



1417 Timberwolf Drive
Holland, Ohio 43528

July 8, 2019

RE: **P.L.A.N. Vendor Discount – Midwest Tape, LLC**

Midwest Tape is the industry leader of providing audiovisual materials to over 10,000 Public Libraries throughout North America. We have been listening to our customers, streamlining the workflows for libraries, and providing outstanding customer service nearly 30 years. We welcome this opportunity to present our discount offering along with valuable vendor information to your P.L.A.N. Library Group. We would value the opportunity to provide your member libraries with audiovisual materials of DVDs, Music CDs, Audio books and Digital Media formats.

Corporate Description: Midwest Tape's Customer-First philosophy begins by answering the phone with 'live' customer service staff members. We do not have voice mail or extension numbers and we only do business with Public Libraries.

The value-added services offered by Midwest Tape include Variable Integrated Processing (VIP) digital processing, OCLC MARC Records, free Customized Selection Lists, Free Order Records, Shelf Ready Product, Exclusive Audio Book Titles, Guaranteed Delivery by Release Date and Streamlined Workflows with several ILS Systems.

We work with 900 Movie Studios and 3,000 Music Labels and 225 publishers maintaining a consistent 97% fill rate of our product offerings. Our Purchasing and Marketing Departments work to develop new relationships with studios and publishers on a daily basis to help expand our ever-growing collection.

Discounts: We would like to take this opportunity to explain the discounts that will be provided to the libraries of the P.L.A.N. group and are based on Manufacturer's Suggested Retail Price (MSRP). There are no minimum ordering requirements to receive the discounts noted below and will be reflected on our website by registered library members:

DVD & Blu-Ray DVD titles: 25% off of MSRP for DVD & Blu-Ray DVD titles.

CD Music: 25% off of MSRP. The exception within the Music category are Universal Music titles – they are discounted 10% off of MSRP.

Audio books: Sold at retail price and includes being repackaged into our patented SoundSafe™ Case. This patented SoundSafe™ case is engineered specifically for libraries. It is extremely rugged, which means secure storage in a drop-box proof case. The patented SoundSafe™ case is engineered with durable polypropylene sleeves, standing up to thousands of uses. The cloth interiors prevent scratching, increasing disk life, and the sleeves have special retention welds that prevent disks from falling out.

Shipping and handling: The member libraries will receive **free shipping** on all orders from Midwest Tape. All shipments are sent from Midwest Tape's one warehouse in Holland, Ohio via UPS carrier with inside delivery service.

Payment terms: All invoice payment terms through Midwest Tape are Net 30 days.



1417 Timberwolf Drive
Holland, Ohio 43528

Sales Representative and Customer Support:

Eric Timm, Account Executive
800-875-2785 office; 419-250-0222 cellular
etimm@midwesttape.com

Erin Kennedy, Account Executive
800-875-2785 office
ekennedy@midwesttape.com

Sam Rotroff, Inside Sales Executive – Florida
800-875-2785 office
srotroff@midwesttape.com

Jenelle Jones, Inside Sales Executive – Florida
800-875-2785 office
jjones@midwesttape.com

Nicole Sumner, Customer Service Representative
800-875-2785
nsumner@midwesttapes.com

Website: The Midwest Tape website has been praised as being the industry leader for product searching, cart development, ease of ordering and much more. Our website was designed with the input of libraries to assist in providing a variety of work-flow solutions.

Midwest Tape’s website, www.midwesttape.com, provides for **free**, unlimited logins for your member library selectors and other designated library staff.

The Midwest Tape website offers sophisticated title searching, advanced collection building tools, flexible cart loading and cart management, and a swift, easy to use ordering process. The website is the most advanced service with regards to title sourcing, collection generation, and duplicate-order prevention tools, outstanding cart building tools and management modules, and provides simple ordering processes.

Value-Added Services: Along with an easy to use website, there are several value added services that Midwest Tape can provide to your member libraries:

VIP digital processing - this digital processing is a service provided by Midwest Tape that allows your library to obtain high quality digitally imaged product that is immediately ready to be circulated. The benefits include: perfect label placement every time, deters theft and saves your library the expense of creating labels and the labor costs associated with the processing. This service is provided at a per-item charge and can vary in price depending on the needs of the library. Our staff is available to provide a no-obligation quote at any time.

MARC Records – A variety of records options are available through Midwest Tape from free vendor records to full customized MARC Records.

Vendor records can be downloaded directly from our website at the time of order. These are FREE, and you can pick which taglines you need. We can also program 9xx order tags to help create the order in your ILS.

Full MARC Records (\$1.20 per TITLE) – these records are more detailed than the vendor records. This record is a very cost-effective method of achieving a MARC record for the library’s audiovisual materials. Please note that the charge for this level of record is per title, not per



1417 Timberwolf Drive
Holland, Ohio 43528

item. The only additional per item cost would be to link the library's barcode information into the record through a 949 (or similar) tag. This charge is \$.25 per tag.

Customized Standing Orders: Midwest Tape offers a variety of free vendor assisted collection development services at no charge. We offer Customized Standing Orders (CSO) designed to allow for the flexibility to support a variety of audiovisual selection plans for the Library.

These Customized Standing Order Plans are a free service to your library, saving staff time in collection development. Our team of specialists will work with your staff to create a profile around the needs of your library. This ensures that your library will not miss any relevant titles due to be released. Some of the selection lists include: box office hits, Spanish, foreign, children's, non-fiction, critically acclaimed titles, Exclusive Audio books and New York Times Bestsellers.

This service delivers customized selection lists based upon various plan profiles of library collection needs. Lists are sent as website carts every two weeks enabling the library to edit and select all materials. With our Customized Standing Order Plans, product will not be automatically shipped or ordered, the library has complete control over the entire selection and ordering process.

Hassle free returns - Our customer service staff is available to assist with any title issues such as damaged product, defective items, items shipped incorrectly or missing product from your shipment. Every audiovisual product we sell is guaranteed for one year against shipping damage and manufacturing defects. When your Library notifies Midwest Tape of a defective or damaged item within 60 days of the invoice date, we will send a call tag (a UPS label that is prepaid by Midwest Tape) to pick up the item at no charge. The product will be replaced at no charge or credit provided whichever is most convenient for the library.

Value added services Midwest Tape offers **free of charge**...

- Re-packaging of Audiobooks into our durable SoundSafe case (included in published pricing)
- Highly intuitive, customizable, yet user friendly website with multiple user access assigned at authorization levels to fit your workflow
- Many collection development tools tailored specifically to your library (fund, branch, etc.)
- Five different levels of duplicate checks to minimize dupe orders
- Direct links to your OPAC
- Full image views (front, back & spine) of most any product in our 300,000+ database
- Complete critics review access for each individual title
- Downloadable vendor records and excel files
- 9xx record loading, EDI ordering, electronic invoicing and expert ILS coordination support
- Opening Day Collection and Collection List assistance
- Customized Standing Order Plans allowing you to be in control (no contracts and no minimums)

Ordering Options:

It is requested that member libraries make contact with our Customer Service Representative to ensure that accounts are properly identified to receive the discounts and free freight status. This can be accomplished by contacting the Customer Service Representative noted above by email or phone, prior to the placement of first order. The library members can also identify, with the first order, noted as "PLAN member discounted".



1417 Timberwolf Drive
Holland, Ohio 43528

Order by website: www.midwesttape.com. Please note that free website training is available at any time by contacting our office at 80-875-2785.

Electronic ordering: Midwest Tape's most used method of ordering would be electronic ordering. To help assist the library's staff in order creation, we have developed partnerships with all major Integrated Library Systems (ILS) to streamline the creation of order records by adding 9xx tags to Midwest Tape downloadable vendor records. 9xx ordering saves your library staff time as orders would not have to be hand-keyed into the ILS acquisitions module.

Midwest Tape can populate your vendor records to show such information as specific funds, locations and collection codes. There is no charge for the programming of these tags or the downloading of vendor records along with any technical support or customization that your library requires.

Order by Mail:

Midwest Tape
P.O. Box 820
Holland, OH 43528
800-875-2785 phone
800-444-6645 fax
email: info@midwesttapes.com

If ordering by mail, please include the following basic information: title, format (i.e. DVD, widescreen, bluray; CD, edited or parental advisory; Audiobooks unabridged or abridged.) and quantity. Please identify a contact person and contact information should our staff have questions regarding the order.



hoopla is a powerful, proven content delivery system that enables patrons to instantly borrow movies, TV shows, music, and audiobooks. More than a transition to the digital information environment, hoopla allows libraries to better serve their communities by providing the perfect complement to traditional audiobook, CD, and DVD collections and also features eBooks, Comics and Graphic Novels.

Experience makes all the difference to library patrons; experience that matches their own lifestyles. Only hoopla can provide them the opportunity, at their fingertips, to experience thousands of movies, full music albums, audiobooks, and more, 24/7, with no holds and no waiting, giving patrons the experience of being able to see, hear or read what they want when they want. The beauty of the hoopla platform (iOS, [iPhone, iPad], Android, Desktop browser (PC / Mac) is that it allows your patrons to enjoy everything hoopla has to offer 24/7. Your patrons won't have to wait for any title, it is instantly available. Your library only pays for what the patron borrows.

We would welcome the opportunity to demonstrate this innovative digital service to your member libraries at any time. Please feel free to contact your Group's Representative, Eric Timm at 800-875-2785 to provide your members an on-line webinar.



1417 Timberwolf Drive
Holland, Ohio 43528

In summary, the services offered by Midwest Tape are unique to the industry and allow progressive libraries to streamline workflows. The flexibility of these services enables your library to maintain its local practices without sacrificing quality.

Our discounts are competitive, but it is our value-added services, customer-first philosophy and programs that create true value for Public Libraries. We welcome the opportunity to discuss the services Midwest Tape can provide to your library system.

Sincerely,

Ann Ford

Ann Ford, National Sales Manager
Midwest Tape, LLC

Cc: Eric Timm, Account Executive
Erin Kennedy, Account Executive
Sam Rotroff, Inside Sales Executive – Florida
Jenelle Jones, Inside Sales Executive - Florida
Janet Timm, Bid Specialist