18	LA	56766	00	AA	AMERICAN GAI	1087-9978	00344878	041155920	00050C	S81	635	63	BM	US	00050C	1	10/01/22	001YR	R					0.00	0.00						SCENT FRE				
19	LA	56766	00	AA	AMERICAN GAI	1043-0652	00190381	041166513	00050C	TP700	930	93	QR	US	00050C	1	10/01/17	001YR	R					74.00	74.00						SCENT FRE				
20	LA	56766	00	AA	> BID #950 AMERICAN JOL	0002-9114	00056960	043222011	000HIS	CC1	930	93	QR	US	000HIS	1	10/01/12	001YR	R					280.00	280.00						SCENT FRE				
21	LA	56766	00	AA	> BID #950 AMERICAN JOL	1537-2197	00454466	04325509C	00050C	QK1	581	58	MO	US	00050C	1	10/01/12	001YR	R					695.00	695.00						SCENT FRE			W1 AM	
22	LA	56766	00	AA	AMERICAN JOL	0002-9505	00014801	044115012	00050C	QC1	530	53	MO	US	00050C	1	10/01/20	001YR	R					1,835.00	1,835.00						SCENT FRE			W1	
23	LA	56766	00	AA	> BID #950 AMERICAN JOL	0090-3036	00016426	04426400C	00050C	RA421	614	61	MO	US	00050C	1	10/01/12	001YR	R					751.00	751.00						SCENT FRE			W1	
24	LA	56766	00	AA	> BID #950 AMERICAN JOL	1067-8654	00279837	044893344	000LIT	AP2	071	07	QR	US	000LIT	1	10/01/13	001YR	R					24.00	24.00						SCENT FRE				
25	LA	56766	00	AA	> BID #950 AMERICAN MA	1041-7958	00183923	045184005	00050C	TI1	671	67	MO	US	00050C	1									0.00	0.00						PRINT DIS			
26	LA	56766	00	AA	> BID #950 AMERICAN MIA	0003-004X	00014804	045319085	00050C	QE351	549	54	MO	US	00050C	1	10/01/12	001YR	R					962.00	962.00						SCENT FRE				
27	LA	56766	00	AA	> BID #950 AMERICAN POI	0360-3709	00016743	04682201C	000LIT	PS580	611	61	BM	US	000LIT	1	10/01/12	001YR	R					23.00	23.00						SCENT FRE				
28	LA	56766	00	AA	> BID #950 AMERICAN PRI	1045-2543	004583405	047160272	00050C	Z119	686	68	OR	US	00050C	1	10/01/11	001YR	R					59.00	59.00						PUBLIC LIE				
29	LA	56766	00	AA	> BID #950 AMERICAN REC	1049-7285	00212863	047207832	00050C	E838	320	32	BM	US	00050C	1	10/01/17	001YR	R					19.95	19.95						SCENT FRE				
30	LA	56766	00	AA	AMERICAN REC	0003-0716	00034378	047518006	000ART	ML1	780	78	BM	US	000ART	1	10/01/16	001YR	R					55.00	55.00						SCENT FRE				
31	LA	56766	00	AA	AMERICAN SPE	0148-8414	00033981	049290025	000HIS	AP2	051	05	IR	US	000HIS	1	10/01/14	001YR	R					49.00	49.00						SCENT FRE				
32	LA	56766	00	AA	> BID #950 AMERICAN SPE	0003-1283	00014808	04930904C	000LIT	PE2801	420	40	BM	US	000LIT	1	10/01/12	001YR	R					191.00	191.00						SCENT FRE				
33	LA	56766	00	AA	> BID #950 THE AMERICAS	0003-1615	00014810	050607003	000HIS	E11	970	97	QR	US	000HIS	1	10/01/12	001YR	R					105.00	105.00						SCENT FRE				
34	LA	56766	00	AA	> BID #950 AM NEWSLET		051449602	000ART		ML27.US	780	78	SA	US	000ART	1									0.00	0.00						SCENT FRE			
35	LA	56766	00	AA	> BID #950 ANQ - PRINT	+10895-769X	000167939	063435341	000LIT	PE1	620	62	QR	EN	000LIT	1	10/01/12	001YR	R					207.00	207.00						SCENT FRE				
36	LA	56766	00	AA	> BID #950 ALPHA NEWSLET	2160-0783	04984676	066624057	000WAN	Z208	686	68	OR	US	000WAN	1									0.00	0.00						SCENT FRE			
37	LA	56766	00	AA	ARCHITECTURE	0003-861X	00014818	071995997	000ART	NA1	720	72	MO	EN	000ART	1	10/01/23	001YR	R					248.84	248.84						SCENT FRE				
38	LA	56766	00	AA	> BID #950 ART BULLETIN	-0004-3079	00057847	081332004	000ART	N11	705	70	QR	US	000ART	1									0.00	0.00						SCENT FRE			

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Report Schedule											
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Account Number: LA56766-00											
Request Report Back to Reports											
Available Fields ▾ Items per page 10 ▾ Page 1 of 264 (2,635 Results) Microsoft Excel ▾ Export											
Title Name	Title Number	ISSN	LCC Code	Library of Congress Classification	Subscriber Code	Subscriber Name	Account Number	Order Number	Customer Name	Customer Address	Customer ZIP Code
AARP Bulletin	000-578-187	1044-1123	HQ1060	SOCIOLOGY: THE FAMILY. MARRIAGE. WOMAN	AA	LA COUNTY PUB LIB TRIAL	LA56766-00	P6038828	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242
AARP Bulletin	000-578-187	1044-1123	HQ1060	SOCIOLOGY: THE FAMILY. MARRIAGE. WOMAN	SM	LA COUNTY PUB LIB TRIAL	LA56766-00	P6038829	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242
AARP the Magazine - C ed - Ages 70 and Above	000-578-625	1541-9894	HQ1060	SOCIOLOGY: THE FAMILY. MARRIAGE. WOMAN	AA	LA COUNTY PUB LIB TRIAL	LA56766-00	P6039145	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242
AARP the Magazine - C ed - Ages 70 and Above	000-578-625	1541-9894	HQ1060	SOCIOLOGY: THE FAMILY. MARRIAGE. WOMAN	SM	LA COUNTY PUB LIB TRIAL	LA56766-00	P6039146	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242
Accessories	004-869-800		ML5	LITERATURE OF MUSIC	AA	LA COUNTY PUB LIB TRIAL	LA56766-00	P6152859	LA COUNTY PUB LIB TRIAL	7400 E IMPERIAL HWY/BOX 7011 DOWNEY CA	90242

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LA56766-00	MAIL ROOM	A8298653	217-250-554	Collection Management	TAYLOR & FRANCIS GROUP	ATYPON (LITERATUM)	Signed license agreement	Signed agreements are only required for brand new subscribers to a given publication. The signed agreement should be sent to the Taylor & Francis sales representative that worked on the sales deal.	http://www.tandf.co.uk/libsite/pdf/licensinginfo/TermsAndConditions.pdf (License Agreement)	Any	Yes	Publisher shall provide access to content published and fully paid for during the term of the subscription ("Core Subscriptions"), via the publisher's or a third party provider's online service, or arrange for a third party to provide an electronic copy of the materials in a format chosen by the publisher or third party. The Publisher or third party provider may require the subscriber to bear any charges reasonably	Yes	According to the LOCKSS, CLOCKSS & Portico websites, publisher participates in their archiving services. Check LOCKSS, CLOCKSS and PORTICO websites to confirm specific title holdings.	Authorized users are current faculty, staff, and students.	Permitted explicit	

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The screenshot displays the EBSCONET Claim Checker interface. At the top, there are navigation links for 'eBooks', 'Catalog Search', 'Customer Service Portal', and 'Alerts'. The main header includes the EBSCONET logo and the user's account information, 'Subscriber AA - MAIL ROOM'. Below this is a menu bar with options like 'Orders', 'Renewals', 'New Orders', 'Database Orders', 'Reports', and 'Financial Information'. The 'Claim Checker' option is selected in the menu.

The 'Claim Checker' section features a search form with 'Quick Search' and 'Advanced Search' tabs. The search criteria are set to 'All Accounts' for the search scope, 'Title Name' for the search term, and 'Order Number' for the secondary search term. There are 'Search' and 'Clear' buttons.

Below the search form is a table of claims. The table has columns for 'Action', 'Title Name', 'Subscriber Name', 'Claim Number', 'Claim Date', 'Publisher Reply', and 'Volume/Issue Claimed'. The first row shows a claim for 'American Association of Retired Persons Membership - Ages 70 and Above' with a claim number of 1 and a date of 07/22/2022. The 'Action' dropdown menu for this row is open, showing options: 'No Action', 'Reclaim', 'Re-list', 'Received', 'Remove', and 'No Action'.

Action	Title Name	Subscriber Name	Claim Number	Claim Date	Publisher Reply	Volume/Issue Claimed
All	All	All	All	All		
No Action	American Association of Retired Persons Membership - Ages 70 and Above		1	07/22/2022	[08/02/2022] Replacement Issue(s) Sent 07/27/22	JUN.JUL 2022 OF AARP BULLETIN
No Action	American Horticultural Society Membership	MAIL ROOM	1	09/28/2022		July/August 2022 American gardener
No Action	American Libraries	MAIL ROOM	1	08/02/2022		Vol. 53 Iss. 5 (2022) 05/01/2022 Credit requested
No Action	Americas Quarterly	MAIL ROOM	1	08/04/2022		Vol. 16 Iss. 2 (2022) 04/01/2022
No Action	Antique Trader Weekly	MAIL ROOM	1	07/07/2022	[08/08/2022] Issue(s) Not Available - Expire Extended To 2/1/23	(2022) 07/01/2022 Replacement requested

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Packing List Report

Report Name	Report Date
ZP-96000-00.CUMULATIVE PACKING LIST.2023021	05/29/2023
ZP-96000-02.CUMULATIVE PACKING LIST.2023021	05/29/2023
ZP-96000-04.CUMULATIVE PACKING LIST.2023021	05/29/2023
ZP-96000-00.CUMULATIVE PACKING LIST.2023020	05/22/2023
ZP-96000-02.CUMULATIVE PACKING LIST.2023020	05/22/2023
ZP-96000-04.CUMULATIVE PACKING LIST.2023020	05/22/2023
ZP-96000-00.CUMULATIVE PACKING LIST.2023019	05/15/2023
ZP-96000-02.CUMULATIVE PACKING LIST.2023019	05/15/2023
ZP-96000-04.CUMULATIVE PACKING LIST.2023019	05/15/2023
ZP-96000-00.CUMULATIVE PACKING LIST.2023018	05/08/2023
ZP-96000-02.CUMULATIVE PACKING LIST.2023018	05/08/2023
ZP-96000-04.CUMULATIVE PACKING LIST.2023018	05/08/2023
ZP-96000-00.CUMULATIVE PACKING LIST.2023017	05/01/2023
ZP-96000-02.CUMULATIVE PACKING LIST.2023017	05/01/2023
ZP-96000-04.CUMULATIVE PACKING LIST.2023017	05/01/2023
ZP-96000-00.CUMULATIVE PACKING LIST.2023016	04/24/2023
ZP-96000-02.CUMULATIVE PACKING LIST.2023016	04/24/2023

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Title Number Order Number	Title Name	Volume Number	Issue Number	Issue Date / Description	No. of Copies	Box No.
6910616 I1364185	ACS NANO /FOR INSTITUTIONS/ 19360851 150023901	17	6	3/28/2023 2023	1	1
20584389 I0831970	AES /JOURNAL OF THE AUDIO ENGINEERING SOCIETY AUDIO- ACOUSTICS-APPLICATIONS/ /SURFACE MAIL/ 15494950 140199891	71	5	5/1/2023 2023	1	1
36716009 I0832743	AMERICAN ANNALS OF THE DEAF /INCLS/ ANNUAL REFERENCE 0002726X 140198934	167	5	1/1/2023 2023 WIN	1	2
40130007 I0831478	AMERICAN ECONOMIC REVIEW 1 00028282 140198945	113	0	1/1/1900 2023 SUPP AEA PAPERS MAY	1	2
40130007	AMERICAN ECONOMIC REVIEW 1	113	5	1/1/1900 2023	1	2

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Appendix B – Standard License Agreement



LAST UPDATED: March 2024

EBSCO LICENSE AGREEMENT

Standard

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B. The Licensee is authorized to provide on-site access through the Sites to the Databases and Services to any Authorized User. The Licensee may not post passwords to the Databases or Services on any publicly indexed websites. The Licensee and Sites are authorized to provide remote access to the Databases and Services only to their patrons as long as security procedures are undertaken that will prevent remote access by institutions, employees at non-subscribing institutions or individuals, that are not parties to this Agreement who are not expressly and specifically granted access by EBSCO. For the avoidance of doubt, if Licensee provides remote access to individuals on a broader scale than was contemplated at the inception of this Agreement then EBSCO may hold the Licensee in breach and suspend access to the Database(s) or Services. **Remote access to the Databases or Services is permitted to patrons of subscribing institutions accessing from remote locations for personal, non-commercial use. However, remote access to the Databases or Services from non-subscribing institutions is not allowed if the purpose of the use is for commercial gain through cost reduction or avoidance for a non-subscribing institution.**

C. Licensee and Authorized Users agree to abide by the Copyright Act of 1976 as well as by any contractual restrictions, copyright restrictions, or other restrictions provided by publishers and specified in the Databases or

Services. Pursuant to these terms and conditions, the Licensee and Authorized Users may download or print limited copies of citations, abstracts, full text or portions thereof, provided the information is used solely in accordance with copyright law. Licensee and Authorized Users may not publish the information. Licensee and Authorized Users shall not use the Database or Services as a component of or the basis of any other publication prepared for sale and will neither duplicate nor alter the Databases or Services or any of the content therein in any manner, nor use same for sale or distribution. Licensee and Authorized Users may not use artificial intelligence tools or machine learning technologies with any of the content included in the Databases or Services for any purpose. Licensee and Authorized Users may create printouts of materials retrieved through the Databases or Services online printing, offline printing, facsimile or electronic mail. All reproduction and distribution of such printouts, and all downloading and electronic storage of materials retrieved through the Databases or Services shall be for internal or personal use. Downloading all or parts of the Databases or Services in a systematic or regular manner so as to create a collection of materials comprising all or part of the Databases or Services is strictly prohibited whether or not such collection is in electronic or print form. Notwithstanding the above restrictions, this paragraph shall not restrict the use of the materials under the doctrine of "fair use" as defined under the laws of the United States. Publishers may impose their own conditions of use applicable only to their content. Such conditions of use shall be displayed on the computer screen displays associated with such content. The Licensee shall take all reasonable precautions to limit the usage of the Databases or Services to those specifically authorized by this Agreement.

D. Authorized Sites may be added or deleted from this Agreement as mutually agreed upon by EBSCO and Licensee.

E. Licensee agrees to comply with the Copyright Act of 1976, and agrees to indemnify EBSCO against any actions by Licensee that are not consistent with the Copyright Act of 1976.

F. The computer software utilized via EBSCO's Databases and Service(s) is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this software, or any portion of it, is not allowed. User shall not reverse engineer, decompile, disassemble, modify, translate, make any attempt to discover the source code of the software, or create derivative works from the software.

G. The Databases are not intended to replace Licensee's existing subscriptions to content available in the Databases.

H. Licensee agrees not to include any advertising in the Databases or Services.

II. LIMITED WARRANTY AND LIMITATION OF LIABILITY

A. EBSCO and its licensors disclaim all warranties, express or implied, including, but not limited to, warranties of merchantability, noninfringement, or fitness for a particular purpose. Neither EBSCO nor its licensors assume or authorize any other person to assume for EBSCO or its licensors any other liability in connection with the licensing of the Databases or the Services under this Agreement and/or its use thereof by the Licensee and Sites or Authorized Users.

B. THE MAXIMUM LIABILITY OF EBSCO AND ITS LICENSORS, IF ANY, UNDER THIS AGREEMENT, OR ARISING OUT OF ANY CLAIM RELATED TO THE PRODUCTS, FOR DIRECT DAMAGES, WHETHER IN CONTRACT, TORT OR OTHERWISE SHALL BE LIMITED TO THE TOTAL AMOUNT OF FEES RECEIVED BY EBSCO FROM LICENSEE HEREUNDER UP TO THE TIME THE CAUSE OF ACTION GIVING RISE TO SUCH LIABILITY OCCURRED. IN NO EVENT SHALL EBSCO OR ITS LICENSORS BE LIABLE TO LICENSEE OR ANY AUTHORIZED USER FOR ANY INDIRECT,

INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES RELATED TO THE USE OF THE DATABASES OR SERVICES OR TO THESE TERMS AND CONDITIONS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

C. Licensee is responsible for maintaining a valid license to the third-party resources configured to be used via the Services (if applicable). EBSCO disclaims any responsibility or liability for a Licensee accessing the third-party resources without proper authorization.

D. EBSCO is not responsible if the third-party resources accessible via the Services fail to operate properly or if the third-party resources accessible via the Services cause issues for the Licensee. While EBSCO will make best efforts to help troubleshoot problems, Licensee acknowledges that certain aspects of functionality may be dependent on third party resource providers who may need to be contacted directly for resolution.

III. PRICE AND PAYMENT

A. License fees have been agreed upon by EBSCO and the Licensee, and include all retrospective issues of the Product(s) as well as updates furnished during the term of this Agreement. The Licensee's obligations of payment shall be to EBSCO or its assignee. Payments are due upon receipt of invoice(s) and will be deemed delinquent if not received within thirty (30) days. Delinquent invoices are subject to interest charges of 12% per annum on the unpaid balance (or the maximum rate allowed by law if such rate is less than 12%). The Licensee will be liable for all costs of collection. Failure or delay in rendering payments due EBSCO under this Agreement will, at EBSCO's option, constitute material breach of this Agreement. If changes are made resulting in amendments to the listing of authorized Sites, Databases, Services and pricing identified in this Agreement, pro rata adjustments of the contracted price will be calculated by EBSCO and invoiced to the Licensee and/or Sites accordingly as of the date of any such changes. Payment will be due upon receipt of any additional pro rata invoices and will be deemed delinquent if not received within thirty (30) days of the invoice dates.

B. Taxes, if any, are not included in the agreed upon price and may be invoiced separately. Any taxes applicable to the Database(s) under this Agreement, whether or not such taxes are invoiced by EBSCO, will be the exclusive responsibility of the Licensee and/or Sites.

IV. TERMINATION

A. In the event of a breach of any of its obligations under this Agreement, Licensee shall have the right to remedy the breach within thirty (30) days upon receipt of written notice from EBSCO. Within the period of such notice, Licensee shall make every reasonable effort and document said effort to remedy such a breach and shall institute any reasonable procedures to prevent future occurrences of such breaches. If the Licensee fails to remedy such a breach within the period of thirty (30) days, EBSCO may (at its option) terminate this Agreement upon written notice to the Licensee.

B. If EBSCO becomes aware of a material breach of Licensee's obligations under this Agreement or a breach by Licensee or Authorized Users of the rights of EBSCO or its licensors or an infringement on the rights of EBSCO or its licensors, then EBSCO will notify the Licensee immediately in writing and shall have the right to temporarily suspend the Licensee's access to the Databases or Services. Licensee shall be given the opportunity to remedy the breach or infringement within thirty (30) days following receipt of written notice from EBSCO. Once the breach or infringement has been remedied or the offending activity halted, EBSCO shall reinstate access to the Databases or Services. If the Licensee does not satisfactorily remedy the offending activity within thirty (30) days, EBSCO may terminate this Agreement upon written notice to the Licensee.

C. The provisions set forth in Sections I, II and V of this Agreement shall survive the term of this Agreement and shall continue in force into perpetuity.

V. NOTICES OF CLAIMED COPYRIGHT INFRINGEMENT

EBSCO has appointed an agent to receive notifications of claims of copyright infringement regarding materials available or accessible on, through, or in connection with our services. Any person authorized to act for a copyright owner may notify us of such claims by contacting the following agent: Kim Gibbons, EBSCO Publishing, Inc., 10 Estes Street, Ipswich, MA 01938; phone: 978-356-6500, fax: 978-356-5191; email: kgibbons@ebSCO.com. In contacting this agent, the contacting person must provide all relevant information, including the elements of notification set forth in 17 U.S.C. 512.

VI. GENERAL

A. Neither EBSCO nor its licensors will be liable or deemed to be in default for any delays or failure in performance resulting directly or indirectly from any cause or circumstance beyond its reasonable control, including but not limited to acts of God, war, riot, embargoes, acts of civil or military authority, rain, fire, flood, accidents, earthquake(s), strikes or labor shortages, transportation facilities shortages or failures of equipment, or failures of the Internet.

B. This Agreement and the license granted herein may not be assigned by the Licensee to any third party without written consent of EBSCO.

C. If any term or condition of this Agreement is found by a court of competent jurisdiction or administrative agency to be invalid or unenforceable, the remaining terms and conditions thereof shall remain in full force and effect so long as a valid Agreement is in effect.

D. If the Licensee and/or Sites use purchase orders in conjunction with this Agreement, then the Licensee and/or Sites agree that the following statement is hereby automatically made part of such purchase orders: "The terms and conditions set forth in the EBSCO License Agreement are made part of this purchase order and are in lieu of all terms and conditions, express or implied, in this purchase order, including any renewals hereof."

E. This Agreement and our [Privacy Policy](#) represent the entire agreement and understanding of the parties with respect to the subject matter hereof and supersede any and all prior agreements and understandings, written and/or oral. There are no representations, warranties, promises, covenants or undertakings, except as described in this Agreement and our [Privacy Policy](#).

F. EBSCO grants to the Licensee a non-transferable right to utilize any IP addresses provided by EBSCO to Licensee to be used with the Services. EBSCO does not transfer any ownership of the IP addresses it provides to Licensee. In the event of termination of the Licensee's license to the Services, the Licensee's right to utilize such IP addresses will cease.

G. All information that EBSCO collects when Licensee accesses, uses, or provides access to, the Databases and Services is subject to EBSCO's [Privacy Policy](#), which is incorporated herein by reference. By accessing or using the Databases and/or Services, you consent to all actions taken by EBSCO with respect to your information in compliance with the [Privacy Policy](#).

DATA PROCESSING ADDENDUM

This Data Processing Addendum (the “**Addendum**”) supplements the EBSCO License Agreement (the “**Agreement**”) between the Customer (“**Customer**”) and EBSCO Publishing, Inc. (“**EBSCO**”).

1. Definitions

- 1.1 For the purpose of this Addendum the terms, “**Controller,**” “**Processor,**” “**Data Subject,**” “**Personal Data,**” “**Personal Data Breach,**” “**Processing,**” “**Subprocessor,**” and “**Supervisory Authority**” shall have the same meanings as in applicable Data Protection Legislation, and their related terms shall be construed accordingly.
- 1.2 “**Appropriate technical and organizational measures**” shall be interpreted in accordance with applicable Data Protection Legislation.
- 1.3 “**Customer Personal Data**” means the Personal Data that is provided by Customer to EBSCO or that is processed by EBSCO on Customer’s behalf in connection with the Agreement.
- 1.4 “**Data Protection Legislation**” means all applicable data protection and privacy legislation in force from time to time where EBSCO does business, including the General Data Protection Regulation, Regulation (EU) 2016/679 of the European Parliament and of the Council (the “GDPR”), the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC), the California Consumer Privacy Act of 2018, Cal. Civ. Code § 1798.100, *et seq.* (the “CCPA”), and all other applicable laws and regulations relating to the Processing of Personal Data, including any legislation that implements or supplements, replaces, repeals and/or supersedes any of the foregoing.
- 1.5 “**International Data Transfer**” means the transfer (either directly or via onward transfer) of Personal Data from within the European Economic Area/United Kingdom (as applicable) to a country not recognized by the European Commission as providing an adequate level of protection for Personal Data (as described in the GDPR).
- 1.6 “**User Personal Data**” means the Personal Data provided directly by Customer’s end users to EBSCO through the products and services purchased by Customer.

2. Data Processing: EBSCO as Processor for Customer

- 2.1 Where Customer Personal Data is processed by EBSCO, EBSCO will act as the Processor and the Customer will act as the Controller.
- 2.1.1 Subject Matter. The subject matter of the Processing is the Customer Personal Data.
- 2.1.2 Duration. The Processing will be carried out for the duration set forth in the Agreement.
- 2.1.3 Nature and Purpose. The purpose of the Processing is the provision of products and services to the Customer purchased by the Customer from time to time.

- 2.1.4 Type of Customer Personal Data and Data Subjects. Customer Personal Data consists of the following categories of information relevant to the following categories of Data Subjects:
- (a) Representatives of Customer: name, address; email address; billing information; login credentials; geolocation data; and professional affiliation.
 - (b) Customer's end users of the EBSCO products and services purchased by Customer (where personalized account information is provided to EBSCO by Customer): name; address; and email address.
- 2.2 EBSCO shall not Process Customer Personal Data other than on the Customer's documented instructions (as set forth in this Addendum or the Agreement or as otherwise directed by Customer in writing). EBSCO will not Process Customer Personal Data for any purpose, including for any commercial purpose, other than for the specific purpose of performing the services specified in the Agreement. If Processing of Customer Personal Data inconsistent with the foregoing provisions of this section is ever required by applicable Data Protection Legislation to which EBSCO is subject, EBSCO shall, to the extent permitted by applicable Data Protection Legislation, inform the Customer of that legal requirement before proceeding with the relevant Processing of that Customer Personal Data.
- 2.3 EBSCO will notify Customer promptly if, in EBSCO's opinion, an instruction for the Processing of Customer Personal Data infringes applicable Data Protection Legislation.
- 2.4 EBSCO shall ensure that all personnel who have access to and/or Process the Customer Personal Data are subject to confidentiality undertakings or professional or statutory obligations of confidentiality.
- 2.5 EBSCO shall, in relation to the Customer Personal Data, implement appropriate technical and organizational measures to protect against unauthorized or unlawful Processing of Customer Personal Data and against accidental loss or destruction of, or damage to, Customer Personal Data. When considering what measure is appropriate, each party shall have regard to the state of good practice, technical development and the cost of implementing any measures to ensure a level of security appropriate to the harm that might result from such unauthorized or unlawful Processing or accidental loss or destruction, and to the nature of the data to be protected.
- 2.6 EBSCO shall assist Customer, taking into account the nature of the Processing, (A) by appropriate technical and organizational measures and where possible, in fulfilling Customer's obligations to respond to requests from data subjects exercising their rights under Applicable Data Protection Legislation; (B) in ensuring compliance with the obligations pursuant to Articles 32 to 36 of the GDPR, taking into account the nature of the Processing and the information available to EBSCO; and (C) by making available to Customer all information reasonably requested by Customer for the purpose of demonstrating that Customer's obligations relating to the appointment of processors as set out in Article 28 of the GDPR have been met.
- 2.7 EBSCO shall promptly notify Customer upon becoming aware of any confirmed Personal Data Breach affecting the Customer Personal Data.
- 2.8 Upon termination of the Agreement, EBSCO shall, at Customer's election, securely delete or return Customer Personal Data and destroy existing copies unless preservation or retention of such Customer Personal Data is required by any applicable law to which EBSCO is subject.

- 2.9 EBSCO shall allow Customer and Customer's authorized representatives to access and review up-to-date attestations, reports, or extracts thereof from independent bodies (e.g., external auditors, data protection auditors) or suitable certifications, or to conduct audits or inspections to ensure compliance with the terms of this Addendum. Any audit or inspection must be conducted during EBSCO's regular business hours, with reasonable advance notice to EBSCO and subject to reasonable confidentiality procedures. In addition, audits or inspections shall be limited to once per year.

EBSCO shall, in the event of third-party subprocessing that is subject to Data Protection Legislation, (A) inform Customer and obtain its prior written consent (execution of this Addendum shall be deemed as Customer's prior written consent to such third-party subprocessing); (B) provide a list of third-party Subprocessors upon Customer's request; and (C) inform Customer of any intended changes to third-party Subprocessors, and give Customer a reasonable opportunity to object to such changes. If EBSCO provides Personal Data to third-party Subprocessors, EBSCO will include in its agreement with any such third-party Subprocessor terms which offer at least the same level of protection for the Customer Personal Data as those contained herein and as are required by applicable Data Protection Legislation.

3. Data Processing: EBSCO as Joint Controller With Customer

- 3.1 EBSCO and Customer shall act as joint Controllers with respect to User Personal Data.
- 3.2 EBSCO shall be responsible for providing Customer's end user Data Subjects with the information required under GDPR Articles 13 and 14 (including by identifying a contact point for Data Subjects) before processing User Personal Data, and with informing Customer's end users of the essence of EBSCO's arrangement with Customer.
- 3.3 EBSCO shall provide Customer's end user Data Subjects with the ability to exercise their individual rights with respect to User Personal Data within a self-service portal.

4. International Data Transfer

- 4.1 To the extent that any Customer Personal Data is subject to any International Data Transfer, the parties agree to be bound by, and all terms and provisions of the Controller to Processor Standard Contractual Clauses adopted by the European Commission ("**Processor Model Clauses**") shall be incorporated by reference to this Addendum with the same force and effect as though fully set forth in this Addendum, wherein:
- 4.1.1 Customer is the "data exporter" and EBSCO International, Inc. is the "data importer;" and
 - 4.1.2 The provisions of Module Two are incorporated; the provisions under Modules One, Three, and Four, the footnotes, and Clauses 9, 11(a) Option and 17 Option 1 are omitted; the clauses shall be governed by the law of Ireland; and the competent supervisory authority is Ireland.
- 4.2 To the extent that any User Personal Data is subject to any International Data Transfer, the parties the parties agree to be bound by, and all terms and provisions of the Controller to Controller Standard Contractual Clauses adopted by the European Commission ("**Controller Model Clauses**") shall be incorporated by reference to this Addendum with the same force and effect as though fully

set forth in this Addendum, wherein:

- 4.2.1 Customer is the “data exporter” and EBSCO is the “data importer;” and
- 4.2.2 The provisions of Module One are incorporated; the provisions under Modules Two, Three and Four, the footnotes, and Clauses 9, 11(a) Option and 17 Option 1 are omitted; the clauses shall be governed by the law of Ireland; and the competent supervisory authority is Ireland.

4.3 The Processor Model Clauses and Controller Model Clauses shall be collectively, the “Standard Contractual Clauses.” The applicable version of the Standard Contractual Clauses is those which were approved by the European Commission on June 4, 2021. In the event that the Standard Contractual Clauses are updated, replaced, amended or re-issued by the European Commission (with the updated Standard Contractual Clauses being the “**New Contractual Clauses**”) during the term of this Addendum, the New Contractual Clauses shall be deemed to replace the Standard Contractual Clauses and the parties undertake to be bound by the terms of the New Contractual Clauses effective as of the date of the update (unless either party objects to such change) and the parties shall execute a form of the New Contractual Clauses.

4.4 The descriptions required by the Annexes of the Standard Contractual Clauses are replaced by the information in Schedule 1, Schedule 2, and Schedule 3 of this Addendum.

4.5 To the extent that the UK Information Commissioner’s Office issues any standard contractual clauses for the purpose of making lawful International Data Transfers during the term of this Addendum that will impact the transfers of Customer Personal Data or User Personal Data (with such clauses being the “**UK Standard Contractual Clauses**”), to the extent possible, the UK Standard Contractual Clauses shall be deemed to be incorporated into this Addendum and the parties undertake to be bound by the terms of the UK Standard Contractual Clauses effective as of the date of their issuance (unless either party objects to such change) and the parties shall execute a form of the UK Standard Contractual Clauses.

Schedule I

List of Parties and Description of Data Transfers

A. LIST OF PARTIES

Data exporter(s): [Identity and contact details of the data exporter(s) and, where applicable, of its/their data protection officer and/or representative in the European Union]

- 1. **Name:**
Address:
Contact person’s name, position and contact details:
Activities relevant to the data transferred under these Clauses:
Signature and date:
Role (controller/processor): Controller and Joint Controller

- 2. **Additional Information:** EBSCO and Customer shall act as Joint Controllers with respect to User Personal Data (as defined in the Agreement). The Joint Controllers shall perform the following responsibilities accordingly:

Customer	
<ul style="list-style-type: none"> - Personalization: Customer decides whether to enable features of personalized accounts in product - Authorize the processing of end user data by EBSCO via the Agreement between parties <ul style="list-style-type: none"> o Provide legal basis for processing end user data o Establish the purposes and scope of processing - Implementation of technical and organizational measures to ensure security of network <ul style="list-style-type: none"> o Access controls – provide guidelines to EBSCO for authorizing who may access the product under the customer’s subscription - Data Subject Access Requests <ul style="list-style-type: none"> o As needed, provides details of requests to EBSCO if request is received by Customer from end users (in the event that an end user submits a request through Customer rather than through EBSCO) 	<ul style="list-style-type: none"> - Implementation of organizational and technical measures <ul style="list-style-type: none"> o See Schedule 2 for details - Maintenance and support of product <ul style="list-style-type: none"> o Security patches o Feature updates o Technical support o Availability and up-time - Data storage, including backups - Establish the purposes and scope of processing via the Agreement between Parties - Data Subject Access Requests <ul style="list-style-type: none"> o Receives and processes Data Subject Access Requests and honors the data subject rights of information, access, rectification, erasure, restricted processing, data portability, right to object, and the right to avoid automated decision-making o Manages the contact form, email address, and phone number for intake of privacy requests o Upon request, notifies customer of data subject request

Customer	
	<ul style="list-style-type: none"> - Provide legal basis for processing end user data <ul style="list-style-type: none"> o Agreement between parties establishes contract to provide services o Collection of individual consent and acceptance of terms of use, privacy policy, etc. from end users - Incident response <ul style="list-style-type: none"> o Implementation of process o Notification of customer - Subprocessors - vetting and notifying customer of new subprocessors - Privacy Risk Assessments – conduct PRA/DPIA as needed for vendors, features, products, etc. which process personal information

Data importer(s):

For Customer Personal Data:

1. **Name:** EBSCO International, Inc.
Address: 10 Estes Street, Ipswich, MA 01938
Contact person’s name, position and contact details:
Activities relevant to the data transferred under these Clauses: Academic and scholastic research
Signature and date:
Role (controller/processor): Joint Controller and Processor

2. **Additional Information:** Customer will act as the Controller of Customer Personal Data where Customer Personal Data is processed by EBSCO. EBSCO will act as the Processor of Customer Personal Data. **“Customer Personal Data”** means the Personal Data that is provided by Customer to EBSCO or that is processed by EBSCO on Customer’s behalf in connection with the Agreement.

For User Personal Data:

1. **Name:** EBSCO International, Inc.
Address: 10 Estes Street, Ipswich, MA 01938
Contact person’s name, position and contact details:
Activities relevant to the data transferred under these Clauses: Academic and scholastic research, creation and creation of user profiles
Signature and date:
Role (controller/processor): Joint Controller and Processor

2. **Additional Information:** Customer will act as the Controller of User Personal Data where User Personal Data is processed by EBSCO. EBSCO will act as the Joint Controller of User Personal Data.

“**User Personal Data**” means the Personal Data provided directly by Customer’s end users to EBSCO through the products and services purchased by Customer.

B. DESCRIPTION OF TRANSFER

Categories of data subjects whose personal data is transferred: Entity information required for handling the subscription and users of applications, including but not limited to students, teachers, employees, authors.

Categories of personal data transferred: First name, last name, email address, authentication information, search information, research notes.

Sensitive Data transferred (if applicable), and applied restrictions or safeguards that fully take into consideration the nature of the data and the risks involved: Not Applicable.

The frequency of the transfer (e.g., whether the data is transferred on a one-off or continuous basis): Continuous.

Nature of the processing: Providing access to EBSCO databases; storing user information in customized profiles; facilitating the retrieval of user search history.

Purpose(s) of the data transfer and further processing: To perform the obligations between the parties, per the Agreement, to provide research tools, to personalize the experience and to prevent harvesting. The period for which the personal data will be retained, or, if that is not possible, the criteria used to determine that period: As long as reasonably necessary, some personalization information will be held until deletion is requested by a customer or user.

For transfers to (sub-) processors, also specify subject matter, nature and duration of the processing:

Subject Matter: First name, last name, email address, authentication information, search information, research notes

Nature of processing: The nature of processing includes the following: Data storage and software delivery, consent management, fulfilling data subject rights requests. Please also see Annex III, List of Subprocessors, for comprehensive information about how specific subprocessors process data.

Duration: Continuous

C. COMPETENT SUPERVISORY AUTHORITY

The competent supervisory authority, in accordance with Clause 13, is the Supervisory Authority of Ireland.

Schedule II

Technical and Organizational Measures Including Technical and Organizational Measures to Ensure the Security of Data

EBSCO shall maintain and use appropriate safeguards to prevent the unauthorized access to or use of Customer Personal Data and to implement administrative, physical and technical safeguards to protect Customer Personal Data. Such safeguards shall include:

1. Network and Application Security and Vulnerability Management:

- a. Measures of pseudonymization and encryption of personal data:
Personal data is encrypted at rest using the 256-bit Advanced Encryption Standard (AES-256), and in transit using Transport Layer Security (TLS) encryption. Cryptographic key management is in place as outlined in National Institute of Science and Technology (NIST) standard 800-57.
- b. Measures for ensuring ongoing confidentiality, integrity, availability and resilience of processing systems and services:
EBSCO has an ongoing commitment to certification against relevant International Organization for Standardization (ISO) standards, including ISO standards 27001, 27017, 27018 and 27701 both on-premise and at Amazon Web Services (AWS) managed data centers. EBSCO is hosted both within the Amazon Web Services platform and within legacy on premise data centers in Ipswich, MA and Boston, MA. Applications and data are distributed for purposes of high availability and resilience. Features such as automatic recovery and automatic scaling have been implemented. Applications together with their container configuration can be redeployed within minutes, if necessary.
- c. Measures for ensuring the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident:
All applications and data are distributed across multiple nodes and the nodes are distributed across multiple availability zones within Amazon Web Services to ensure high availability of the service. The use of a container-based architecture further helps to ensure high availability of the service. For example, applications automatically restart if they encounter issues and if a specific node fails, it is removed from service and traffic is directed to the remaining 'healthy' nodes. Where appropriate, nodes are set to automatically scale to handle unexpected spikes in traffic. Regular service management meetings review the performance and future capacity needs of the service. The infrastructure enables horizontal and vertical scaling to be implemented with significantly reduced lead times compared to a physical infrastructure. For our legacy on premise, EIS employs two concurrent data centers with failover capabilities in the event that one of the sites experiences an outage. EBSCO's on-premise data centers are protected with uninterruptable power supplies, fire suppression systems and limited access only to personnel necessary for the ongoing operation of the data centers. EBSCO continuously monitors service availability. The current status can be found here: <https://status.ebsco.com/>

- d. Processes for regularly testing, assessing, and evaluating the effectiveness of technical and organizational measures in order to ensure the security of the processing:
EBSCO contracts third party penetration testing on an annual basis. In addition, vulnerability scans are conducted through an automated code deployment pipeline. Our production environment is scanned continuously. We employ a managed 24/7 security operations team to continuously monitor our environment. EBSCO regularly applies security updates to our environment following our comprehensive vulnerability management process. These updates are done on a rolling basis using a Scaled Agile Framework for Enterprises (SAFe).

Organizational measures are reviewed twice annually, through an internal audit as well as an external audit conducted on an annual basis by accredited third party auditors. In addition, regular access reviews to sensitive data and systems are conducted on a regular basis.

EBSCO continually evaluates the security of its network and associated Services to determine whether additional or different security measures are required to respond to security risks or findings generated by periodic reviews.

- e. Measures for the protection of data during transmission:
All data is encrypted in transit using TLS, both from the users' browser to the applications as well as data in transit between EBSCO systems and subprocessors.
- f. Measures for the protection of data during storage:
Personal Data is encrypted at rest using the 256-bit Advanced Encryption Standard (AES-256). All data storage is isolated from the public internet by a dedicated firewall to ensure only EBSCO personnel can access the database.
- g. Measures for ensuring system configuration, including default configuration:
Standardized system configurations are enforced through automated code deployment pipelines where appropriate.
- h. Measures for internal IT and IT security governance and management:
EBSCO's Governance Risk and Compliance (GRC) Team maintains the EBSCO Information Security and Privacy Management system (ISPMS). The ISPMS is continuously monitored and improved to conform to or exceed the standards required by ISO 27001, ISO 27701, ISO 27017, and ISO 27108. The EBSCO ISPMS is comprised of the ISMS-Information Security Management System and PIMS-Privacy Information Management System. External and internal audits of the ISPMS are performed on an annual basis. Security logs are monitored continuously.
- i. Measures for certification/assurance of processes and products:
In addition to the measures for internal IT management and IT security governance above, regular, mandatory training is delivered through an online learning platform to ensure all staff are familiar with their responsibilities and up to date with policies and procedures. Clear processes are in place to manage security related incidents and to liaise with law enforcement if required.
- j. Measures for ensuring data minimization:
EBSCO follows best practices for minimizing data attributes to only those needed to perform

required functions and allow its customers and user patrons the ability to extend the minimum default data set if required.

k. Measures for ensuring data quality:

Institutions and end users have the ability to review and update their information through a self-service module, or through contacting EBSCO according to the Privacy Policy. Where applicable, data validation controls are implemented in our environment.

2. Logical access controls:

a. Measures for user identification and authorization:

A small number of the EBSCO Team with responsibilities for administering and supporting the system have access to the production environment and databases. This is strictly controlled by role and requires two-factor authentication to gain access.

Customer Administrator access to end user data is only possible through using an EBSCOadmin administrator account. Only personnel designated by the customer and a small number of EBSCO's privileged users have access to this information.

Customers have the ability to set up different authentication options. Options include, but are not limited to, integration through Single Sign On (SSO) using SAML 2.0, username and password, IP whitelist authentication, patron ID, Google Campus Activated Subscriber Access (CASA), Universal CASA and Cookies.

3. Secure media disposal controls:

a. Measures for ensuring limited data retention:

It is vital that personal data stored within EBSCO's systems meets the requirements for data privacy and protection and part of that is ensuring personal data is not retained beyond what is necessary for the defined purpose.

In many cases, EBSCO allows the ability for customers to anonymize end user data by pseudonymized SSO configuration or removing the option for User Patrons to personalize.

b. Measures for allowing data portability and ensuring erasure:

Upon request or through the self-service module, EBSCO customers can extract Database Usage Reports, Interface Usage Reports, Link Activity Reports, Login Usage Report and Title Usage Reports. This data can also be obtained upon request at contract termination, or at any time through EBSCOadmin.

4. Logging Controls:

a. Measures for ensuring events logging:

EBSCO allows customers to view database usage reports, interface usage reports, link activity reports, login usage reports and title usage reports through EBSCOadmin.

EBSCO employs Security Information and Event Management (SIEM) logs across our resources. These logs are monitored internally by our information security team and 24/7 managed

security operations center (SOC). No customer action is required, and customers do not have access to these internal logs.

5. Personnel Controls:

Contracts for new staff and the onboarding process emphasize individual responsibilities for information security and the potential penalties for misuse. Staff resignations trigger an automated process to ensure access rights to EBSCO's systems are revoked in a timely fashion.

The IT Acceptable Use Agreement covers the acceptable use of EBSCO's information assets. It is issued to both permanent and contract staff and forms part of the induction for new starters.

Security awareness training is delivered through EBSCO's online training platform. It is delivered at least annually and is mandatory for all employees.

6. Physical security and environmental controls:

- a. Measures for ensuring physical security of locations at which personal data are processed: EBSCO is committed to ensuring the safety of its employees, contractors and assets and takes the issue of physical security very seriously. EBSCO has a comprehensive set of physical security controls which ensure that its data centers and offices are sufficiently protected. Access to data centers is limited only to necessary personnel, and all access is logged and reviewed for abnormalities.

EBSCO also contracts with AWS for the processing of customer data. AWS provides world class security within their hosted data centers. For more information on physical security in AWS hosted environments see: <https://aws.amazon.com/compliance/data-center/controls/>.

Schedule III

List of Subprocessors

MODULE TWO: Transfer controller to processor

The controller has been notified of the use of the subprocessors linked below may be utilized at the time of contract execution. For an updated list of subprocessors, please see www.ebsco.com/subprocessors.