**Summary of Results for Vendor Evaluation Survey**

**Library Materials– 2017-71500-01**

**Baker & Taylor**

Quality of Goods and Services Received 3.63

Timeliness of Delivery or Performance 3.47

Discounts/ Charges 3.42

Responsiveness of vendor To Needs/Problems 3.53

Documentation of Service for Goods /Services 3.21

Overall Average Score 17.26

Comments:

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

**Bound to Stay Bound Books**

Quality of Goods and Services Received 3.80

Timeliness of Delivery or Performance 3.40

Discounts/ Charges 2.80

Responsiveness of vendor To Needs/Problems 2.20

Documentation of Service for Goods /Services 3.00

Overall Average Score 15.20

**Brodart Co., Books and Library Services**

Quality of Goods and Services Received 3.40

Timeliness of Delivery or Performance 3.40

Discounts/ Charges 2.90

Responsiveness of vendor To Needs/Problems 3.10

Documentation of Service for Goods /Services 3.10

Overall Average Score 15.90

**Children’s Plus**

Quality of Goods and Services Received 3.80

Timeliness of Delivery or Performance 3.60

Discounts/ Charges 3.40

Responsiveness of vendor To Needs/Problems 2.80

Documentation of Service for Goods /Services 2.80

Overall Average Score 16.40

**EBSCO Publishing, Materials**

Quality of Goods and Services Received 3.00

Timeliness of Delivery or Performance 3.11

Discounts/ Charges 2.89

Responsiveness of vendor To Needs/Problems 3.11

Documentation of Service for Goods /Services 3.11

Overall Average Score 15.22

**Gale Cengage**

Quality of Goods and Services Received 3.50

Timeliness of Delivery or Performance 3.63

Discounts/ Charges 3.05

Responsiveness of vendor To Needs/Problems 3.42

Documentation of Service for Goods /Services 3.32

Overall Average Score 16.74

Comments:

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

**Ingram Library Services**

Quality of Goods and Services Received 3.76

Timeliness of Delivery or Performance 3.59

Discounts/ Charges 3.59

Responsiveness of vendor To Needs/Problems 3.71

Documentation of Service for Goods /Services 3.24

Overall Average Score 17.88

**Jupiter Associates, Materials**

Not reviewed in survey

**Midwest Library Service**

Quality of Goods and Services Received 3.67

Timeliness of Delivery or Performance 3.67

Discounts/ Charges 3.67

Responsiveness of vendor To Needs/Problems 3.67

Documentation of Service for Goods /Services 3.67

Overall Average Score 18.33

**Midwest Tape**

Quality of Goods and Services Received 3.62

Timeliness of Delivery or Performance 3.23

Discounts/ Charges 2.77

Responsiveness of vendor To Needs/Problems 3.50

Documentation of Service for Goods /Services 3.42

Overall Average Score 16.00

Comments:

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

**Perma-Bound**

Quality of Goods and Services Received 3.33

Timeliness of Delivery or Performance 3.00

Discounts/ Charges 3.00

Responsiveness of vendor To Needs/Problems 2.33

Documentation of Service for Goods /Services 3.00

Overall Average Score 14.67

**Prince Books**

Quality of Goods and Services Received 3.00

Timeliness of Delivery or Performance 4.00

Discounts/ Charges 3.00

Responsiveness of vendor To Needs/Problems 4.00

Documentation of Service for Goods /Services 3.00

Overall Average Score 17.00

**Recorded Books**

Quality of Goods and Services Received 3.63

Timeliness of Delivery or Performance 3.25

Discounts/ Charges 2.81

Responsiveness of vendor To Needs/Problems 3.19

Documentation of Service for Goods /Services 3.25

Overall Average Score 16.13

**Rosen Publishing**

Quality of Goods and Services Received 3.33

Timeliness of Delivery or Performance 3.67

Discounts/ Charges 3.33

Responsiveness of vendor To Needs/Problems 3.33

Documentation of Service for Goods /Services 3.33

Overall Average Score 17.00

**Scholastic Library Publishing**

Quality of Goods and Services Received 3.25

Timeliness of Delivery or Performance 2.75

Discounts/ Charges 3.25

Responsiveness of vendor To Needs/Problems 3.00

Documentation of Service for Goods /Services 2.50

Overall Average Score 14.75

**Superior Global Solutions, Materials**

Quality of Goods and Services Received 4.00

Timeliness of Delivery or Performance 4.00

Discounts/ Charges 3.00

Responsiveness of vendor To Needs/Problems 4.00

Documentation of Service for Goods /Services 4.00

Overall Average Score 19.00

**Thomas Klise/Crimson Multimedia**

Not reviewed in the survey