STATE OF MICHIGAN PROCUREMENT

Department of Education
608 W. Allegan, Lansing, MI 48933
P.O. Box 30008, Lansing, MI 48909

CONTRACT CHANGE NOTICE

Change Notice Number **180000001189**
to
Contract Number **1**

CONTRACTOR	
	EBSCO Publishing, Inc. dba EBSCO Information Services
	10 Estes Street
	Ipswich, MA 01938
	Marc Donnelly
	800-653-2726 ext. 2742
	mdonnelly@ebsco.com
	CXXXX1771

STATE			
	Program Manager	Shannon White	MDE/LOM
		517-335-1507	
		whites29@michigan.gov	
	Contract Administrator	Carol Munroe	MDE/OFM
		517-241-3329	
		munroec@michigan.gov	

CONTRACT SUMMARY

Content/Database Subscriptions for Library of Michigan

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
09/01/2018	09/30/2021	Five; 1-year	09/30/2021

PAYMENT TERMS	DELIVERY TIMEFRAME
Net 45 Days	Subscription/Access to resources to begin October 1, 2018

ALTERNATE PAYMENT OPTIONS	EXTENDED PURCHASING
☐ P-card ☐ Payment Request (PRC) ☐ Other	☐ Yes ☒ No

MINIMUM DELIVERY REQUIREMENTS

NA

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☒	2; 1-year	☐		09/30/2023

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$3,365,658.00	$2,371,877.00	$5,737,535.00

Effective August 1, 2021 the following changes are made to this Contract:
1. State Contract Administrator is changed to Carol Munroe
2. State Program Manager is changed to Shannon White
3. 1st and 2nd of five available option years is exercised extending contract term to September 30, 2023
4. Value increase of $2,371,877.00 - $1,172,745.00 for FY22 and $1,199,132.00 for FY23

All other terms, conditions, specifications, and pricing remain the same. Per Contractor, Agency Agreement, DTMB Approval, and State Administrative Board Approval

STATE OF MICHIGAN
ENTERPRISE PROCUREMENT

Department of Education
608 W. Allegan, Lansing MI 48933
P.O. Box 30008, Lansing, MI 48909

NOTICE OF CONTRACT

CONTRACT NO. 180000001189
between
THE STATE OF MICHIGAN
and

CONTRACTOR	EBSCO Publishing, Inc. dba EBSCO Information Services 10 Estes Street Ipswich, MA 01938
	Marc Donnelly
	800-653-2726 x 2742
	MDonnelly@ebsco.com
	CXXXX1771

STATE	Program Manager	Liz Breed	LM
		517-335-1497	
		BreedL@michigan.gov	
	Contract Administrator	Ruth Thole	OFM
		517-241-2170	
		TholeR@michigan.gov	

CONTRACT SUMMARY

Content/Database Subscriptions for Library of Michigan

INITIAL TERM	INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS
3 Years + 1 Month	09/01/2018	9/30/2021	Five 1-year

PAYMENT TERMS	DELIVERY TIMEFRAME
Net 45 Days	Subscription and Access to resources to begin October 1, 2018

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-card	☐ Direct Voucher (DV)	☐ Other	☐ Yes	☒ No

MINIMUM DELIVERY REQUIREMENTS

NA

MISCELLANEOUS INFORMATION

ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION	**$3,365,658.00**

STATE OF MICHIGAN

STANDARD CONTRACT TERMS

This STANDARD CONTRACT ("**Contract**") is agreed to between the State of Michigan (the "**State**") and EBSCO Publishing, Inc., dba EBSCO Information Services (the "**Contractor")**, an Alabama corporation. This Contract is effective on September 1, 2018 ("**Effective Date**"), and unless terminated, expires on September 30, 2021.

This Contract may be renewed for up to five (5) additional one-year periods. Renewal is at the sole discretion of the State and will automatically extend the Term of this Contract. The State will document its exercise of renewal options via Contract Change Notice.

The parties agree as follows:

1. **Duties of Contractor.** Contractor must perform the services and provide the deliverables described in **Schedule A – Statement of Work** (the "**Contract Activities**"). An obligation to provide delivery of any commodity is considered a service and is a Contract Activity.

   Contractor must furnish all labor, equipment, materials, and supplies necessary for the performance of the Contract Activities, and meet operational standards, unless otherwise specified in Schedule A.

   Contractor must: (a) perform the Contract Activities in a timely, professional, safe, and workmanlike manner consistent with standards in the trade, profession, or industry; (b) meet or exceed the performance and operational standards, and specifications of the Contract; (c) provide all Contract Activities in good quality, with no material defects; (d) not interfere with the State's operations; (e) obtain and maintain all necessary licenses, permits or other authorizations necessary for the performance of the Contract; (f) cooperate with the State, including the State's quality assurance personnel, and any third party to achieve the objectives of the Contract; (g) not make any media releases without prior written authorization from the State; (h) assign to the State any claims resulting from state or federal antitrust violations to the extent that those violations concern materials or services supplied by third parties toward fulfillment of the Contract; (i) comply with all State physical and IT security policies and standards which will be made available upon request; and (j) provide the State priority in performance of the Contract except as mandated by federal disaster response requirements. Any breach under this paragraph is considered a material breach.

   Contractor must be clearly identifiable while on State property and clearly identify themselves whenever making contact with the State.

2. **Notices.** All notices and other communications required or permitted under this Contract must be in writing and will be considered given and received: (a) when verified by written receipt if sent by courier; (b) when actually received if sent by mail without verification of receipt; or (c) when verified by automated receipt or electronic logs if sent by facsimile or email.

   If to State:
   Ruth Thole
   Department of Education
   608 W. Allegan Street
   Lansing, MI 48933
   TholeR@michigan.gov
   517-241-2170

   If to Contractor:
   Marc Donnelly
   EBSCO Publishing, Inc.
   10 Estes Street
   Ipswich, MA 01938
   MDonnelly@ebsco.com
   800-653-2726 ext 2742

3. **Contract Administrator.** The Contract Administrator for each party is the only person authorized to modify any terms of this Contract, and approve and execute any change under this Contract (each a "**Contract Administrator**"):

State:
Ruth Thole
Department of Education
608 W. Allegan Street
Lansing, MI 48933
TholeR@michigan.gov
517-241-2170

Contractor:
Matt Andros
EBSCO Publishing, Inc.
10 Estes Street
Ipswich, MA 01938
800-653-2726 ext 2489

4. **Program Manager.** The Program Manager for each party will monitor and coordinate the day-to-day activities of the Contract (each a "**Program Manager**"):

State:
Liz Breed
Library of Michigan
702 W. Kalamazoo St.
Lansing, MI 48933
BreedL@michigan.gov
517-335-1497

Contractor:
Marc Donnelly
EBSCO Publishing, Inc.
10 Estes Street
Ipswich, MA 01938
MDonnelly@ebsco.com
800-653-2726 ext 2742

5. **Performance Guarantee**. Contractor must at all times have financial resources sufficient, in the opinion of the State, to ensure performance of the Contract and must provide proof upon request.

6. **Insurance Requirements.** Contractor must maintain the insurances identified below and is responsible for all deductibles. All required insurance must: (a) protect the State from claims that may arise out of, are alleged to arise out of, or result from Contractor's or a subcontractor's performance; (b) be primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State; and (c) be provided by a company with an A.M. Best rating of "A" or better, and a financial size of VII or better.

Required Limits	Additional Requirements
Commercial General Liability Insurance	
Minimal Limits: $1,000,000 Each Occurrence Limit $1,000,000 Personal & Advertising Injury Limit $2,000,000 General Aggregate Limit $2,000,000 Products/Completed Operations Deductible Maximum: $50,000 Each Occurrence	Contractor must have their policy endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds using endorsement CG 20 10 11 85, or both CG 2010 07 04 and CG 2037 07 0.
Automobile Liability Insurance	
Minimal Limits: $1,000,000 Per Occurrence	Contractor must have their policy: (1) endorsed to add "the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents" as additional insureds; and (2) include Hired and Non-Owned Automobile coverage.
Workers' Compensation Insurance	
Minimal Limits: Coverage according to applicable laws governing work activities.	Waiver of subrogation, except where waiver is prohibited by law.
Employers Liability Insurance	
Minimal Limits: $500,000 Each Accident $500,000 Each Employee by Disease $500,000 Aggregate Disease.	

If any of the required policies provide **claims-made** coverage, the Contractor must: (a) provide coverage with a retroactive date before the effective date of the contract or the beginning of Contract Activities; (b) maintain coverage and provide evidence of coverage for at least three (3) years after completion of the Contract Activities; and (c) if coverage is canceled or not renewed, and not replaced with another claims-made policy form with a retroactive date prior to the contract effective date, Contractor must purchase extended reporting coverage for a minimum of three (3) years after completion of work.

Contractor must: (a) provide insurance certificates to the Contract Administrator at Contract formation and within 20 calendar days of the expiration date of the applicable policies; (b) require that subcontractors maintain the required insurances contained in this Section; (c) notify the Contract Administrator within 5 business days if any insurance is cancelled; and (d) waive all rights against the State for damages covered by insurance. Failure to maintain the required insurance does not limit this waiver.

This Section is not intended to and is not be construed in any manner as waiving, restricting or limiting the liability of either party for any obligations under this Contract (including any provisions hereof requiring Contractor to indemnify, defend and hold harmless the State).

7. **Independent Contractor.** Contractor is an independent contractor and assumes all rights, obligations and liabilities set forth in the Contract. Contractor, its employees, and agents are not considered employees of the State. No partnership or joint venture relationship is created by virtue of this Contract. Contractor, and not the State, is responsible for the payment of wages, benefits and taxes of Contractor's employees and any subcontractors. Prior performance does not modify Contractor's status as an independent contractor.

8. **Subcontracting.** Contractor may not delegate any of its obligations under the Contract without the prior written approval of the State. Contractor must notify the State at least 90 calendar days before the proposed delegation, and provide the State any information it requests to determine whether the delegation is in its best interest. If approved, Contractor must: (a) be the sole point of contact regarding all contractual matters, including payment and charges for all Contract Activities; (b) make all payments to the subcontractor; and (c) incorporate the terms and conditions contained in this Contract in any subcontract with a subcontractor. Contractor remains responsible for the completion of the Contract Activities, compliance with the terms of this Contract, and the acts and omissions of the subcontractor. The State, in its sole discretion, may require the replacement of any subcontractor.

9. **Assignment.** Contractor may not assign this Contract to any other party without the prior approval of the State. Upon notice to Contractor, the State, in its sole discretion, may assign in whole or in part, its rights or responsibilities under this Contract to any other party. If the State determines that a novation of the Contract to a third party is necessary, Contractor will agree to the novation and provide all necessary documentation and signatures.

10. **Change of Control.** Contractor will notify, at least 90 calendar days before the effective date, the State of a change in Contractor's organizational structure or ownership. For purposes of this Contract, a change in control means any of the following: (a) a sale of more than 50% of Contractor's stock; (b) a sale of substantially all of Contractor's assets; (c) a change in a majority of Contractor's board members; (d) consummation of a merger or consolidation of Contractor with any other entity; (e) a change in ownership through a transaction or series of transactions; (f) or the board (or the stockholders) approves a plan of complete liquidation. A change of control does not include any consolidation or merger effected exclusively to change the domicile of Contractor, or any transaction or series of transactions principally for bona fide equity financing purposes.

    In the event of a change of control, Contractor must require the successor to assume this Contract and all of its obligations under this Contract.

11. **Ordering.** Contractor is not authorized to begin performance until receipt of an authorizing Delivery Order.

12. **Acceptance.** Contract Activities are subject to inspection and testing by the State within 30 calendar days of the State's receipt of them ("**State Review Period**"), unless otherwise provided in Schedule A. If the Contract Activities are not fully accepted by the State, the State will notify Contractor by the end of the State Review Period that either: (a) the Contract Activities are accepted, but noted deficiencies must be corrected; or (b) the Contract Activities are rejected. If the State finds material deficiencies, it may: (i) reject the Contract

Activities without performing any further inspections; (ii) demand performance at no additional cost; or (iii) terminate this Contract in accordance with Section 14, Termination for Cause.

Within 10 business days from the date of Contractor's receipt of notification of acceptance with deficiencies or rejection of any Contract Activities, Contractor must cure, at no additional cost, the deficiency and deliver unequivocally acceptable Contract Activities to the State. If acceptance with deficiencies or rejection of the Contract Activities impacts the content or delivery of other non-completed Contract Activities, the parties' respective Program Managers must determine an agreed to number of days for re-submission that minimizes the overall impact to the Contract. However, nothing herein affects, alters, or relieves Contractor of its obligations to correct deficiencies in accordance with the time response standards set forth in this Contract.

If Contractor is unable or refuses to correct the deficiency within the time response standards set forth in this Contract, the State may cancel the order in whole or in part. The State, or a third party identified by the State, may perform the Contract Activities and recover the difference between the cost to cure and the Contract price plus an additional 10% administrative fee.

13. **Terms of Payment.** Invoices must conform to the requirements communicated from time-to-time by the State. All undisputed amounts are payable within 45 days of the State's receipt. Contractor may only charge for Contract Activities performed as specified in Schedule A. Invoices must include an itemized statement of all charges. The State is exempt from State sales tax for direct purchases and may be exempt from federal excise tax, if Services purchased under this Agreement are for the State's exclusive use. Notwithstanding the foregoing, all prices are inclusive of taxes, and Contractor is responsible for all sales, use and excise taxes, and any other similar taxes, duties and charges of any kind imposed by any federal, state, or local governmental entity on any amounts payable by the State under this Contract.

    The State has the right to withhold payment of any disputed amounts until the parties agree as to the validity of the disputed amount. The State will notify Contractor of any dispute within a reasonable time. Payment by the State will not constitute a waiver of any rights as to Contractor's continuing obligations, including claims for deficiencies or substandard Contract Activities. Contractor's acceptance of final payment by the State constitutes a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still disputed.

    The State will only disburse payments under this Contract through Electronic Funds Transfer (EFT). Contractor must register with the State at http://www.michigan.gov/SIGMAVSS to receive electronic fund transfer payments. If Contractor does not register, the State is not liable for failure to provide payment. Without prejudice to any other right or remedy it may have, the State reserves the right to set off at any time any amount then due and owing to it by Contractor against any amount payable by the State to Contractor under this Contract.

14. **Termination for Cause.** Either party may terminate this Contract for cause, in whole or in part, if the other party: (i) becomes insolvent, petitions for bankruptcy court proceedings, or has an involuntary bankruptcy proceeding filed against it by any creditor; or (ii) breaches any of its material duties or obligations under this Contract and fails to cure the breach within thirty (30) days after receiving notice of the breach. Any reference to specific breaches being material breaches within this Contract will not be construed to mean that other breaches are not material.

    If either party terminates this Contract under this Section, the terminating party will issue a termination notice specifying whether the other party must at the discretion of the terminating party: (a) cease performance immediately, or (b) continue to perform for a specified period. If it is later determined that Contractor was not in breach of this Contract, the termination will be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties will be limited to those provided in Section 15, Termination for Convenience.

    The State will only pay for amounts due to Contractor for Services accepted by the State on or before the date of termination, subject to the State's right to set off any amounts owed by the Contractor for unpaid Fee Credits due to the State. Contractor must promptly reimburse to the State any Fees prepaid by the State prorated to the date of such termination.

15. **Termination for Convenience.** The State may immediately terminate this Contract in whole or in part without penalty and for any reason, including but not limited to, appropriation or budget shortfalls. The termination notice will specify whether Contractor must: (a) cease performance of the Contract Activities immediately, or (b) continue to perform the Contract Activities in accordance with Section 16, Transition Responsibilities. If the State terminates this Contract for convenience, the State will pay all reasonable costs, as determined by the State, for State approved Transition Responsibilities.

16. **Transition Responsibilities.** Upon termination or expiration of this Contract for any reason, Contractor must, for a period of time specified by the State (not to exceed 90 calendar days), provide all reasonable transition assistance requested by the State, to allow for the expired or terminated portion of the Contract Activities to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Contract Activities to the State or its designees. Such transition assistance may include, but is not limited to: (a) continuing to perform the Contract Activities at the established Contract rates; (b) taking all reasonable and necessary measures to transition performance of the work, including all applicable Contract Activities, training, equipment, software, leases, reports and other documentation, to the State or the State's designee; (c) taking all necessary and appropriate steps, or such other action as the State may direct, to preserve, maintain, protect, or return to the State all materials, data, property, and confidential information provided directly or indirectly to Contractor by any entity, agent, vendor, or employee of the State; (d) transferring title in and delivering to the State, at the State's discretion, all completed or partially completed deliverables prepared under this Contract as of the Contract termination date; and (e) preparing an accurate accounting from which the State and Contractor may reconcile all outstanding accounts (collectively, "**Transition Responsibilities**"). This Contract will automatically be extended through the end of the transition period.

17. **General Indemnification.** Contractor must defend, indemnify and hold the State, its departments, divisions, agencies, offices, commissions, officers, and employees harmless, without limitation, from and against any and all actions, claims, losses, liabilities, damages, costs, attorney fees, and expenses (including those required to establish the right to indemnification), arising out of or relating to: (a) any breach by Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable) of any of the promises, agreements, representations, warranties, or insurance requirements contained in this Contract; (b) any infringement, misappropriation, or other violation of any intellectual property right or other right of any third party; (c) any bodily injury, death, or damage to real or tangible personal property occurring wholly or in part due to action or inaction by Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable); and (d) any acts or omissions of Contractor (or any of Contractor's employees, agents, subcontractors, or by anyone else for whose acts any of them may be liable).

    The State will notify Contractor in writing if indemnification is sought; however, failure to do so will not relieve Contractor, except to the extent that Contractor is materially prejudiced. Contractor must, to the satisfaction of the State, demonstrate its financial ability to carry out these obligations.

    The State is entitled to: (i) regular updates on proceeding status; (ii) participate in the defense of the proceeding; (iii) employ its own counsel; and to (iv) retain control of the defense if the State deems necessary. Contractor will not, without the State's written consent (not to be unreasonably withheld), settle, compromise, or consent to the entry of any judgment in or otherwise seek to terminate any claim, action, or proceeding. To the extent that any State employee, official, or law may be involved or challenged, the State may, at its own expense, control the defense of that portion of the claim.

    Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. An attorney designated to represent the State may not do so until approved by the Michigan Attorney General and appointed as a Special Assistant Attorney General.

18. **Infringement Remedies.** If, in either party's opinion, any piece of equipment, software, commodity, or service supplied by Contractor or its subcontractors, or its operation, use or reproduction, is likely to become the subject of a copyright, patent, trademark, or trade secret infringement claim, Contractor must, at its expense: (a) procure for the State the right to continue using the equipment, software, commodity, or service, or if this option is not reasonably available to Contractor, (b) replace or modify the same so that it becomes non-infringing; or (c) accept its return by the State with appropriate credits to the State against Contractor's charges

and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

19. **Limitation of Liability.** Neither party is liable for consequential, incidental, indirect, or special damages, regardless of the nature of the action.

20. **Disclosure of Litigation, or Other Proceeding.** Contractor must notify the State within 14 calendar days of receiving notice of any litigation, investigation, arbitration, or other proceeding (collectively, "**Proceeding**") involving Contractor, a subcontractor, or an officer or director of Contractor or subcontractor, that arises during the term of the Contract, including: (a) a criminal Proceeding; (b) a parole or probation Proceeding; (c) a Proceeding under the Sarbanes-Oxley Act; (d) a civil Proceeding involving: (1) a claim that might reasonably be expected to adversely affect Contractor's viability or financial stability; or (2) a governmental or public entity's claim or written allegation of fraud; or (e) a Proceeding involving any license that Contractor is required to possess in order to perform under this Contract.

21. **State Data.** All data and information provided to Contractor by or on behalf of the State, and all data and information derived therefrom, is the exclusive property of the State ("**State Data**"); this definition is to be construed as broadly as possible. Upon request, Contractor must provide to the State, or a third party designated by the State, all State Data within 10 calendar days of the request and in the format requested by the State. Contractor will assume all costs incurred in compiling and supplying State Data. No State Data may be used for any marketing purposes.

22. **Confidentiality**. Contractor agrees that any information, including State Data, disclosed by the State in relation to the Contract will be used only in the performance thereof. Contractor will keep the information confidential, will not disclose it to any third party, except as authorized by the State, and will only disclose it to those within its organization who need it for performance of the Contract. Upon completion or termination of the Contract, Contractor will return all such information to the State, or make such other disposition thereof as directed or approved by the State. No item furnished under the Contract, or tools, plans, designs, or specifications for producing the same, which have been specifically designed for or by the State, will be duplicated or used by Contractor. Nothing in this provision will restrict Contractor's right to use or disclose any information which is or becomes known to the public without breach of this provision by Contractor, or is rightfully obtained without restriction from other sources.

23. **Records Maintenance, Inspection, Examination, and Audit.** The State or its designee may audit Contractor to verify compliance with this Contract. Contractor must retain, and provide to the State or its designee and the auditor general upon request, all financial and accounting records related to the Contract through the term of the Contract and for 4 years after the latter of termination, expiration, or final payment under this Contract or any extension ("**Audit Period**"). If an audit, litigation, or other action involving the records is initiated before the end of the Audit Period, Contractor must retain the records until all issues are resolved.

24. **Warranties and Representations.** Contractor represents and warrants: (a) Contractor is the owner or licensee of any Contract Activities that it licenses, sells, or develops and Contractor has the rights necessary to convey title, ownership rights, or licensed use; (b) all Contract Activities are delivered free from any security interest, lien, or encumbrance and will continue in that respect; (c) the Contract Activities will not infringe the patent, trademark, copyright, trade secret, or other proprietary rights of any third party; (d) Contractor must assign or otherwise transfer to the State or its designee any manufacturer's warranty for the Contract Activities; (e) the Contract Activities are merchantable and fit for the specific purposes identified in the Contract; (f) the Contract signatory has the authority to enter into this Contract; (g) all information furnished by Contractor in connection with the Contract fairly and accurately represents Contractor's business, properties, finances, and operations as of the dates covered by the information, and Contractor will inform the State of any material adverse changes; (h) all information furnished and representations made in connection with the award of this Contract is true, accurate, and complete, and contains no false statements or omits any fact that would make the information misleading; and that (i) Contractor is neither currently engaged in nor will engage in the boycott of a person based in or doing business with a strategic partner as described in 22 USC 8601 to 8606. A breach of this Section is considered a material breach of this Contract, which entitles the State to terminate this Contract under Section 14, Termination for Cause.

25. **Conflicts and Ethics.** Contractor will uphold high ethical standards and is prohibited from: (a) holding or acquiring an interest that would conflict with this Contract; (b) doing anything that creates an appearance of impropriety with respect to the award or performance of the Contract; (c) attempting to influence or appearing to influence any State employee by the direct or indirect offer of anything of value; or (d) paying or agreeing to pay any person, other than employees and consultants working for Contractor, any consideration contingent upon the award of the Contract. Contractor must immediately notify the State of any violation or potential violation of these standards. This Section applies to Contractor, any parent, affiliate, or subsidiary organization of Contractor, and any subcontractor that performs Contract Activities in connection with this Contract.

26. **Compliance with Laws.** Contractor must comply with all federal, state and local laws, rules and regulations.

27. **Nondiscrimination.** Under the Elliott-Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, *et seq*., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, *et seq*., Contractor and its subcontractors agree not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status, or mental or physical disability. Breach of this covenant is a material breach of this Contract.

28. **Unfair Labor Practice.** Under MCL 423.324, the State may void any Contract with a Contractor or subcontractor who appears on the Unfair Labor Practice register compiled under MCL 423.322.

29. **Governing Law.** This Contract is governed, construed, and enforced in accordance with Michigan law, excluding choice-of-law principles, and all claims relating to or arising out of this Contract are governed by Michigan law, excluding choice-of-law principles. Any dispute arising from this Contract must be resolved in Michigan Court of Claims. Contractor consents to venue in Ingham County, and waives any objections, such as lack of personal jurisdiction or *forum non conveniens*. Contractor must appoint agents in Michigan to receive service of process.

30. **Non-Exclusivity.** Nothing contained in this Contract is intended nor will be construed as creating any requirements contract with Contractor. This Contract does not restrict the State or its agencies from acquiring similar, equal, or like Contract Activities from other sources.

31. **Force Majeure.** Neither party will be in breach of this Contract because of any failure arising from any disaster or acts of god that are beyond their control and without their fault or negligence. Each party will use commercially reasonable efforts to resume performance. Contractor will not be relieved of a breach or delay caused by its subcontractors. If immediate performance is necessary to ensure public health and safety, the State may immediately contract with a third party.

32. **Dispute Resolution.** The parties will endeavor to resolve any Contract dispute in accordance with this provision. The dispute will be referred to the parties' respective Contract Administrators or Program Managers. Such referral must include a description of the issues and all supporting documentation. The parties must submit the dispute to a senior executive if unable to resolve the dispute within 15 business days. The parties will continue performing while a dispute is being resolved, unless the dispute precludes performance. A dispute involving payment does not preclude performance.

    Litigation to resolve the dispute will not be instituted until after the dispute has been elevated to the parties' senior executive and either concludes that resolution is unlikely, or fails to respond within 15 business days. The parties are not prohibited from instituting formal proceedings: (a) to avoid the expiration of statute of limitations period; (b) to preserve a superior position with respect to creditors; or (c) where a party makes a determination that a temporary restraining order or other injunctive relief is the only adequate remedy. This Section does not limit the State's right to terminate the Contract.

33. **Media Releases.** News releases (including promotional literature and commercial advertisements) pertaining to the Contract or project to which it relates must not be made without prior written State approval, and then only in accordance with the explicit written instructions of the State.

34. **Website Incorporation.** The State is not bound by any content on Contractor's website unless expressly incorporated directly into this Contract.

35. **Entire Agreement and Order of Precedence.** This Contract, which includes Schedule A – Statement of Work, and expressly incorporated schedules and exhibits, is the entire agreement of the parties related to the Contract Activities. This Contract supersedes and replaces all previous understandings and agreements between the parties for the Contract Activities. If there is a conflict between documents, the order of precedence is: (a) first, this Contract, excluding its schedules, exhibits, and Schedule A – Statement of Work; (b) second, Schedule A – Statement of Work as of the Effective Date; and (c) third, schedules expressly incorporated into this Contract as of the Effective Date. No terms on Contractor's invoices, ordering documents, website, browse-wrap, shrink-wrap, click-wrap, click-through or other non-negotiated terms and conditions provided with any of the Contract Activities will constitute a part or amendment of this Contract or is binding on the State for any purpose. All such other terms and conditions have no force and effect and are deemed rejected by the State, even if access to or use of the Contract Activities requires affirmative acceptance of such terms and conditions.

36. **Severability.** If any part of this Contract is held invalid or unenforceable, by any court of competent jurisdiction, that part will be deemed deleted from this Contract and the severed part will be replaced by agreed upon language that achieves the same or similar objectives. The remaining Contract will continue in full force and effect.

37. **Waiver.** Failure to enforce any provision of the Contract, or these terms, for any period of time will not constitute a waiver.

38. **Survival.** The provisions of this Contract that impose continuing obligations, including warranties and representations, termination, transition, insurance coverage, indemnification, and confidentiality, will survive the expiration or termination of this Contract.

39. **Contract Modification.** This Contract may not be amended except by signed agreement between the parties (a "**Contract Change Notice**"). Notwithstanding the foregoing, no subsequent Statement of Work or Contract Change Notice executed after the Effective Date will be construed to amend this Contract unless it specifically states its intent to do so and cites the section or sections amended.

Addendum – Federal Provisions

The provisions in this addendum may apply if the purchase will be paid for in whole or in part with funds obtained from the federal government. If any provision below is not required by federal law for this Contract, then it does not apply and must be disregarded. If any provision below is required to be included in this Contract by federal law, then the applicable provision applies and the language is not negotiable. If any provision below conflicts with the State's terms and conditions, including any attachments, schedules, or exhibits to the State's Contract, the provisions below take priority to the extent a provision is required by federal law; otherwise, the order of precedence set forth in the Contract applies. Hyperlinks are provided for convenience only; broken hyperlinks will not relieve Contractor from compliance with the law.

CERTIFICATIONS REGARDING DEBARMENT AND SUSPENSION; DRUG-FREE WORKPLACE REQUIREMENTS; LOBBYING; and FEDERAL DEBT STATUS

1. **DEBARMENT AND SUSPENSION.** The Contractor shall comply with 2 CFR Part 3185. The Contractor certifies that neither the Contractor nor any of its principals:

    A. Are presently excluded or disqualified;

    B. Have been convicted within the preceding three years of any of the offenses listed in 2 CFR section 180.800(a) or had a civil judgment rendered against you for one of those offenses within that time period.

    C. Are presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses listed in 2 CFR section 180.800(a); or

    D. Have had one or more public transactions (Federal, State, or local) terminated within the preceding three years for cause or default.

    Where the Contractor is unable to certify to any of the statements in this certification, the Contractor shall attach an explanation to this application.

    The Contractor, as a party to a first-tier procurement contract, is required to comply with 2 CFR Part 180 Subpart C (Responsibilities of Participants Regarding Transactions Doing Business With Other Persons) as a condition of participation in the contract.

2. **DRUG-FREE WORKPLACE REQUIREMENTS.** The Contractor must comply with drug-free workplace requirements in subpart B of 2 C.F.R. part 3186, which adopts the Government-wide implementation (2 C.F.R. part 182) of sections 5152-5158 of the Drug-Free Workplace Act of 1988 (P. L. 100-690, Title V, Subtitle D; 41 U.S.C. §§ 701-707).

    The Contractor certifies that the contractor will or will continue to provide a drug-free workplace by taking actions such as, but not limited to:

    A. making a good faith effort, on a continuing basis, to maintain a drug-free workplace;

    B. publishing a drug-free workplace statement;

    C. establishing a drug-free awareness program for the contractor's employees;

    D. taking actions concerning employees who are convicted of violating drug statutes in the workplace; and

    E. identifying all known workplaces under its Federal awards.

3. **LOBBYING.** As required by Section 1352, Title 31 of the United States Code, and implemented for persons entering into a grant or cooperative agreement over $100,000, the Contractor certifies that

    A. No Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of any Federal grant, the making of

any Federal loan, the entering into of a cooperative agreement, or the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

B. If any funds other than appropriated Federal funds have been paid or will be paid to any person(other than a regularly employed officer or employee of the Contractor) for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Contractor shall request, complete, and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

4. FEDERAL DEBT STATUS. The Contractor certifies that the contractor is not delinquent in the repayment of any Federal debt.

ASSURANCES - NON-CONSTRUCTION PROGRAMS

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, the Contractor certifies that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.

2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.

3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.

4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.

5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).

6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681- 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.

7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.

8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.

9. Will comply, as applicable, with the provisions of the Davis- Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327- 333), regarding labor standards for federally-assisted construction subagreements.

10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is $10,000 or more.

11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93- 205).

12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.

13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).

14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.

15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.

16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.

17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."

18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

TRAFFICKING IN PERSONS

1. Provisions applicable to a recipient that is a private entity.

A. The Contractor, as the recipient, Contractor's employees, subrecipients under this Contract, and subrecipients' employees may not:

1) Engage in severe forms of trafficking in persons during the period of time that the Contract is in effect;

2) Procure a commercial sex act during the period of time that the Contract is in effect; or

3) Use forced labor in the performance of the Contract or subawards under the Contract

B. The State, as the Federal awarding agency, may unilaterally terminate this Contract, without penalty, if the Contractor or a subrecipient that is a private entity:

1) Is determined to have violated a prohibition in Section 43. A. 1) or

2) Has an employee who is determined by the agency official authorized to terminate the Contract to have violated a prohibition in Section 43. A. 1) through conduct that is either:

a) Associated with performance under this Contract; or

b) Imputed to the Contractor or the subrecipient using the standards and due process for imputing the conduct of an individual to an organization that are provided in 2 C.F.R. part 180,"OMB Guidelines to Agencies on Government wide Debarment and Suspension (Nonprocurement)," as implemented by the State agency at 2 C.F.R. part 3185.

2. Provision applicable to a recipient other than a private entity. The State, as the Federal awarding agency, may unilaterally terminate this Contract, without penalty, if a subrecipient that is a private entity:

A. Is determined to have violated an applicable prohibition in Section 43. A. 1); or

B. Has an employee who is determined by the agency official authorized to terminate the Contract to have violated an applicable prohibition in Section 43. A. 1) through conduct that is either:

1) Associated with performance under this Contract; or

2) Imputed to the subrecipient using the standards and due process for imputing the conduct of an individual to an organization that are provided in 2 C.F.R. part 180, "OMB Guidelines to Agencies on Government wide Debarment and Suspension (Nonprocurement)," as implemented by the State agency at 2 C.F.R. part 3185.

3. Provisions applicable to any recipient

A. The Contractor must inform the State immediately of any information Contractor receives from any source alleging a violation of a prohibition in Section 43. A. 1).

B. The State's right to terminate unilaterally that is described in Section 43. A. or Section 43. B.:

1) Implements section 106(g) of the Trafficking Victims Protection Act of 2000 (TVPA), as amended (22 U.S.C. § 7104(g)), and

2) Is in addition to all other remedies for noncompliance that are available to the State under this Contract.

C. The Contractor must include the requirements of Section 43. A in any subaward Contractor makes to a private entity.

4. Definitions. For purposes of this Contract term:

A. "Employee" means either:

1) An individual employed by the Contractor or a subrecipient who is engaged in the performance of the project or program under this Contract; or

2) Another person engaged in the performance of the project or program under this Contract and not compensated by the Contractor including, but not limited to, a volunteer or individual whose services are contributed by a third party as an in-kind contribution toward cost sharing or matching requirements.

B. "Forced labor" means labor obtained by any of the following methods: the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

C. "Private entity:

1) Means any entity other than a State, local government, Indian tribe, or foreign public entity, as those terms are defined in 2 C.F.R. part 175.25.

2) Includes:

a) A nonprofit organization, including any nonprofit institution of higher education, hospital, or tribal organization other than one included in the definition of Indian tribe at 2 C.F.R part 175.25(b).

b) A for-profit organization

D. “Severe forms of trafficking in persons,” “commercial sex act,” and “coercion” have the meanings given at section 103 of the TVPA, as amended (22 U.S.C. § 7102).

5. 2 C.F.R. part 175.15, Electronic Code of Federal Regulations at: https://www.gpo.gov/fdsys/granule/CFR-2012-title2-vol1/CFR-2012-title2-vol1-sec175-15

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D. LearningExpress 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 LearningExpress 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 LearningExpress and the Licensee, and include all retrospective issues of the Services as well as updates furnished during the term of this Agreement. The Licensee's obligations of payment shall be to LearningExpress or its assignee. Payments are due within 45 days of receipt of invoice(s) and will be deemed delinquent if not received in 45 days. Delinquent invoices are subject to interest charges at the maximum rate allowed by law. The Licensee will be liable for all costs of collection. Failure or delay in rendering payments due LearningExpress under this Agreement will, at LearningExpress's option, constitute material breach of this Agreement. If changes are made resulting in amendments to the listing of authorized Sites, Services and pricing identified in this Agreement pro rata adjustments of the contracted price will be calculated by LearningExpress 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 45 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 Services under this Agreement, whether or not such taxes are invoiced by LearningExpress, 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 LearningExpress. 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, LearningExpress may (at its option) terminate this Agreement upon written notice to the Licensee.

B. If LearningExpress 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 LearningExpress or its licensors or an infringement on the rights of LearningExpress or its licensors, then LearningExpress will notify the Licensee immediately in writing and shall have the right to temporarily suspend the Licensee's access to the Services. Licensee shall be given the opportunity to remedy the breach or infringement within thirty (30) days following receipt of written notice from LearningExpress. Once the breach or infringement has been remedied or the offending activity halted, LearningExpress shall reinstate access to the Services. If the Licensee does not satisfactorily remedy the offending activity within thirty (30) days, LearningExpress 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

LearningExpress 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 Stam, LearningExpress 10 Estes Street, Ipswich, MA 01938; phone: 978-356-6500; fax: 978-356-5191; email: kstam@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 LearningExpress 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 LearningExpress.

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. LearningExpress grants to the Licensee a non-transferable right to utilize any IP addresses provided by LearningExpress to Licensee to be used with the Services. LearningExpress 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.

STATE OF MICHIGAN

Contract 180000001189
Content/Database Subscriptions – for Library of Michigan

SCHEDULE A
STATEMENT OF WORK
CONTRACT ACTIVITIES

This schedule identifies the requirements of the Contract.

SCOPE

The State of Michigan is acting as a contractual agent on behalf of all libraries in the state of Michigan for service to all Michigan residents.

A component of the Michigan eLibrary (MeL) provides users access to databases containing a diverse set of digital information resources. The Contractor shall provide electronic access and use of databases with predominantly full-text information covering a broad array of business research and business resource content. Michigan residents can access these commercial subscription databases at any library (public, academic, school, special) in the state either via http://mel.org or through the library's website. Remote access is made possible by Geo IP authentication, authentication methods set up by a local library, or by Michigan Driver's License.

- All Michigan residents may access subscription digital content in MeL whether or not they are a library card holder.
- Approximately 2,100 libraries qualify to be part of this program. A directory of Michigan libraries may be found at https://mi.countingopinions.com/directory/index.php?l=14790.
- According to the 2016 population figures from the United States Census Bureau, the population of Michigan is 9,928,300. All Michigan residents are eligible to use MeL services.

In addition, the Contractor's content must work with full text searching of aggregated/article content across discovery systems being used by Michigan libraries.

REQUIREMENTS

1. General Requirements

1.1. Digital Content Areas. See **Schedule B – Content Description Matrix** for complete detail by product of resources included in the Contractor's ***Enhanced Core Package*** and ***Business Database Additions*** covered by this Contract.

A. The *Enhanced Core Package* provides resources in the following Content Areas:

1) **General Interest Resource(s):** Offers comprehensive subject coverage on wide ranging topics of interest to the general public including, but not limited to, car repair; family history/genealogy; legal forms; language learning; reader's advisory (PreK-Adult); and newspapers.

2) **PreK-12 Educational Resource(s):** Offers comprehensive coverage and includes full-text/full experience on those subjects that are part of the Michigan educational curriculum.

3) **Academic (Undergraduate) Educational Resource(s):** Offers comprehensive subject coverage and includes full-text for subjects found in a typical undergraduate academic curriculum.

4) **Allied Health Resources:** Offers academic journals and other important allied health resources.

5) **Reference eBooks**: Offers general and subject specific encyclopedias, directories, etc.

6) **Test Preparations, Licensing, Certification, Career Preparation and Workforce Skills Building Resource(s)**: Offers comprehensive full-text, self-paced modules/video tutorials/courses covering those topics that are of interest to both academic and general public user.

Enhanced Core Package
Academic Search Complete
AGRICOLA
Alt HealthWatch
Applied Science & Technology Source
Art & Architecture Source
Associates Programs Source
AutoMate
Biography Reference Center
Caribbean Search
Central & Eastern European Academic Source
Consumer Health Complete
Consumer Health Information in all 17 languages (Arabic, Chinese Simplified, Chinese Traditional, English, Farsi, French, German, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalong, Vietnamese)
eBook Academic Collection
eBook Business Collection
eBook High School Collection
eBook K-8 Collection
eBook Public Library Collection
Education Source
Environment Complete
ERIC
Health Source: Consumer Edition
Health Source: Nursing/Academic Edition
History Reference Center
Hobbies & Crafts Reference Center
Home Improvement Reference Center
Humanities Source
Jewish Studies Source
LearningExpress - Computer Skills
LearningExpress - Job and Career Accelerator
LearningExpress - Library
LearningExpress – PrepSTEP Bundle (includes PrepSTEP Academic and PrepSTEP High School)
Legal Information Reference Center
Legal Source
Library & Information Science Source
Literary Reference Center
MAS Complete
MasterFILE Complete
Middle Search Plus
MyHeritage Library Edition
Newspaper Source Plus
NoveList Plus
NoveList K-8 Plus
Poetry & Short Story Reference Center
Points of View Reference Center
Political Science Complete

Enhanced Core Package
Primary Search
Professional Development Collection
Psychology & Behavioral Sciences Collection
Read It!
Referencia Latina
Science Reference Center
Small Business Reference Center
Small Engine Repair Reference Center
Vocational Studies Premier

The Enhanced Core Package will include the following Michigan based newspapers:

Publication Name	Indexing and Abstracting Start	Indexing and Abstracting Stop	Full Text Start	Full Text Stop
Dowagiac Daily News (MI)	07/15/2013		07/15/2013	
Edwardsburg Argus (MI)	07/15/2013		07/15/2013	
Grand Haven Tribune (MI)	07/25/2010		07/25/2010	
Herald-Palladium, The (St. Joseph, MI)	01/27/2010		01/27/2010	
Michigan Citizen	09/01/2011	12/31/2014	09/01/2011	12/31/2014
Niles Daily Star (MI)	07/15/2013		07/15/2013	
WXMI-TV (Grand Rapids, MI)	10/05/2010	05/11/2012	10/05/2010	05/11/2012

Shown below is an analysis of the total number of magazines and journals in the Enhanced Core Package, with both indexing coverage as well as full-text coverage. The percentage of full-text is shown relative to the total content in the package.

Package Name	Total Titles Indexed	Total Full Text Titles	Percentage of Full Text*
General Interest Enhanced Core Package	32,909	18,210	55.33%

B. The *Business Database Additions* provides Business Resources content, offering full-text material—demographics, sales leads lists, marketing, business plans, etc.—relevant to all aspects of starting or growing a business.

Business Database Additions
Business Book Summaries
Entrepreneurial Studies Source
Regional Business News

1.2. Data Access and Technical Requirements:

A. Search Capabilities:

Functionality/Feature	Yes/No	Comments
1. Author, title, and subject searching	Yes	Several searching features are offered which allow users to effectively search by author, title, subject and more. Users can refine keyword searches to a particular field within the index. From the basic search bar, this is accomplished by combining keyword search terms with field code tags or using the advanced search option and

Functionality/Feature	Yes/No	Comments
		selecting a field code from the drop-down menu. For author, title and subject searching, the following codes are used: • Author: Users may employ the field code (AU) to limit a search by author name. • Article Title: Users may employ the field code (TI) to limit a search by the title of an article. • Journal Title: Users may limit a search by journal title with the field code (SO). Users may also enter a journal/magazine name in the Publication limiter field on the Advanced Search screen. Journals can be searched by year, volume and issue number. • Subject: Users may employ the field code (SU) to limit a search by subject.
2. Keyword searching, including all conventional database record/fields, including but not limited to author, article title, journal title, abstract, descriptor, language, and year of publication	Yes	Databases can be searched via keywords, and the default searchable fields are database-specific. To perform a keyword search within a specific field, users can apply field code tags, either manually or using the drop-down menu alongside the search bar. Keyword searches within multiple fields can also be applied to the same search for more targeted results. Note that not all searchable fields are included in the drop-down menu alongside the search bar. To view a full listing of searchable fields, users may consult the interface Help module.
3. Boolean operators AND, OR, NOT (specify default Boolean operator in comments section)	Yes	EBSCO supports Boolean logic and uses it to construct searches from items entered on the search screen. The AND, OR and NOT operators are all supported. The default Boolean operator is AND.
4. Proximity searching (e.g., within the same field, within "n" words)	Yes	When searching the database, nested statements can be indicated with Boolean operators and parentheses. EBSCO supports nested statements with proximity – e.g. (dog or cat) W5 (house or bed). Proximity searching is used with keyword or Boolean search. The proximity operators are composed of a letter (N or W) and a number (to specify the number of words). The proximity operator is placed between the words that are to be searched, as follows: • *Near Operator (N)* – N5 finds the words if they are within five words of one another regardless of the order in which they appear. For example, type "tax N5 reform" to find results that would match "tax reform" as well as "reform of income tax". • *Within Operator (W)* – In the following example, W8 finds the words if they are within eight words of one another and in the order in which they were entered. For example, type "tax W8 reform" to find results that would match "tax reform" but would not match "reform of income tax".
5. Phrase searching	Yes	EBSCO supports phrase searching with and without any punctuation marks. If using a hyphenated word as a search term, the database automatically searches for the word in hyphenated form and as a two-word phrase. When a search string includes phrases, the default is that phrases are searched in the order in which they are typed in, and with the words right next to each other.
6. Default search fields	Yes	To perform a keyword search within a specific field, users can apply field code/search field tags, either manually or

Functionality/Feature	Yes/No	Comments
		using the drop-down menu alongside the search bar. Refer to Functionality/Feature 2 for more details.
7. Ability to revise a search without starting over	Yes	EBSCO supports the ability to filter results post-search, using a variety of customizable limiters. These are presented as a combination of on-screen check boxes, date sliders and facets, displayed to the left of the Result List. Once selected, the Result List will automatically update to reflect the user's choices. Facets can also easily be de-selected and modified. As a result, users can refine results without leaving the page and without having to conduct a new query.
8. Search history feature that allows users to reselect previous search statements	Yes	All searches performed during a user's session are available from the "Search History/Alerts" screen. Each search in a user's current session can be refreshed for results, viewed for search details, or revised to return a new set of results. The current search history can also be printed, and users can save and retrieve searches via their personal My EBSCO*host* folder, if enabled by the library administrator.
9. Right-hand and initial (wildcard) truncation	Yes	EBSCO supports a variety of search commands, including use of both wildcards and truncation. Truncation is represented by the asterisk (*). To use truncation, users would enter the root of search term and replace the ending with an asterisk. The database will find all forms of that word. The truncation symbol (*) may also be used between words to match any word. The wildcard is represented by a question mark (?) or a pound sign (#). To use the question mark wildcard, users would enter the search terms and replace each unknown character with a question mark. The database will find all citations of that word with the "?" replaced by a letter. To use the pound sign wildcard, users would enter the search terms, adding the "#" in places where an alternative spelling may have an extra character. The database will find all citations of the word that appear with or without the extra character.
10. Browsing of specific journal titles by date or volume	Yes	Within EBSCO*host*, a Publication Authority File link is displayed on both the Basic and Advanced search screen toolbars. With this link, users can easily browse an A-Z listing of publications represented in the database. Alternatively, users can search for relevant publications using the "Browse for" field, in combination with one of the following search types: • *Alphabetical* – Finds journals beginning with the letters entered. Results are displayed in alphabetical order. • *By Subject & Description* – Allows users to simultaneously search the subject, description and title fields of a journal. • *Match Any Words* – Finds publications containing one or more of your terms. Results are displayed in order of relevance. Regardless of whether browsing A-Z, or using the "Browse for" option, users are presented with a list of hyperlinked publications. By selecting one of these, they are linked to the Publication Overview page. The Publication Overview page offers key details on the

Functionality/Feature	Yes/No	Comments
		publication of interest, including a column of hyperlinked issues, organized by date and issue/volume. Users can also switch between "All Issues" in the history or "Current Titles" only.
11. Ability to search database subfiles simultaneously or to transfer searches in one subfile to another	No	Not applicable. All databases proposed herein are complete and are not broken down into subfiles.
12. Ability to search multiple databases from the same vendor simultaneously	Yes	From the "Choose Databases" screen, users can select several databases to search across, by selecting a check-box next to each resource. After the desired databases have been selected, the user can simultaneously present his or her search query against all. A de-duped set of results from all databases will display.
13. Ability to link directly to the individual database using Open URL	Yes	The interfaces are OpenURL 0.1 and 1.0 SAP1- (San Antonio Profile 1) compliant, and fully enabled for linking to other web-based resources and linking servers. The EBSCO*host* environment can serve as either the target or the source of an OpenURL link. Other vendors' applications can submit an OpenURL query to EBSCO in order to obtain access to a full-text resource. Currently, full-text articles are available via EBSCO OpenURL.
14. Ability to limit searches, included but not limited to date range, full text, materials held by the local library, etc.	Yes	An array of limiters are offered by which results can be filtered, enabling the most powerful, customizable searching. These can be applied pre-search during an Advanced Search session or post-search in the result lists. Limiters are unique to each database.
15. Highlighted display of search terms in search results	Yes	Search terms appear bolded in both the result list and detailed records.
16. Context-sensitive help messages	Yes	To support end users on-platform, the end-user interfaces provide an interactive "Help" link, located in the upper right corner of each search screen. Upon selection, the Help link brings users to an online help module. This comprehensive system provides information on all aspects of the interface, and it can be searched by keyword or phrase while also providing a full index of topics available in the help menu. In addition, a help icon is presented at various locations throughout the user interface. When a help icon appears, clicking on the icon will present help features for the screen that is in use.
17. Online thesaurus and its location	Yes	The online thesaurus for an EBSCO database can be accessed from the "Subjects" link at the top of the search screen within EBSCO*host*. When multiple databases are being searched, this link will provide a drop-down list for users to select the thesaurus for a specific database. Users can browse thesauri and build searches by selecting one or more subject terms. Thesauri are maintained by a team of professional taxonomists and are subsets of EBSCO's larger controlled vocabulary. This controlled vocabulary originally consisted of headings based on the U.S. Library of Congress system. EBSCO has expanded its vocabulary base to enable subject headings to be created by professionally-trained editors who utilize a variety of resources from which to build the controlled vocabulary.
18. Citation formatting in APA, MLA, and others	Yes	EBSCO provides users with several Cite and Export

Functionality/Feature	Yes/No	Comments
		features for bibliographic management, allowing them to easily create, print and save bibliographical information. Standard citation styles include: • ABNT (Brasil) • American Medical Association (AMA) • American Psychological Association (APA) • Chicago/Turabian: Author-Date • Chicago/Turabian: Humanities • Harvard: Australian • Harvard: Author-Date • Modern Language Association (MLA) • Vancouver/ICMJE The above citations can be copied and pasted into a user's personal document. Alternatively, EBSCO*host* offers useful tools and features for users working with bibliographic management software. For example, users can easily connect, export and manage their search results via the "Export" icon. This option is available at the Article Detail level, for users exporting a single record citation. Multiple articles can also be cited and exported at once, by adding articles to the session (temporary) or personal folder (via login). When selecting the export option, users can save citations to a file formatted for any of the following: • Direct Export in RIS Format (e.g., CITAVI, EasyBib, EndNote, ProCite, Reference Manager, Zotero) • Generic bibliographic management software • Citations in XML format • Citations in BibTeX format • Citations in MARC21format • Direct Export to RefWorks • Direct Export to EndNote Web • Direct Export to EasyBib • Download CSV When selecting the "export" option, users also have the option to email a file with citations in the following formats: • RIS Format (e.g., CITAVI, EasyBib, EndNote, ProCite, Reference Manager, Zotero) • Generic bibliographic management software • Citations in XML format • Citations in BibTeX format • Citations in MARC21 format Furthermore, EBSCO automatically generates citation information for inclusion when printing, emailing and saving a record. The default setting for Standard Field Format is set to "Detailed Citation and Abstract." Additional options include the following: • Brief Citation – Includes only a brief citation. • Brief Citation and Abstract – Includes a brief citation and an abstract. • Detailed Citation and Abstract – Includes a detailed citation and an abstract. The same standard citation styles as outlined above can be applied.
19. Conversion of content from English	Yes	The interface, content and searching features within

Functionality/Feature	Yes/No	Comments
language to other languages		EBSCO*host* are available in many languages, with English as the default. If enabled by the library administrator users will also have the following multilingual options: Search Interface Users can change the interface text of EBSCO*host* from English into one of 29 languages, including: Arabic, Bahasa Indonesian, Brazilian Portuguese, Croatian, Czech, Danish, Dutch, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Persian, Polish, Romanian, Russian, Slovakian, Slovenian, Spanish, Swedish, Thai, Traditional and Simplified Chinese, Turkish. Preferred interface language can be selected from both the Language and Preferences toolbar tabs. Users can also set their default language to any of the languages listed, and then the next time they sign into "My EBSCO*host*," the screens will display in their selected language. Content Translation Users may also be able to translate a full-text HTML article from English into one of 34 languages including: Arabic, Bulgarian, Czech, Danish, Dutch, French, German, Greek, Hausa, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Pashto, Persian (Farsi), Polish, Portuguese, Romanian, Russian, Serbian, Slovakian, Slovenian, Spanish, Swedish, Thai, Traditional Chinese and Simplified Chinese, Turkish, Ukrainian and Urdu. To translate the full text of an HTML article, from the article detail, users would select a language from the 'Choose Language' dropdown list, and then click 'Translate.' The full text of the article is presented in the language selected. To return to English, users would click 'Return.' Searching EBSCO*host* supports searching in any Latin-based language, Chinese, Japanese, Korean, Greek, Cyrillic, Hebrew and Arabic.
20. Online help documentation and tutorials for users	Yes	While EBSCO's databases and interfaces are designed to be intuitive and easy to use, EBSCO does provide extensive online support. The EBSCO Help support site (https://www.help.ebsco.com) has been designed with the customer in mind, aiming to provide users with the tools and information needed to solve all manner of technical issues on their own. It features extensive support documentation for all interfaces. Through the site, users have access to robust knowledge base technology (Frequently Asked Questions), an online support request form, as well as links to troubleshooting information, search tips, top stories, instructive tutorials, user guides, help sheets, product and service updates, customer communication archives, and more. A quick link to EBSCO Help is available at the bottom of every EBSCO*host* web page. The site is available 24/7 and is offered at no additional charge to customers.
21. Capability to customize database homepage	Yes	The EBSCO*host* interface can be easily customized and branded at both the consortium and individual library

Functionality/Feature	Yes/No	Comments
		levels. This is accomplished via EBSCO*admin* – the online administrative module supporting EBSCO solutions. In EBSCO*admin*, administrators can customize the interface with either traditional or enhanced style branding options. For example, a library administrator can brand selected EBSCO*host* pages with custom colors, text, images and basic HTML. The available branding options facilitate the placement of library logos or names and messages on most EBSCO*host* screens. Logos or library names can appear in the upper-right corner of EBSCO*host* user interface, and special library messages can be located at the bottom of select pages, such as the Choose Databases screen, Basic Search screen, Advanced Search screen, Basic Search screen results list and the Advanced Search screen results list. Note that the logo or library name in the upper-right corner can be coded to connect to the library's own homepage, leading the user to their local holdings and services. EBSCO can set up an "Ask-a-Librarian" tab within the user interface, through which users can contact their local librarian with comments, questions, etc.
22. Ability to provide article level linking for electronic reserve or courseware Applications	Yes	EBSCO provides article-level linking capabilities for use in courseware applications. This is accomplished via the available persistent linking option. It is permissible for a site to use articles for electronic reserves as long as they comply with copyright law, the policy of the subscribing library, and the copyright statement within an individual record. Generally, it is acceptable to use one article per issue and to put it on electronic reserve for only one semester. Using more than one article per issue, or using an article for more than one semester, would require permission from the publisher. Note that publishers reserve the right to place restrictions on the use of their content in EBSCO databases. Course pack, interlibrary loan and library reserve use may be prohibited.
23. Ability to provide usability tools such as social networking interactivity and other relevant Apps for use in MeL and with remote sites.	Yes	EBSCO offers a full and comprehensive range of social networking possibilities, as well as several options to save, share and push content, either on a computer or via mobile device. This includes the ability to: • Create persistent links that lead to search results, journal issues and articles. These links can be embedded in a web site, and allow users to link to relevant content from EBSCO platforms. • Create search alerts and journal alerts for search terms, topics and journals of interest. Alerts are available in email and RSS format. RSS-enabled alerts allow librarians and users to feed results from search alerts and journal alerts into RSS readers and aggregators, as well as their web sites. Alerts can also be customized to be sent once a day, once a week, bi-weekly or once a month. There is no limit on the amount of alerts a user can create. • "Share" Results Lists, article records and full-text pages via email, as well as various social networking sites, including Facebook, Twitter, LinkedIn,

Functionality/Feature	Yes/No	Comments
		Pinterest, Google+ and more. Users can also tag and post a Result List, article record and full-text pages to bookmarking sites such as Delicious, Google Bookmarks, Reddit and Stumble Upon or work spaces such as OneNote and Trello. Save, retrieve and share searches via the folder feature. Users who have a My EBSCO*host* account can save all types of items in their Personal Folders for cross-session use, and share these with other users. This includes individual records, notes, search histories, persistent links to saved searches, search alerts and journal alerts.
24. Are there constraints on viewing, downloading, and printing by authorized users other than standard copyright considerations	Yes	EBSCO does not specifically restrict fair use; however, EBSCO also does not have intellectual property rights to the full-text content included in its databases, other than the right to include this content (articles, images, etc.) in its products. The intellectual property rights are controlled by the publisher. As such, users must abide by the Copyright Act of 1976, as well as any contractual restrictions, copyright restrictions or other restrictions provided by publishers, and specified in the products. The pricing outlined herein includes unlimited usage, printing and downloading of articles, within publisher restrictions.

B. User Interface and Display

Functionality/Feature	Yes/No	Comments
1. Ability to display MeL Logo on all pages of database	Yes	The branding capabilities available to library administrators allow for the placement of library logos on all pages of the database.
2. Ability to link back to http://mel.org from the logo on database pages	Yes	The branding capabilities available to library administrators allow for the logo on databases pages to be configured to allow the user to link back to the MeL website. Logos or library names can appear in the upper-right corner of EBSCO*host* user interface.
3. Mechanism to allow a “return to your library” link	Yes	The branding capabilities available to library administrators allow for pre-defined links to be configured to allow the user to link back to the MeL website. Special library messages or links can be located at the bottom of select pages, such as the Choose Databases screen, Basic Search screen, Advanced Search screen, Basic Search screen results list and the Advanced Search screen results list.
4. Support for customized help files	No	At this time, EBSCO does not allow for the modification or customization of its online help files/screens. However, EBSCO does allow the library to create a link from the upper-right corner of the search screen, which may take users to a site (maintained by the library) that provides additional customized help.
5. Options for “basic” and “advanced” searching modes	Yes	EBSCO offers customizable basic and advanced searching, supported by Boolean logic, enhanced subject indexing and journal searching, to assist users in performing thorough investigations of their research

Functionality/Feature	Yes/No	Comments
		topics. Beginners will find the commands easy to follow, while advanced researchers will have access to many sophisticated options. A search can begin on either the Basic or Advanced Search screen, both of which offer a clean and intuitive layout, similar to popular search engines encountered across the web. Each search screen contains fields for entering search terms and other search options (limiters, expanders, etc.), presenting different techniques to help focus a query and retrieve information. As a result, users are able to create searches that are as broad or as narrow as needed, and display or save the results in a variety of ways. The most Basic form of searching is by keyword. From the Basic search screen, users enter their search terms in the Find field and select any optional limiters or expanders under the Search Options link. This includes the ability to apply simple limiters and filters, as well as the choice of Search Modes and Expanders. The Advanced Search screen provides additional options for limiting and expanding a search, with keyword searching, search history, added filters, and database-specific limiters that offer the necessary functionality to perform highly-refined queries. The library administrator can also choose from the following Advanced Search layouts: Single Find Field and Guided Style. Users have the option of drilling as deeply as they want for searches, while their search experience remains user-friendly and intuitive despite its scope.
6. Ability to sort and display records by date (reverse chronological order)	Yes	Results may be sorted chronologically, by date oldest or date newest.
7. Ability to sort and display records by relevancy ranking	Yes	Results may be sorted by relevance. This is the default sorting option.
8. Ability to sort and display records by selected field (e.g., author, source)	Yes	By default, EBSCO searches are sorted by relevance, according to EBSCO's relevance ranking criteria. Results may also be sorted chronologically (date oldest or date newest), by author or by source, depending on the database(s) being searched.
9. Ability to mark and display selected records and specify any limitations	Yes	EBSCO provides the ability to mark and display selected records. For example, users can choose to save singular or multiple results through the use of the EBSCO*host* Folder feature. Users can quickly add results either one at a time (from the result list or from within a detailed record) or add select sets from a given page (e.g., add results 1-20). Users can also save search histories, saved searches, search alerts and journal alerts. The Folder is available as a session (temporary) or personal folder (via My EBSCO*host* login). Users can create a My EBSCO*host* personal login through the Folder feature at any time, if enabled by an administrator. When setting up a personal account, the user will be prompted to enter unique username and password credentials. With these, the user can then log into his or her personal account from any internet-connected device.

Functionality/Feature	Yes/No	Comments
		All of the items saved to a Personal Folder remain in the folder until removed by the user. Only the specific user can access his or her Personal Folder (via user name/password). The library can utilize EBSCO databases to the extent allowed by copyright law, and any other restrictions provided by publishers.
10. User-defined display and sorting options that can be specified in advance and/or database defined	Yes	EBSCO allows users to define display and sorting options, as well as to choose which database(s) to search. To begin, users may limit their searches to a specific database, or choose to search across multiple resources from the 'Choose Databases' screen. After the desired databases have been chosen, users can present their query against all selected. By default, searches will be de-duped and sorted by relevance. However, a drop-down list is available, through which users can re-sort their results. See Functionality/Feature 8 above for specific sorting options. Users can also specify the layout of the results screen by choosing how many results are displayed per page, how much detail accompanies each result, and how many columns appear. This can be done before a search is conducted via the Preferences tab at the top of the screen; it can also be done post-search, via the Preferences tab or the Page Options drop-down menu on the results screen.
11. Ability to customize user interface	Yes	EBSCO allows customizations to be set at the individual library and consortium levels. This includes configuration of several interface features and default option settings. Customization and administration of the search interface is available via EBSCO*admin*, the online administrative interface. EBSCO*admin* is intuitive, allowing for easy navigation of different elements of the interface that can be customized. Customization of the search interface is accessed through the Customize Services tab, which includes the following sub-tabs: • Searching – Customization of various search options, such as Autocomplete and *Did-you-mean* settings, Advanced/Basic search defaults and facets. • Databases – Used to add/remove content sources. • Viewing Results – Controls the layout of the results list, detailed record pages and apps/widgets. • Linking – Used to customize links, guest access, persistent links and *SmartLinks* (links to full-text available in another EBSCO database). • Delivery Options – Includes printing, email, saving and export options for results. • Multilingual Options – Used to customize the language translation of the full text, date format and time zone in the interface. • Branding – This tab contains branding options, allowing libraries to update the color, layout and logos used in the interface, among other options.
12. Procedures for setting up individual search profiles for the purpose of saving and automatically updating searches, including	Yes	A log of all searches performed during the current session is readily accessible from the "Search History/Alerts" screen, below the basic search bar. In addition to listing

Functionality/Feature	Yes/No	Comments
saving search histories, specifying updating intervals, user notification, security measures for individual accounts, and system management of user accounts		search terms, the Search History provides details on search options that were applied to each query. Each search can also be refreshed and rerun with the same specifications, or revised to return a new set of results. Users can also save, retrieve and share searches via the folder feature, if enabled by an administrator and associated with a personal My EBSCO*host* account. Users who have a My EBSCO*host* account can save all types of items in their Personal Folders for cross-session use, including individual records, search histories, persistent links to saved searches, search alerts and journal alerts. With a My EBSCO*host* account, users can also save preferences and notes, share their folders, view others' folders, print and email results, configure email alerts and RSS feeds, and gain access to their saved research remotely. Users can create a My EBSCO*host* personal account through the Personal Folder feature at any time. When setting up a personal account, the user will be prompted to enter unique username and password credentials. With these, the user can then log into their personal accounts from any internet-connected device. All of the items saved to a Personal Folder remain in the folder until removed by the user. Only the specific user can access his or her Personal Folder (via user name/password). Library administrators oversee the administration of these accounts through the EBSCO*admin* interface.
13. Ability to function with voice-synthesizer programs, large print screens, and other industry-standard adaptive technology programs available on the open market such as, but not limited to, NVDA, JAWS and ZoomText.	Yes	EBSCO products and interfaces are created with accessibility standards in mind, taking into account evolving accessibility standards, and proactively addressing issues in each software release. EBSCO invests time and resources to provide all users with access to the company's products, and accessibility is a key consideration among EBSCO's product development strategies. EBSCO's products support the use of assistive technologies for visually- and physically-impaired users. Support includes: JAWS and NVDA screen readers for use in navigating, searching, and accessing search results; built-in Text-To-Speech capabilities for our HTML content, so that records can be listened to from the computer, or downloaded to a device; and large print interfaces (for users of Chrome, Internet Explorer and Firefox). EBSCO's Text-to-Speech capability also has a number of new features, such as: complete accessibility via the keyboard compatible with both screen readers and magnifying tools; premium experience on devices that do not support Flash, including HTML5 audio; choice of colors for highlighting; and an enlarge text mode that allows to user to have the highlighted text appear in a box at the bottom of the screen. In addition, at each release EBSCO products are fully tested to support navigating with the use of keyboard only.

Functionality/Feature	Yes/No	Comments
		The EBSCO software development process follows a best practice of combining two approaches to testing the accessibility of our Web pages: a) use of an automated accessibility code validator, and b) manual testing using screen reader assistive software and keyboard only. Manual testing uncovers accessibility problems that cannot be found programmatically.
14. Ability for user to easily access read aloud feature for individual article	No	If enabled by an administrator, the interfaces feature a built-in text-to-speech functionality for full-text HTML content. Using this feature, users can select an accent (American, Australian or British), with which they would like the content read aloud. Additionally, they can select preferred speed and a variety of other options, including text highlighting (word color, sentence color, text color), enhanced text visibility and automatic scrolling. Users may also choose to have only a particular section of an article read, by highlighting the desired passage of text. Once selected, users have the option to listen directly online, or download to an MP3. To facilitate finding HTML articles, users can effectively limit a search to include only records that have HTML full-text content. This is accomplished by combining a keyword search with the FM T tag. The search tag for format is FM and the value T indicates HTML. EBSCO's Text-to-Speech capability also supports: complete accessibility via the keyboard compatible with both screen readers and magnifying tools; premium experience on devices that do not support Flash, including HTML5 audio; and an enlarge text mode that allows to user to have the highlighted text appear in a box at the bottom of the screen. EBSCO's products also support JAWS and NVDA screen readers for use in navigating, searching, and accessing search results. Regarding JAWS, in particular, there are several keyboard combinations available when using the JAWS reader, including toggling between voice and typing; stopping and restarting the JAWS voice; reading a full page aloud; hearing the title of your current Internet Explorer tab, and much more.
15. Ability to integrate content into Google Suite and/or Microsoft Office 360	Yes	EBSCO offers enhanced compatibility with Google Drive and Google Classroom. Icons for each are available in the Tools menu, within the Detailed Record and Full-Text Viewer. By selecting these icons, users can instantly share Detailed Records, HTML Full Text, or PDF Full Text pages to their Google Drive and Google Classroom accounts. Articles saved from the PDF viewer are saved as a PDF file, while the Detailed Record and HTML Full Text are saved as a Google doc file. Using the "Share" option within the detail record, users can also send items to OneNote, which will connect them to Microsoft Office 360.

C. Responsive Web Design (RWD) status and development. The EBSCO*host* interface, through which most databases are accessible, will feature responsive design in March 2018.

D. Indexing, Full Text Components, and Links.

Functionality/Feature	Yes/No	Comments
1. Capability of indicating complete local library holdings, including start date, end date, volume, issue, etc.	Yes	EBSCO's search results can be limited to material in a library's local collection. This is accomplished by placing a check mark next to the local collection name on the EBSCO*host* search screens. Local collections are established in EBSCO*admin*. Once enabled, the local collection name will appear with the rest of the limiters. The detailed record and citation will display the source of the document. EBSCO also offers MARC records for each of our proprietary full-text databases. These files are available free of charge for customers to download through EBSCO*admin*. Once a library has added records from these files into the library catalog, users can access the library's OPAC to find a particular journal and then seamlessly link to the platform. Using Persistent Links technology, a URL is added to the 856 field of the MARC record that will link the user to a list of the journals, volumes, and issues available from the database. The MARC records are either derived from CONSER records supplied by the Library of Congress, or automatically generated by EBSCO, when no CONSER record is available. Records comply with MARC21 standards.
2. Capability of linking citation or abstract to the full text to which library has access using the OpenURL standard. In comments section provide a list of vendors of Open URL products currently interfacing with the product(s) and describe how regularly updated title lists are provided to Ex Libris, Serials Solutions, TDNet, EBSCO and other vendors providing subscription list maintenance for full-text journal collections. Detail compliance with the NISO Open URL standard for open-linking technology.	Yes	EBSCO*host* lets users link from a citation or abstract to the full text to which the library has rights. EBSCO*host* is OpenURL 0.1 and OpenURL 1.0 SAP1 (San Antonio Profile 1) compliant, making EBSCO*host* both a source and a target for linking servers. EBSCO*host* is also compatible with all commercial link resolvers, including Ex Libris SFX, Serials Solutions, etc. Not only can users link from EBSCO*host* to a linking server, but link resolvers can also provide links to full text in EBSCO*host* databases or e-journals managed by EBSCO. EBSCO's Metadata Sharing Policy outlines a continued commitment to making EBSCO products accessible and available to libraries and their users. EBSCO is willing to work with third-party link resolver vendors to ensure accurate linking and up-to-date information is available to maintain link integrity. As part of this policy, for vendors that establish a working partnership with EBSCO, EBSCO will develop and provide access to advance notice title change reports for all EBSCO full-text databases to prevent turmoil in the vendor's link resolver products as changes take place in database full-text coverage. EBSCO*host* also complies with ANSI/NISO Standard Z39.50 for data exchange. EBSCO makes title list information for EBSCO*host* databases available for use by third-party knowledge bases. Each month EBSCO makes available database-specific files with title level detail for all applicable sources, including full text, as well as A & I only. This information is made readily available, via an FTP site, to all vendors who wish to access it to inform their knowledge bases.

Functionality/Feature	Yes/No	Comments
3. Systems, publishers and/or resources with which your direct linking technology has achieved demonstrated compatibility. (e.g. Google Scholar, Elsevier Science Direct, etc.) Describe capability in comments section.	Yes	EBSCO*host* Connection (http://connection.ebscohost.com) provides a bridge for users to move from the open web (Google, Google Scholar, Bing or Yahoo) to their libraries. Through EBSCO*host* Connection, EBSCO exposes metadata from its databases to these search engines, encouraging users who find these articles to connect with their libraries for access. This optional service is free to all EBSCO database customers and is activated only at the discretion of the library. EBSCO*host* Connection is intended to promote the EBSCO*host* content purchased by infusing brief citation-only records (exposing the title, author, publication date, source, document type and limited abstract metadata) from EBSCO*host* databases within commercial search engine result lists. Users would then click on the EBSCO*host* record and be appropriately directed to the database pages within their library's EBSCO*host* profile. EBSCO has also streamlined the process for users to move from a search result in Google or Google Scholar to the corresponding item in an EBSCO database by providing a combination of IP-addresses and permanent links to the available resource. This access is available to all IP-accessing customers who subscribe to applicable resources. EBSCO link resolver customers may also have the option to expand linked titles via Google's Library Links program. Users will also realize through an on-screen brand that the content is brought to them courtesy of their library (including the appropriate library's name). Note the following: Google Scholar: EBSCO is a partner with Google's linking programs, which allows customers to link from Google Scholar to the full text in EBSCO databases, as outlined above. Customers can add their own link resolvers to an existing Google Scholar account, or EBSCO can create an account on the customer's behalf, and provide Google a list of full text content available via EBSCO, along with an IP address. OpenURL links to EBSCO will appear for applicable results when using Google Scholar. Google Classroom: EBSCO is committed to providing innovative resources that help engage students in learning, both inside and outside the classroom. EBSCO supports Google Classroom to help educators easily share EBSCO content with students. Google Classroom is a tool that allows educators create and organize assignments and communicate with their students. Google Classroom is available in EBSCO*host*, *EBSCO Discovery Service*, *Explora* and several of the school reference center products. From these interfaces, articles can be shared to Google Classroom with the Google Classroom button available on the Article Detail and Full Text page. Google Drive: With the number of G-Suite Apps for Education users now at 70 million worldwide, EBSCO is also pleased to be taking the next steps toward achieving Google for Education Partnership status with the release of Google Drive integration. On select interfaces, including EBSCO*host*, *EBSCO Discovery Service* and *Explora*, users have the option to save an article's Detailed Record,

Functionality/Feature	Yes/No	Comments
		HTML Full Text, or PDF Full Text to their Google Drive. Articles saved from the PDF viewer are saved as a PDF file, while the Detailed Record and HTML Full Text are saved to the Drive as a Google doc file. Google Drive icons are available in the Tools menu on Detailed Record and Full Text screens. EBSCO's Linking Technology: EBSCO is compatible with dozens of popular sources, including, but not limited to: • Article databases (ProQuest, Gale, EBSCO) • Subject Indexes (MATHSCINET, Chemical Abstracts) • Publisher Sites (JSTOR, Wiley Online Library, American Psychological Association) • OPACs and online catalogs (Innovative Interfaces, WorldCat, ExLibris, SirsiDynix)
4. Ability to provide direct or OpenURL links from cited references within an article to the full text resources	Yes	Some EBSCO databases support the Searchable Cited References feature in the EBSCO*host* interface. This feature connects users to additional information about EBSCO*host* articles of interest. Searchable Cited References: • connect users to additional information about EBSCO*hos*t articles • lead users to lists of articles related to an original article (Related Records) • enable users to search for references to particular authors, titles, years or sources, in EBSCO*host* articles
5. Capability of providing links to catalog entries and library holdings at each library	No	EBSCO*host* databases currently do not directly support this functionality.
6. Ability to check for down links to full text content	No	When considering differences in configuration, EBSCO's link resolution rate can be as high as between 90% and 95%. EBSCO currently employs approximately 24 E-Content Specialists who update and maintain the knowledge base. An automatic link checker is not currently in place.

E. Printing, Downloading, and Document Delivery

Functionality/Feature	Yes/No	Comments
1. Ability to display, download, email, and print both text and graphic materials	Yes	EBSCO allows users to display, download, email and print both text and graphic materials. Users can choose to print, email, save or export singular results. For multiple results, users can print, email, save or export results through the use of a personal folder. Users can quickly add results either one at a time or by selecting complete sets from a given page. The option to print, email, save or export a given record without the use of a personal folder is available from the detailed record view.
2. Ability to route requests to interlibrary loan departments at respective libraries	Yes	EBSCO can easily integrate with an interlibrary loan set-up. Methods of integration can be accomplished with *CustomLink* functionality or through apps.
3. Ability to link to commercial document delivery services	Yes	Linking is available to popular document delivery services. Depending on the service accessed, content can be delivered in a PDF file directly to the end user's desktop, or via mail, fax or courier.

Functionality/Feature	Yes/No	Comments
4. Ability to link to a local patron file to authenticate and authorize certain categories of users (e.g., faculty) for unmediated document delivery requests	Yes	Institutions may establish *CustomLinks* from the database to various document delivery services. These links would appear as part of the search results, allowing users convenient access to document delivery services. However, authentication from the EBSCO database to the specific document delivery service is a function of the options available from the individual document delivery service. To differentiate between different categories of users, EBSCO utilizes the concept of user groups and profiles. The Michigan eLibrary may create a user group for faculty and customize its document delivery functionality in EBSCO*admin*.
5. Ability to display file size when downloading records and to display number of printed pages when printing records	Yes	When a user selects to print a page, the web browser will clearly indicate the number of pages the article is. If a user saves or emails a PDF, the file will display the file size (i.e., 203 KB)
6. Ability and willingness to provide full-text under password protection to be used for electronic course reserve without additional copyright compliance fees	Yes	Access to full-text course reserve material could be password-protected for limited access. It is permissible for sites to use EBSCO content for electronic reserves, as long as they comply with copyright law, the policy of the subscribing library, and the copyright statement within an individual record. Generally, it is acceptable to use one article per issue and to put it on electronic reserve for only one semester. Using more than one article per issue, or using an article for more than one semester, would require permission from the publisher. Customers may not use content for course packs unless they first get permission from the publisher. Please note, EBSCO has worked with many customers who have used various course management software and co-browsing software without any reported issues.
7. Ability and willingness to allow use of database content for statewide or regional reference service	Yes	All authorized users in the State of Michigan will have access to all the products proposed herein. Remote access for these resources is also permissible.
8. Ability and willingness to interface with Innovative Interfaces ArticleReach software	Yes	EBSCO provides the ability to interface with Innovative Interfaces' *ArticleReach* software. With *CustomLinks*, MeL can set up direct links from search results to the *ArticleReach* software. The III system includes a web-based OPAC that supports linking to the journal level via ISSN.
9. Restrictions on copying, displaying, printing, downloading, emailing, mailing, or archiving of content and multimedia of the database	Yes	EBSCO does not specifically restrict fair use; however, EBSCO also does not have intellectual property rights to the full-text content included in its databases, other than the right to include this content (articles, images, etc.) in its products. The intellectual property rights are controlled by the publisher. As such, users must abide by the Copyright Act of 1976, as well as any contractual restrictions, copyright restrictions or other restrictions provided by publishers, and specified in the products. Users may create printouts of materials retrieved through the databases via online printing, facsimile or electronic mail. Reproduction and distribution of printouts should be for internal/personal use. Content may be used for Interlibrary Loan (ILL) unless ILL is specifically prohibited by the publisher in the copyright

Functionality/Feature	Yes/No	Comments
		statement within an individual record. EBSCO prefers for the content to be faxed rather than provided electronically. It is permissible for sites to use EBSCO*host* content for electronic reserves, as long as they comply with copyright law, the policy of the subscribing library, and the copyright statement within an individual record. Generally, it is acceptable to use one article per issue and to put it on electronic reserve for only one semester. Using more than one article per issue, or using an article for more than one semester, would require permission from the publisher. Customers may not use content for course packs unless they first get permission from the publisher. Please note, EBSCO has worked with many customers who have used various course management software and co-browsing software without any reported issues. EBSCO's copyright statement appears at the end of each HTML full text article and on the last page of the PDF full text in EBSCO's proprietary databases. Users can refer to this for general use guidelines. All users who access the articles in EBSCO's databases must be affiliated with a subscribing institution, whether searching and retrieving articles, or following Persistent Links to articles.

F. Content Formats

Functionality/Feature	Yes	Comments
1. Streaming audio/video	Yes	Database collection(s) provide many types of assets and content including video.
2. Use of plug-ins and embedded Applications	Yes	As a web-based, hosted solution, EBSCO databases are available through any internet-connected device, including computers, tablets and mobile phones. It is compatible with any commonly available browser and operating system. Note that the database is optimally viewed with the following widely available plug-ins: • General requirements: JavaScript, Cookies Enabled, DOM Storage • Screen resolution: 1024 x 768 • Adobe Flash Player 10.0 or later is required to use Text-to-Speech on interfaces in which it is available. • To view PDF images, users must have the Adobe Acrobat Reader software installed on their computers. • EBSCO provides a link for users/administrators to download Adobe Reader on the EBSCO Help support site. • EBSCO recommends the following software to run video clips that a library may choose to provide via EBSCO interfaces: o Windows: Windows 98 and 2000—use Windows Media Player 7.1 or higher o Macintosh: Mac OS X—use Windows Media Player 9 or higher for Mac OS X; Mac Classic OS—use Windows Media Player 7.1 or higher for Mac
3. Use (extent) of embedded multimedia	Yes	See Functionality/Feature 1 above.
4. Compliance with the Americans with	Yes	EBSCO products and interfaces are created with

Functionality/Feature	Yes	Comments
Disabilities Act (ADA).		accessibility standards in mind, taking into account evolving accessibility standards, and proactively addressing issues in each software release. EBSCO invests time and resources to provide all users with access to the company's products, and accessibility is a key consideration among EBSCO's product development strategies. EBSCO product development teams employ enterprise standards based on those used by the U.S. Federal government for technology accessibility for people with disabilities, and web content accessibility guidelines developed by the World Wide Web Consortium (W3C). In addition, EBSCO conducts user research with customers and employs third-party consultancies to periodically test and review the accessibility of EBSCO products. Findings from these efforts inform the EBSCO accessibility roadmap, which is also regularly updated to reflect new and emerging standards. EBSCO commitments to support accessibility include: • Completing annual accessibility audits conducted by a qualified third party; • Testing EBSCO platforms with both JAWS and NVDA; • Conducting usability studies with visually and physically impaired users; and • Working directly with institutions and their users to address their concerns. Notable assistive technology features of EBSCO*host* also include: • Text-to-speech functionality for HTML full-text articles; • Transcripts for videos and audiobooks; • Descriptive page titles and alternate text for meaningful images; • ARIA landmarks to assist users with screen readers; and • Access keys for keyboard-only navigation. Planned enhancements include upgrades to the user interface and content accessibility that improve the experience for users with screen readers and screen magnifiers, as well as those accessing using only a keyboard. Note that while EBSCO is committed to product accessibility, currently EBSCO's proprietary search platforms may not comply with *all* applicable WCAG 2.0 or Section 508 standards.
5. Compliance with the WCAG 2.0 AA standard.	Yes	EBSCO is committed to product accessibility; however, currently EBSCO's proprietary search platforms may not comply with *all* applicable WCAG 2.0 or Section 508 standards. Small known issues have been incorporated into EBSCO's accessibility roadmap, and are actively being worked on to resolve. EBSCO uses all reasonable efforts to be ADA-compliant. EBSCO's VPATs currently indicate level of WCAG 2.0 compliance at the AA level.
6. Mobile device compliant; i.e. smart phones and other mobile devices including Apps for	Yes	As a web-based, hosted solution, EBSCO databases are available through any internet-connected device, including

Functionality/Feature	Yes	Comments
products		computers, tablets, mobile phones and more. The EBSCO*host* interface in March 2018, will feature responsive design to accommodate any screen size, accessible through any commonly available web browser with no need to download any software for access.
7. eReader downloadable capability for periodicals and books	No	N/A
8. Additional software, browser plug-ins, or helper Applications (e.g., Adobe PDF viewer, Flash, media players, etc.) required for accessing product(s).	Yes	As a general practice, whenever possible, EBSCO uses open standard formats that do not require the use of proprietary software. However, while not required, EBSCO's databases are optimally viewed with various widely available, free plug-ins. Note that all recommended plug-ins are available free online, and EBSCO provides users with links to download these plug-ins, where appropriate.
9. Available app or an app that can be developed for resource to access via geo-authentication for Michigan.	Yes	EBSCO supports geo-authentication for Michigan. As a web-based solution, EBSCO products are available through any internet-connected device, including computers, tablets, mobile phones and more. The EBSCO*host* interface will have responsive design by March 2018 to accommodate any screen size, so that the service is accessible through any commonly available web browser, without the need of an app.

G. System Architecture

Functionality/Feature	Yes/No	Comments
1. Web-based, accessible and fully functional via the Internet and viewable using a standard Internet browser for Windows, iOS, and Linux operating systems.	Yes	EBSCO is a web-based, hosted solution, available through any internet-connected device. It is compatible with any commonly available web browser and operating system, with no need to download any software for access. For best results, EBSCO recommends use of the following minimum browser versions, tested and confirmed to support full functionality: • Internet Explorer: 10.0 or later • Firefox: Latest version plus one previous version • Safari: Latest version plus one previous version • Google Chrome: Latest version plus one previous version
2. Are products web-accessible on all types of devices (iOS, Androids, tablets and computers)?	Yes	EBSCO is a web-based, hosted solution, available through any internet-connected device, including computers, tablets and mobile phones (iOS, Android, etc.), and more.
3. Compliance with standard HTML	Yes	EBSCO utilizes standard HTML 5, with fallback compatibility with HTML 4.
4. Availability of Z39.50 interface	No	EBSCO complies with NISO Standard Z39.50 for data exchange. The EBSCO Z39.50 Server is a Version 3-compliant, Z39.50 search and retrieval system. The EBSCO Z39.50 Server supports the INIT, SEARCH, PRESENT, CLOSE and SCAN services. It also supports the BIB-1 attribute set with different specific attributes on a per-database level.

Functionality/Feature	Yes/No	Comments
		EBSCO's records are provided in MARC 21 FORMAT and also SUTRS format for the full text display. The SUTRS record format supports delivery in plain text or HTML. The EBSCO Z39.50 server also supports additional features such as the inclusion of full-text Links in the 856 field of a record.
5. Interoperability with federated search	Yes	Metasearch providers have an option of using HTML, Z39.50 or an XML-based API to provide search functionality. All the major metasearch products work successfully with EBSCO databases.
6. Describe any federated or "discovery" features or functionality in the product(s).	Yes	EBSCO is committed to ensuring the complete discoverability of its content across search platforms, including enhanced compatibility with a library's discovery layer. EBSCO provides metadata for many databases to all popular discovery services in accordance with our Metadata Sharing Policy. This policy details EBSCO's commitment, as a content provider, to work in a collaborative manner with discovery service vendors and to ensure open interaction between library services. With this policy, EBSCO strives to encourage openness and transparency within the discovery service market, and provide the information and support to optimize the research experience for libraries of all types, regardless of the discovery service to which the library subscribes. EBSCO's Policy for Metadata Sharing and Collaboration with Discovery Service Vendors includes: • Metadata from *EBSCO eBooks* (currently representing 1 million+ titles) • Full metadata (and full text where contractually available) from 450+ databases • Metadata from nearly 90 historical digital archives • Support for customers' third party link resolvers, ensuring accurate linking and providing timely information to maintain link integrity • Continued and expanded integration with ILS vendors • Guidelines for further collaboration between EBSCO as a content provider and discovery service vendors EBSCO also offers MARC files for each of its proprietary full-text databases, available for load at the beginning of implementation and continuously updated throughout the life of the contract. These files are available free of charge to customers to download through EBSCO*admin*, the administrative interface. Once a MARC record has been downloaded, it can be easily loaded into any existing library catalog and discovery system, available through any ILS. Using the library's discovery system, users can find a particular journal and then seamlessly link to the database. EBSCO offers its own discovery system, *EBSCO Discovery Service* (EDS), which is a fully hosted, customizable solution designed to increase use of valuable library assets. EDS supports a single search across all library resources including the library catalog, full-text databases, electronic journals, abstract/indexing databases, library archival collections and institutional

Functionality/Feature	Yes/No	Comments
		repositories, and commercial and free e-books. EDS also provides *Smartlinks* and *CustomLinks* to the full text owned by the library. All EBSCO databases will be discoverable in EDS seamlessly.
7. Provision of RSS/XML feed of metadata	Yes	EBSCO provides alerting capabilities using RSS feeds. EBSCO allows RSS functionality for end users for search alerts and journal alerts. RSS-enabled alerts allow users to feed results from the search alerts and journal alerts into their RSS readers and aggregators, as well as their websites.
8. Provision of downloadable MARC records for inclusion in MeLCat	Yes	EBSCO offers MARC files for each of its proprietary full-text databases, available for load at the beginning of implementation and continuously updated throughout the life of the contract. These files are available free of charge to customers to download through EBSCO*admin*, the online administrative interface. Once a library has added records from these files into the library catalog, users can access the library's OPAC to find a particular journal and then seamlessly link to the database. Using Persistent Links technology, the URL is added to the 856 field of the MARC record that will link the user to a list of journals, volumes and issues available from EBSCO databases. The MARC records are either derived from CONSER records supplied by the Library of Congress, or automatically generated by EBSCO, when no CONSER record is available. Records comply with MARC21 and meet industry standards. In addition to the database-specific files that can be downloaded through EBSCO*admin*, EBSCO also provides a customization service for MARC21 Files. This service provides the following features: • A single, merged file can be sent to customers who subscribe to multiple EBSCO databases • Files can be automatically emailed each month • EBSCO will add a reference to the login page on the URL • Proxy server support is available • Customers can elect to receive all 035 fields from original CONSER records • Uniform titles can be added to records • Customers can select the format to be sent (MARC, HTML, tab-delimited, jake or excel) • Custom fields can be added to each MARC record
9. Handling of time-out of users (and whether Participating Libraries may establish customized time-out periods), and the mechanism(s) used for alerting users to new content.	Yes	Some features are session-specific, such as the Folder and Search History, which require timeout settings. Presently, the default session timeout is thirty (30) minutes. However, within EBSCO*admin*, library administrators are able to specify their site's timeout settings from the following options: 15 minutes, 30 minutes, one hour, two hours, four hours or eight hours. Note that if a user is logged into a MyEBSCO*host* account, their folder contents will not expire upon session timeout, including any saved searches, search histories, individual records and alerts. EBSCO offers the following alert options:

Functionality/Feature	Yes/No	Comments
		• Search Alerts and Journal Alerts save valuable research time, and can be set up to provide automatic e-mail notification whenever new search results or journal content become available. • RSS Feeds can also include search or journal alerts, to provide continual and proactive updates in areas of interest. One-step RSS alerts can be set up from EBSCO*host* without signing in to the user's personal account (My EBSCO*host*). For the user that prefers viewing search or journal alerts via an RSS reader, one-step alerts offer a quick and easy way to obtain the alert syndication feed, which can then be copied into an RSS reader. Alternatively, users can save persistent links to a particular search query, results list, journal or journal issue, all of which will provide refreshed data upon selection.
10. The Contractor has a permanent mechanism used to provide direct access to content, such as fixed/durable URLs, use of SISAC Serial Item/Contribution Identify (SICI) codes, etc.	Yes	EBSCO offers a variety of persistent linking options to facilitate saving and sharing of content. This includes the ability to create persistent links that lead to search results, detailed records, journal issues, publications and article full text. Persistent links can also be created to run search alerts, journal alerts and RSS feeds. These links can be embedded in a website, shared with other users, emailed and more. Persistent links can also be added to a Personal Folder for later access and remain active on a permanent basis. As an overview, EBSCO offers persistent linking in the following ways: • For direct access to the publication overview page (e.g., a list of all issues) • For direct access to a specific journal issue or publication • For every individual detailed record (as part of the bibliographic record) • For every search conducted, allowing users to quickly re-run a query • When saving or emailing records, full-text content and search results (persistent links are automatically included) • When sharing records, full-text content and search results to social media, bookmarking websites and other outlets (via the "Share" feature) When users follow an applicable persistent link outside of the EBSCO platform, authentication credentials are sought. Depending on the URL chosen, EBSCO detects the user's IP address and looks to authenticate the user into the account to which it is assigned. If the IP address is not registered, EBSCO will prompt the user for other login information. If a user has valid authentication credentials, registered to the library's account, then the user will be directed to the hyperlinked content. A user who cannot be authenticated is prompted with an error message, indicating that he or she does not have the proper access rights to view the content.

H. Authentication, Security, and Privacy

Functionality/Feature	Yes/No	Comments
1. Access via IP authentication and Geo-IP authentication for remote (out of library) use for optimization of remote user experience.	Yes	EBSCO supports both IP and Geo-IP authentication for remote (out of library) use. IP Address authentication is the traditional method of identifying users requesting access to vendor databases. Users gain access based on their computer or site's IP address (numerical address).
2. Mechanism to provide access with password, digital certificate, or other method.	Yes	EBSCO offers a wide variety of authentication methods to accommodate in-library and remote access needs. This includes authentication by User ID and Password, Referring URL, Cookie Authentication, HTTPS Authentication and more. EBSCO also supports single sign-on through any SAML-compliant identity solution, including OpenAthens, Shibboleth, Ping, Okta and Microsoft ADFS. And, EBSCO interoperates with proxy servers, and requiring no special configuration. Method of authentication can easily be customized at both the individual site and consortium levels. For further details, please refer to **Section H, Funtionality/Feature 8** below.
3. Ability to interface with existing authentication protocol: Michigan driver's license, State of Michigan ID or participating MeLCat library card.	Yes	EBSCO can interface with all of MeL's existing authentication protocols. For example, Patterned ID (CPID) authentication provides access via library card or bar code number. The administrator can decide which characters are significant and compare up to 30 characters if needed. Alternatively, Patron ID (Customer Coordinated) authentication lets you use library or patron card numbers (up to 20 characters) to control access. The library administrator provides EBSCO with a list of IDs that are used to identify users seeking access to databases. Without an ID number, assigned by library staff, a user cannot access EBSCO's interface. Sites can also customize the login prompts and easily delete one user's access without affecting another's.
4. Ability of participating libraries to pass valid users to Contractor's service using various standard authentication mechanisms (e.g., Lightweight Directory Access Protocol (LDAP), Kerberos, etc.).	Yes	EBSCO interoperates with proxy servers. If a proxy server allows HTTP traffic to EBSCO's domain, EBSCO will work with it. However, certain configuration options may need to be enabled that are brand-specific to allow EBSCO's site to function properly. EBSCO will work with MeL on a case-by-case basis as needed. EBSCO is also compatible with Referring URL and embedded User ID/Password authentication methods described by EZproxy. Additionally, EBSCO*host* offers Shibboleth authentication. EBSCO does not support LDAP directly, but does so via SAML 2-compliant identity provider (an industry standard and best practice).
5. Ability to ensure security of information (such as passwords) transmitted between the Library's and Contactor's system.	Yes	EBSCO has a documented Information Security program and policies that follow industry best practices and processes. Note that password storage is not currently encrypted, but is planned as an enhancement.

Functionality/Feature	Yes/No	Comments
6. Use of cookie tracking or similar mechanisms.	Yes	EBSCO uses cookies to maintain state. Cookies can also be used as another means of authentication by a site, if so desired. However, cookies are not required for searching the database. Cookies can be allowed or disallowed through settings in the Internet Options portion of the library's web browser.
7. Protection of individual user privacy.	Yes	The privacy and security of data that relates to customers is of the utmost importance, and EBSCO acknowledges and values the trust and confidence that its customers have placed in it with respect to personal information. The EBSCO Products and Services Privacy Policy is posted on each page of the EBSCO.com website (www.ebsco.com), the EBSCO interface login page, as well as on every page of the user interface (https://www.ebsco.com/company/privacy-policy). Users of EBSCO products are not typically known to EBSCO as individuals. EBSCO will only collect and use personal information when a user voluntarily provides it to EBSCO or when an institution or entity customer provides it in connection with its method of authenticating users for access to products, with the exception of an institution's IP address which may be automatically captured when a user accesses a product. Also, to use some features of EBSCO products or to undertake certain actions, a user must first complete a registration form or provide an email address that will require disclosure of personal information. Such disclosure is strictly voluntary and might include name, email address, telephone number, etc. Under no circumstances will EBSCO sell this information, and will only share it with third-party agents, vendors, contractors, partners or content providers of EBSCO involved in carrying out services if they safeguard this information consistent with the EBSCO Products and Services Privacy Policy. Users may choose to disallow the use of their personal information, as described in the policy. The information that EBSCO retains about customers (as opposed to individual users, outlined above) is exclusively information that relates to purchasing contacts, technical contacts and facilitators of access to the system. Some of this customer information might be construed as personalized information and would also be covered by our Products and Services Privacy Policy. Note that EBSCO takes measures to secure this data, including limited and password-protected access to this information within EBSCO, and security measures at EBSCO physical facilities. Information can also be gathered from the usage of EBSCO products. This would include number of sessions, number of searches, number of articles browsed and usage patterns. EBSCO will not sell or share information with unaffiliated third parties relating to usage patterns except as necessary to enhance the product experience, service the legal agreement between us and the user's employer or affiliated institution under which the user is provided access to our products, to enforce the terms of use, to meet EBSCO's contractual

Functionality/Feature	Yes/No	Comments
		obligations to report aggregated usage data to content providers, or as required by law. EBSCO reserves the right to disclose personal identifying information if it is required to do so by law, or in the good faith belief that disclosure of the information is reasonably necessary to comply with legal process, to respond to claims, or to protect or advance the rights, property, safety, or well-being of the company, its employees, customers or the public. EBSCO will inform the institution about any government requests for data or information it receives, unless EBSCO is prevented from doing so by law enforcement.
8. Authentication methods that are available for authentication users of the service	EBSCO offers a wide variety of authentication methods to accommodate in-library and remote access needs. Method of authentication can easily be customized at both the individual site and consortium levels. Standard methods include authentication by: • IP Address • Patterned IDs • Patron ID Files • Referring URL • User ID and Password • Cookie Authentication • Athens Authentication • Shibboleth Authentication • HTTPS Authentication • Personal User Authentication • Geo-location EBSCO also supports single sign-on through any SAML-compliant identity solution, including OpenAthens, Shibboleth, Ping, Okta and Microsoft ADFS. Additionally, EBSCO interoperates with proxy servers, and requires no special configuration. Sites may select the best method to meet their user-authentication needs, and this can be set up through EBSCO*admin*. These methods can be employed individually or simultaneously, to ensure a well-rounded approach to user authentication, as applicable. EBSCO will work with the Michigan eLibrary to ensure its preferred methods of on-site and remote authentication are integrated.	
9. Authentication methods currently in use by libraries include IP authentication, barcode, user ID/Password.	All methods of supported authentication (i.e., IP Address, Patterned IDs, Patron ID Files, Referring URL, User ID and Password, Cookie Authentication, Athens Authentication, Shibboleth Authentication, HTTPS Authentication, etc.) are considered satisfactory. Note that methods outside of those supported in the EBSCO*admin* module, or any authentication that violates the terms of use (e.g., posting login values or an embedded URL on a non-secure website) are considered unsatisfactory.	

I. System Management, Availability, and Connectivity

Functionality/Feature	Yes/No	Comments
1. Bandwidth required for functionality at all end user levels	Yes	Products are hosted services, and EBSCO*host* supports the bandwidth required for functionality at all end-user levels.
2. Database availability 7 days per week, 24	Yes	EBSCO's end-user services are built on an infrastructure

Functionality/Feature	Yes/No	Comments
hours per day		designed to be available 24 hours a day, 365 days a year. In the unlikely event that EBSCO does require emergency maintenance, EBSCO will make all reasonable efforts to provide at least 48 hours of advanced notice to customers via email as well as an alert on the EBSCO Help support site.
3. System monitoring and measures to prevent disruptions in service in case of system failure, problems with Internet Service Provider, etc.	Yes	EBSCO's experience in delivering online content and management of multiple worldwide redundant data centers ensures 24 hour-a-day and 365 day-a-year availability of its products and services, including all databases and interfaces. The EBSCO Information Services multiple data center approach to hosting applications provides fault tolerance for major disasters that could potentially affect its main locations. The hosting infrastructure within each data center is highly redundant with automated load balancing, fault-tolerant network devices, emergency power generation and Uninterrupted Power Supply (UPS). This redundancy allows EBSCO to perform planned maintenance and upgrades while also facilitating recovery from unplanned disruptions within our targeted Recovery Time Objectives (RTO) for these services that range from 10 minutes to 8 hours, and a Recovery Point Objectives of 24 hours or less. Because of EBSCO's service delivery network architecture, system-wide failure is almost non-existent. Nonetheless, EBSCO has disaster recovery strategies for responding to loss of service or loss of critical resources within a given datacenter. EBSCO implements a Business Continuity Management (BCM) Program that provides a framework to identify potential factors that threaten EBSCO's organization and facilitates the development of strategies to build resilience and capabilities for preventive measures and an effective response. The BCM Program regularly conducts analyses with EBSCO's business, technology, and operational process owners to identify risks, document technology availability requirements (e.g., Recovery Time and Recovery Point Objectives, system dependencies, etc.), and develop mitigating and/or recovery strategies. Those strategies are tested through Table Tops, Event Management exercises and communications tests. This approach, among other things, aligns with Business Continuity Institute (BCI) and Disaster Recovery Institute (DRII) best practices.
4. Tracking of system uptime/downtime for previous year; average and longest system failure in the previous year.	Yes	EBSCO regularly tracks system uptime/downtime. In the last three years, EBSCO*host* has experienced only one unplanned outage; it lasted for 70 minutes.
5. Advance notification measures for scheduled downtime	Yes	While EBSCO operates its service (EBSCO*host*) in a manner that is designed to be available 24/7/365, upgrades and enhancements to all EBSCO products are ongoing. EBSCO reserves the right to plan maintenance that would cause downtime, and schedules major updates to occur at the least disruptive times for customers. Most upgrades and enhancement releases process without any interruption of service, and downtime due to planned

Functionality/Feature	Yes/No	Comments
		maintenance is limited to less than 8 hours per year. To announce and communicate important updates and general release information to customers, EBSCO uses telephone, email and the web (EBSCO Help). Note that online webinars regarding recent updates and forthcoming major enhancements are also frequently made available, as well as special training offerings with major releases. In the unlikely event that EBSCO requires emergency maintenance, EBSCO will also make all reasonable efforts to provide at least 48 hours of advanced notice to customers via email as well as an alert on the Support Site. EBSCO's commitment is to ensure that EBSCO*host* is available 99.9% of the time per year, excluding any planned maintenance. This equates to no more than 8.76 hours per year of unplanned downtime.
6. Capability for querying database servers directly	EBSCO provides access to the EBSCO*host* API to facilitate integration with external interfaces. The EBSCO*host* API is accessible by two different protocols: • REST: An HTTP protocol which uses simple URLs to request data from the EBSCO*host* API. This protocol is much simpler than SOAP. • SOAP: An HTTP protocol which uses XML messaging to request data from the EBSCO*host* API. This protocol is more complicated than REST, but may be easily supported on more platforms.	

J. Response Time. See **Schedule C – Service Level Agreements**.

EBSCOhost is designed to have all pages delivered in an average of 5 seconds or less. Due to variations in network bandwidth and service providers, the Contractor does not guarantee network response time; however, observed response times typically range between 2 and 5 seconds, during peak and off-peak hours.

If the average page response time is greater than 5 seconds for more than 12 consecutive hours, the Contractor will extend the customer's subscription by one day.

K. Technical Support. The Contractor will offer ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools.

1) Technical Support Department

The Technical Support department offers free technical support. Representatives are trained to fully resolve any questions or issues related to EBSCO products. Technical support is offered 24 hours a day, 7 days a week via the following methods:

- Toll-Free Telephone: (800) 758-5995
- Email: support@ebsco.com
- Online: http://support.ebscohost.com/contact/askus.php

The Contractor will generally respond to all technical service requests within 24-48 hours.

2) EBSCO Help Support Site

The EBSCO Help support site (https://help.ebsco.com) offers both general EBSCO and resource-specific troubleshooting documentation. The site provides tools and information needed by users to solve all manner of technical issues on their own. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources. The support site is accessible online 24/7.

L. Other Considerations

Functionality/Feature	Yes/No	Comments
1. Support for database customization	Yes	EBSCO offers a variety of interface customization options at the individual library and consortium levels. Customization and administration is available via EBSCO*admin*, the online administrative module supporting EBSCO solutions. Note there are no additional costs for customization.
2. Regular enhancements provided at no additional charge and any product changes and/or enhancements planned.	Yes	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Example of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis.

1.3. Training

The Contractor will work with the Library to design comprehensive, customized training plans encompassing the specific needs of MeL users. If an interpreter is requested for in-person training, the Contractor will provide an American sign language interpreter at no additional charge to the Library of Michigan

A. The Contractor will provide at least one in-depth hands-on training session for the Michigan eLibrary Team.

B. The Contractor will provide at least 10 two-hour sessions of on-site, hands-on training per year at locations of the State's choice within the State of Michigan. The onsite sessions will be coordinated so that they occur over the course of two separate weeks with dates to be mutually agreed.

C. The Contractor will host a minimum of one live online training session each month (12 annually) and will make streaming recordings for each session available within 30 days of the session.

D. The Contractor will offer regularly scheduled on-demand training on a variety of EBSCO products and interfaces. These sessions are offered via WebEx, with approximately 100 sessions scheduled per month. Users and administrators can sign up to join the live presentation by going to the training site (http://support.ebscohost.com/training). Many of these sessions are also recorded and available 24/7.

1.4. Marketing and Marketing Materials

A. The Contractor's administrative module, EBSO*admin*, will allow the EBSCO*host* interface to be customized and branded at both the consortium and individual library levels. Available branding options include, but are not limited to:

1) General Settings
2) Branding Style
3) Basic Search Page
4) Top Branding (applies to all pages except basic search)
5) Bottom Branding

B. The Contractor will provide MeL branded marketing materials as requested for the database(s)/products making them electronically available as well as providing at least one 8,000 hard copy print run per year for the duration of the contract delivered to the Library of Michigan.

C. The Contractor will provide a variety of promotional materials including, but not limited to, advertisements, flyers, posters, training announcements, email templates, landing pages, bookmarks, monitor toppers, social media templates, and web-based icons.

D. The Contractor will provide a custom Marketing/Promotional program to assist the Library with eMarketing campaigns via social media, email, and other promotional endeavors by creating graphics, charts, slide decks, print literature, videos, etc. for marketing campaigns featuring their resources in MeL.

E. Materials such as flyers, table tents and bookmarks provided as PDFs for the MeL.org or SOM/Library of Michigan website for local libraries to print must pass the Adobe DC (or comparable technology's) Accessibility Full Check process and come back with a clean error report. They must also pass the WCAG 2.0 AA accessibility standards in the electronic tool SiteImprove.

1.5. Documentation

A. The Contractor will provide complete descriptive literature (documentation, support materials, training materials, help sheets, reference guides, etc.), which describe the functionality, options and features of EBSCO*host* and *Explora*, individual databases and interfaces, and their administrative module – EBSCO*admin*. Training materials are available on the EBSCO Help support site: http://help.ebsco.com..

B. All documentation is freely available to end users via the EBSCO Help support site. Materials are provided in HTML or PDF format. Libraries can print an unlimited amount of user documentation.

Support documentation is available online in many non-English languages, including French, Spanish, German, Italian, Portuguese, Chinese, Japanese and many others. These resources are available on EBSCO's Support Site at the following link: https://help.ebsco.com/international.

2. Additional Requirements

2.1. Accessibility.

The Contractor must provide documentation and training materials in both print and digital formats that are accessible to users with disabilities.

A. Print documentation must be made available with clear and accessible fonts, colors and graphics as well as in alternative electronic format. An example of these guidelines can be found at: http://li129-107.members.linode.com/accessibility/design/accessible-print-design/.

1) Alternative electronic formats for training materials created in the Office suite must pass the built-in accessibility check by providing a clean error and warnings report. Tips must be evaluated for seriousness and remediated when requested by the Library of Michigan.

2) Training materials created outside of the Office Suite must still meet guidelines for fonts, color contrast and graphics either by meeting the built-in accessibility guidelines of the services used to create them or adhering to basic good practice guidelines.

B. Webinars must be closed captioned and posted to a publicly-available streaming service or website within 30 days of the live version.

C. Training materials created using Adobe or Microsoft products must pass the built-in accessibility check by

providing a clean error and warnings report. Tips must be evaluated for seriousness and remediated when requested by the Library of Michigan. Currently the State of Michigan uses Adobe DC and the electronic tool, SiteImprove, for accessibility checks but these products may change over time and contractors must make adjustments as necessary to complete Americans with Disabilities Act requirements.

D. Training materials must make a good-faith effort to meet the needs of users with visual, hearing or physical disabilities either by meeting the built-in accessibility guidelines of the services used to create them or adhering to basic good practice guidelines such as providing alt text to all images and closed captioning to video.

2.2. Compliance with Michigan and federal disabilities laws and regulations (Americans with Disabilities Act of 1990,42 U.S.C. 12101 et seq)

A. Contractor must warrant the products or services it will provide under this Contract comply with the accessibility requirements of Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and its implementing regulations set forth at Title 36, Code of Federal Regulations, Part 1194.

B. Contractor shall comply with the Americans with Disabilities Act (ADA) (see https://www.ada.gov/pubs/adastatute08.htm), by supporting assistive software or devices such as large print interfaces, voice-activated input, and alternate keyboard or pointer interfaces in a manner consistent with the Web Content Accessibility Guidelines (WCAG) published by the World Wide Web Consortium's Web Accessibility Initiative, which may be found at http://www.w3.org/WAI/GL/.

C. Contractor must promptly respond to and resolve any complaint regarding accessibility of its products or services.

D. Contractor must indemnify and hold harmless the Library/State of Michigan from any claims arising out of Contractor's failure to comply with the aforesaid requirements.

E. Failure to comply with these requirements shall constitute a material breach of this Contract.

2.3. Discontinued Content/Loss of Rights

Should the Contractor discontinue access to content for whatever reason, the Contractor must provide prior written notice by letter or email to the Library at least ninety (90) calendar days in advance of the content discontinuation, to allow the Library sufficient time to notify users and to make alternative arrangements. The Contractor shall provide a credit of the full amount for the discontinued content, pro-rated for the balance of the contract term. This credit may be in the form of a credit memo applied to the subsequent year's subscription, additional or substitute products or services from the Contractor including the Contractor subcontracting with another vendor in order to continue original content, or cash to be refunded at the option and approval of the Library.

3. Acceptance, Inspection and Testing

All Deliverables must be delivered by October 1, 2018. The subscription period for all databases will be October 1 through September 30.

The Library will consider deliverables as met and accepted if, upon testing within the state and prior to the beginning of the contract (at a time frame to be determined by the Library):

- access to the licensed electronic content is gained immediately (geo-IP authentication, driver's license) and upon simple authentication by the user (provided by Library);
- statistical reports have been configured, tested, and accepted; and
- training and support have been scheduled, tested, and accepted.

4. Staffing

4.1. Key Personnel

The Contractor must appoint at least one individual who will be directly responsible for the day-to-day operations of the MeL Subscription/Databases Contract (Key Personnel). Key Personnel must be specifically assigned to the State account, be knowledgeable on the contractual requirements, and will respond to State

inquiries regarding the Contract Activities. Key Personnel will work with the Library's MeL Coordinator and will be responsible for coordinating any contracted technical and marketing staff to work with the Library as the contract indicates (the "Contractor Representative").

Key Personnel must be available for on-site meetings at the Library at reasonable intervals throughout the contract period.

The State has the right to recommend and approve in writing the initial assignment, as well as any proposed reassignment or replacement, of any Key Personnel. The Contractor must notify the Contract Administrator at least 30 calendar days before removing or assigning any new Key Personnel.

A. Customer Account Specialist (CAS). *Diane Moodie, Senior Customer Account Specialist* will assist with any technical issues, implementation, customization, or support issues that may arise. Support cases may include: delivery of custom reports, modification of library profiles, general questions, help resolving any order issues, activation, invoices or credits, etc.

B. Training Specialist: *Joe Ceterski, Senior Training Specialist (EBSCOhost and Explora Databases); Shana Ashwood, Senior Training Specialist (LearningExpress); and Michigan-Specific Training Specialist, as applicable*. Training specialists will provide custom trainings and opportunities for Michigan eLibrary, as needed. They will field and fulfill training requests, organize online training offerings, conducting online customer training sessions and/or provide on-site training.

C. Marketing Support: *Bonnie Brady-Lucia, Vice President of Marketing Strategy* will direct the Marketing team, which is tasked in part to provide custom marketing programs.

D. Regional Sales Managers: *James Jacobson, Regional Sales Manager (Public & K-12 Libraries) and Patrick Murray, Regional Sales Manager (Academic Libraries)* will be responsible for all initial and ongoing requirements, implementation and training needs, as well as ongoing communications. They will work closely with the Regional Sales Directors and Account Executives, and will be available for on-site visits throughout the year.

E. Account Executives: *Alexandra Pappalimberis, Account Executive (Public & K-12 Libraries) and Karen Hedge, Account Executive (Academic Libraries)* will be the contacts for immediate answers to all non-technical issues related to EBSCO databases. Their primary responsibility is to be accessible to Michigan State Library members for any call-in inquiries, issues or needs concerning EBSCO's products and services. They will work very closely with the outside sales representatives and provide any assistance as needed.

F. Field Sales Leadership: *Timothy Turner, Director of Field Sales (Public & K-12 Libraries); Kirk Powell, Director of Field Sales (Academic Libraries); and Matt Andros, Vice President of Field Sales (Academic, Public & K-12 Libraries)* will oversee all aspects of the sales process for MeL including all product expertise and timely follow up. They will work directly with the Regional Sales Managers and Account Executives in their respective markets to ensure the sales process runs smoothly and efficiently, ensuring complete customer satisfaction. They will also be available to answer any questions a customer might have pertaining to any products, implementations or trainings. They will be available to assist in project implementation and ongoing issues.

G. Inside Sales Leadership: *Stephen Moses, Senior Director of Inside Sales (Public & K-12 Libraries); Mark Balentine, Vice President of Inside Sales (Public & K-12 Libraries); Marc Donnelly, Vice President of Inside Sales (Academic Libraries); and Kheil McIntyre, Chief Financial Officer (LearningExpress)* will oversee the daily operations of MeL's inside sales team, as well as the project in general. They will be available to assist in contract maintenance, project implementation and ongoing issues.

4.2. Customer Service Toll-Free Number

All customer service requests will be routed directly to the CAS at (800) 653-2726 x2626 or dmoodie@ebsco.com. The CAS is available to accept calls Monday through Friday, 9:00 a.m. to 5:00 p.m. (EST/EDT).

4.3. Disclosure of Subcontractors

Subcontractors will not be utilized for this Contract.

5. Meetings

The State may request a kick-off meeting with the Contractor within thirty (30) days of the Effective Date of the Contract. The State may request other meetings as it deems appropriate. The Contractor must attend meetings requested by the State.

6. Reporting

Reports will be available to administrators at both the individual library and consortia levels. Reports can be broken down by institution, library type and more, as preferred.

Reports can be generated online at any time or may be scheduled to run at regular intervals and retrieved through the interface or emailed to designated staff. They can also be exported. Formats include MS Excel and Tab-Delimited.

Data is available by month and year, for the current year plus the previous two years. The Contractor will provide usage reports on a monthly and/or quarterly schedule, as requested by the Michigan eLibrary.

Available statistics vary per database and interface. See **Schedule D – Management and Statistical Usage Reports.**

7. Pricing

7.1. Price Schedule

See **Schedule E – Pricing Matrix**.

7.2. Price Term

Pricing is firm for the term of the Contract period ending September 30, 2021. Adjustments may be requested, in writing, by either party at the time a renewal option is requested.

7.3. Price Changes

Adjustments will be based on changes in actual Contractor costs. Any request must be supported by written evidence documenting the change in costs. The State may consider sources, such as the Consumer Price Index; Producer Price Index; other pricing indices as needed; economic and industry data; manufacturer or supplier letters noting the increase in pricing; and any other data the State deems relevant.

Following the presentation of supporting documentation, both parties will have 30 days to review the information and prepare a written response. If the review reveals no need for modifications, pricing will remain unchanged unless mutually agreed to by the parties. If the review reveals that changes are needed, both parties will negotiate such changes, for no longer than 30 days, unless extended by mutual agreement.

The Contractor remains responsible for Contract Activities at the current price for all orders received before the mutual execution of a Change Notice indicating the start date of the new Pricing Period.

8. Ordering

The appropriate authorizing document for the Contract will be a Delivery Order (DO) document issued by the Department of Education.

9. Invoice and Payment

9.1. Invoice Requirements

All invoices submitted to the State must include: (a) date; (b) Delivery Order number; (c) quantity; (d) description of the Contract Activities; (e) unit price; and (f) total price.

9.2. Payment Terms and Methods

Payment terms are Net 45 Days. The State will make payment for Contract Activities by Electronic Funds Transfer (EFT).

STATE OF MICHIGAN

Contract 180000001189
Content/Database Subscriptions – for Library of Michigan

SCHEDULE B – Content Description Matrix

Database name	***Academic Search Complete***
Subject(s) covered	• Animal science • Anthropology • Astronomy • Biology • Chemistry • Engineering • Ethnic and multicultural studies • General science • Geography • Geology • Law • Mathematics • Music • Pharmaceutical sciences • Physics • Psychology • Religion and philosophy • Science and technology • Veterinary science • Women's studies • Zoology
Year(s) covered	1887 to present
Number of periodical titles indexed	Total Titles Indexed: 17,133 Total Full-Text Titles: 8,916
Percentage of full text titles without images—i.e. text only	.22%
Percentage and format(s) of full text titles with images	99.78% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	4.98%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several

	channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many	Total Number of Titles Indexed: 17,133 Cover-to-Cover Indexed: 100% Priority Titles: 0%

are cover-to- cover and how many are selective)	Selective Titles: 0%
Percentage of full text titles currently in production	72.89%
Percentage of full text titles that have been discontinued	27.11%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 70.93% Ongoing Coverage and 3 Months or Less Embargo: 0.35% Ongoing Coverage and 4 to 6 Month Embargo: 0.74% Ongoing Coverage and 7 to 12 Month Embargo: 17.05% Ongoing Coverage and 13 Months or More Embargo: 10.92%
Percentage of peer reviewed titles	89.28%
Percentage of Non-US full text publications	73.15%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Academic Search Complete* is available via the traditional EBSCO*host* platform and interface. Please refer to Schedule D – *Academic Search Complete* for a detailed overview of each platform and interface.

Database name	***AGRICOLA***
Subject(s) covered	• Animal and veterinary sciences • Entomology • Plant sciences • Forestry • Aquaculture and fisheries • Farming and farming systems • Agricultural economics • Extension and education
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Monthly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers

	may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.

Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *AGRICOLA* is available via the traditional EBSCO*host* platform. Please refer to **Schedule D – *AGRICOLA*** for a detailed overview of each platform and interface.

Database name	***Alt HealthWatch***
Subject(s) covered	• Acupuncture • Aromatherapy • Body work • Childbirth • Chinese medicine • Chiropractic • Creative therapies • Cross-cultural therapies • Energy medicine • Herbalism • Homeopathy • Mind-body medicine • Naturopathy • Nutrition • Osteopathy
Year(s) covered	1884 to present
Number of periodical titles indexed	Total Titles Indexed: 199 Total Full-Text Titles: 186
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Weekly

Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the

	content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 199 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	33.33%
Percentage of full text titles that have been discontinued	66.67%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 95.16% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 1.61% Ongoing Coverage and 13 Months or More Embargo: 3.23%
Percentage of peer reviewed titles	31.16%
Percentage of Non-US full text publications	19.89%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *AltHealthWatch* is available via the traditional EBSCO*host* platform and interface. Please refer to Schedule D – *AltHealthWatch* for a detailed overview of each platform and interface.

Database name	***Applied Science & Technology Source***
Subject(s) covered	• Acoustics • Aeronautics • Applied mathematics • Artificial intelligence • Chemistry • Communication and information technology • Computer databases and software • Computer theory and systems • Energy resources and research • Engineering and biomedical materials • Engineering disciplines • Food and food industry • Geology • Machinery • Marine technology • Metallurgy • Mineralogy • Neural networks • New technologies • Optical and neural computing • Plastics • Robotics • Solid state technology • Space science • Textile industry and fabrics

Year(s) covered	1909 to present
Number of periodical titles indexed	Total Titles Indexed: 3,692 Total Full-Text Titles: 1,260
Percentage of full text titles without images—i.e. text only	2.38%
Percentage and format(s) of full text titles with images	97.62% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	1.57%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include:

	• Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 2,222 Cover-to-Cover Indexed: 60.18% Priority Titles: 39.38% Selective Titles: .43%
Percentage of full text titles currently in production	68.25%
Percentage of full text titles that have been discontinued	31.75%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 74.42% Ongoing Coverage and 3 Months or Less Embargo: .58% Ongoing Coverage and 4 to 6 Month Embargo: .23% Ongoing Coverage and 7 to 12 Month Embargo: 19.42% Ongoing Coverage and 13 Months or More Embargo: 5.35%
Percentage of peer reviewed titles	55.01%
Percentage of Non-US full text publications	61.75%%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Applied Science & Technology Source* available via the traditional EBSCO*host* platform and interface. Please refer to Schedule D – *Applied Science & Technology Source* for a detailed overview of each platform and interface.

Database name	***Art & Architecture Source***
Subject(s) covered	• Advertising art • Antiques • Archaeology • Architecture and architectural history • Art history • Contemporary art • Costume design • Crafts • Decorative arts • Folk art

	• Graphic arts • Industrial design • Interior design • Landscape architecture • Motion pictures • Museology • Non-western art • Painting • Photography • Pottery • Printmaking • Sculpture • Television • Textiles • Video
Year(s) covered	1914 to present
Number of periodical titles indexed	Total Titles Indexed: 1,608 Total Full-Text Titles: 781
Percentage of full text titles without images—i.e. text only	8.45%
Percentage and format(s) of full text titles with images	91.55% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	5.10%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
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	Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
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Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 1,107 Cover-to-Cover Indexed: 68.84% Priority Titles: 31.16% Selective Titles: 0%
Percentage of full text titles currently in production	74.65%
Percentage of full text titles that have been discontinued	25.35%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 85.25% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: .34% Ongoing Coverage and 7 to 12 Month Embargo: 9.26% Ongoing Coverage and 13 Months or More Embargo: 5.15%
Percentage of peer reviewed titles	48.51%
Percentage of Non-US full text publications	58%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Art & Architecture Source e* available via the traditional EBSCO*host* platform and interface. Please refer to Schedule D – *Art*

reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	*& Architecture Source* for a detailed overview of each platform and interface.

Database name	***Associates Programs Source***
Subject(s) covered	• Alcohol and drug abuse counseling Biotechnology • Computer and data processing • Cosmetology • Culinary arts • Electrical technology • Fashion design • Fire science • Forensics • Graphic design • Health information technology • Interior design • Law enforcement and criminal justice • Travel and tourism • Veterinary assisting
Year(s) covered	1888 to present
Number of periodical titles indexed	**Total Titles Indexed:** 1,097 **Total Full-Text Titles:** 959
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	.09%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
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	both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
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Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 1,097 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	53.91%
Percentage of full text titles that have been discontinued	46.09%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 93.04% Ongoing Coverage and 3 Months or Less Embargo: 3.68% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 1.35% Ongoing Coverage and 13 Months or More Embargo: 1.93%
Percentage of peer reviewed titles	9.85%
Percentage of Non-US full text publications	18.87%

Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Associates Programs Source* available via the traditional EBSCO*host* platform and interface. Please refer to **Schedule D – *Associates Programs Source*** for a detailed overview of each platform and interface.

Database name	***AutoMate***
Subject(s) covered	• Service and repair procedure • Wiring diagrams • Technical service bulletins and recalls • Maintenance schedules • Specifications • Diagnostic trouble codes • Labor estimates • Parts pricing • Component locations
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Weekly
Procedures used for advance notification of database changes	N/A
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by

	detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	AutoMate does not anticipate any changes over the contract period.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *AutoMate* is available via its own database-specific interface. Please refer to Schedule D – *AutoMate* for a detailed overview of each platform and interface.

Database name	***Biography Reference Center***
Subject(s) covered	• Activists and Reformers • Actors • African Americans • Arab World Protests • Artists • Asian Americans • Athletes • Authors • Business Leaders • Canadians • Classic History: Greeks & Romans • Current World Leaders • Explorers • First Ladies • Hispanic/Latino Americans • Historical Figures • Inventors • Jewish Americans • Journalists • LGBT Notables

	• Musicians • Native Americans • Nobel Peace Prize Laureates • Obama Administration • Politicians • Presidents of the United States • Religious Leaders • Royalty • Scientists • Television Personalities • U.S. Civil War • Vice Presidents of the United States • Women • World War I • World War II
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u>

	MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Biography Reference Center* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *Biography Reference Center* for a detailed overview of each platform and interface.

Database name	*Business Book Summaries*
Subject(s) covered	• Business biographies • Business strategy • Change management • Communication • Customer focus • Diversity • Economics and finance • Entrepreneurship • Global business • Health care • Human resources • Innovation • Leadership • Leadership development • Major works • Management • Marketing • Personal growth • Productivity • Relationships • Social responsibility • Teams • Technology
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Monthly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week.

	EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A

Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Business Book Summaries* is available via the traditional EBSCO*host* platform and interface and its own database-specific interface. Please refer to Schedule D – *Business Book Summaries* for a detailed overview of each platform and interface.

Database name	***Caribbean Search***
Subject(s) covered	• Caribbean cultural studies • Caribbean history • Caribbean geographic regions
Year(s) covered	1964 to present
Number of periodical titles indexed	Total Titles Indexed: 144 Total Full-Text Titles: 129
Percentage of full text titles without images—i.e. text only	7.75
Percentage and format(s) of full text titles with images	92.25% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	13.89
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers.

	Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 144 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	70.54%
Percentage of full text titles that have been discontinued	29.46%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 93.41% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 1.10% Ongoing Coverage and 7 to 12 Month Embargo: 3.30% Ongoing Coverage and 13 Months or More Embargo: 2.20%
Percentage of peer reviewed titles	59.03%
Percentage of Non-US full text publications	75.97%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Caribbean Search* is available via the traditional EBSCO*host* platform and interface and the *Explora* interface designed

reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	for public library and school users. Please refer to Schedule D – *Caribbean Search* for a detailed overview of each platform and interface.

Database name	***Central & Eastern European Academic Source***
Subject(s) covered	• Business and economics • Medical sciences • Political sciences • Law • Library and information sciences • Literature • Linguistics • History • Sociology
Year(s) covered	1963 to present
Number of periodical titles indexed	Total Titles Indexed: 595 Total Full-Text Titles: 574
Percentage of full text titles without images—i.e. text only	1.51%
Percentage and format(s) of full text titles with images	98.43% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	16.30%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers.

	Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 595 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	83.45%
Percentage of full text titles that have been discontinued	16.55%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 97.49% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: .63% Ongoing Coverage and 7 to 12 Month Embargo: 1.46% Ongoing Coverage and 13 Months or More Embargo: .42%
Percentage of peer reviewed titles	94.62%
Percentage of Non-US full text publications	97.21%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Central & Eastern European Academic Source* is available via the traditional EBSCO*host* platform. Please refer to Schedule D –

reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	*Central & Eastern European Academic Source* for a detailed overview of each platform and interface.

Database name	***Consumer Health Complete***
Subject(s) covered	• Business and economics • Medical sciences • Political sciences • Law • Library and information sciences • Literature • Linguistics • History • Sociology
Year(s) covered	1980 to present
Number of periodical titles indexed	Total Titles Indexed: 591 Total Full-Text Titles: 510
Percentage of full text titles without images—i.e. text only	.39%
Percentage and format(s) of full text titles with images	99.61% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	.34%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers.

	Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 591 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	68.24%
Percentage of full text titles that have been discontinued	31.76%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 58.33% Ongoing Coverage and 3 Months or Less Embargo: .29% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 22.70% Ongoing Coverage and 13 Months or More Embargo: 18.68%
Percentage of peer reviewed titles	67.01%
Percentage of Non-US full text publications	48.63%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Consumer Health Complete* is available via the traditional EBSCO*host* platform and its own database-specific interface. Please

reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	refer to Schedule D – *Consumer Health Complete* for a detailed overview of each platform and interface.

Database name	***Consumer Health Information***
Subject(s) covered	• Aging • Cancer • Diabetes • Drugs and alcohol • Fitness • Nutrition and dietetics
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Monthly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to

	provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Consumer Health Information* is available via the traditional EBSCO*host* platform and interface and its own database-specific interface. Please refer to Schedule D – *Consumer Health Information* for a detailed overview of each platform and interface.

Database name	***eBook Academic Collection***

Subject(s) covered	• Art • Business and economics • Education • Language arts and discipline • Literary criticism • Medical • Performing arts • Philosophy • Poetry • Political science • Religion • Social science • Technology and engineering
Year(s) covered	1880 to current
Number of periodical titles indexed	172,325 full-text titles
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	2.77%
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important

	accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, eBook Academic Collection is available via the traditional EBSCO*host* platform, *Explora* interface designed for public library and school users and its own database-specific interface. Please refer to Schedule D – eBook Academic Collection for a detailed overview of each platform and interface.

Database name	***eBook Business Collection***

Subject(s) covered	• Business and economics • Marketing • Finance • Supply chain management • Entrepreneurship
Year(s) covered	1960 to current
Number of periodical titles indexed	17,751 full-text titles
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	.02%
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services.

	Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, eBook Business Collection is available via the traditional EBSCO*host* platform, *Explora* interface designed for public library and school users and its own database-specific interface. Please refer to Schedule D – eBook Business Collection for a detailed overview of each platform and interface.

Database name	***eBook High School Collection***
Subject(s) covered	• History • Language • Literature • Science and technology • Classic literary works • History • General Reference • Academic subject

Year(s) covered	1790 to current
Number of periodical titles indexed	9,819 full-text titles
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	.05%
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • <u>Google authentication</u> – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same

	Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, eBook High School Collection is available via the traditional EBSCO*host* platform, *Explora* interface designed for public library and school users and its own database-specific interface. Please refer to Schedule D – eBook High School Collection for a detailed overview of each platform and interface.

Database name	***eBook High School Collection***
Subject(s) covered	• History • Language • Literature • Science and technology • Classic literary works • History • General Reference • Academic subject
Year(s) covered	1790 to current
Number of periodical titles indexed	9,819 full-text titles

Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	.05%
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content

	accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, eBook High School Collection is available via the traditional EBSCO*host* platform, *Explora* interface designed for public library and school users and its own database-specific interface. Please refer to Schedule D – eBook High School Collection for a detailed overview of each platform and interface.

Database name	***eBook K-8 Collection***
Subject(s) covered	• General subjects • Art • Math • Social Studies • History • Science
Year(s) covered	1986 to current
Number of periodical titles indexed	12,452 full-text titles
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language	1.01%

materials	
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.

Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, eBook K-8 Collection is available via the traditional EBSCO*host* platform, *Explora* interface designed for public library and school users and its own database-specific interface. Please refer to Schedule D – eBook K-8 Collection for a detailed overview of each platform and interface.

Database name	***eBook Public Library Collection***
Subject(s) covered	• Self-help • Health and fitness • Games • Crafts and hobbies • Medical • Cooking • Religion • Leisure • Geography • Commerce • Finance • Family • Marriage • Women • Folklore • Social and public welfare • Home economics
Year(s) covered	1800 to current
Number of periodical titles indexed	44,459 full-text titles
Percentage of full text titles without images—i.e. text only	N/A

Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	3.69%
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new

	deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, eBook Public Library Collection is available via the traditional EBSCO*host* platform, *Explora* interface designed for public library and school users and its own database-specific interface. Please refer to Schedule D – Public Library Collection for a detailed overview of each platform and interface.

Database name	***Education Source***
Subject(s) covered	• All levels of education • Early childhood education • Higher education • Educational specialties • Multilingual education • Health education • Testing
Year(s) covered	1880 to present
Number of periodical titles indexed	Total Titles Indexed: 3,587 Total Full-Text Titles: 2,018
Percentage of full text titles without images—i.e. text only	3.91%
Percentage and format(s) of full text titles with images	96.09% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language	3.07%

materials	
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.

Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 2,959 Cover-to-Cover Indexed: 82.49% Priority Titles: 17.51% Selective Titles: 0%
Percentage of full text titles currently in production	74.23%
Percentage of full text titles that have been discontinued	25.77%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 78.57% Ongoing Coverage and 3 Months or Less Embargo: .13% Ongoing Coverage and 4 to 6 Month Embargo: .53% Ongoing Coverage and 7 to 12 Month Embargo: 11.21% Ongoing Coverage and 13 Months or More Embargo: 9.55%
Percentage of peer reviewed titles	74.57%
Percentage of Non-US full text publications	53.82%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Education Source* is available via the traditional EBSCO*host* platform. Please refer to Schedule D – *Education Source* for a detailed overview of each platform and interface.

Database name	***Environment Complete***
Subject(s) covered	• Agriculture • Ecosystem ecology • Energy • Environmental law • Environmental technology • Geography • Marine and freshwater science • Natural resources • Pollution and waste management • Public policy • Renewable energy sources • Social impacts • Urban planning
Year(s) covered	1888 to present
Number of periodical titles indexed	Total Titles Indexed: 2,194 Total Full-Text Titles: 1,058
Percentage of full text titles without images—i.e. text only	1.32%
Percentage and format(s) of full text titles with images	98.68%

	Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	1.91%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new

	deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 1,911 Cover-to-Cover Indexed: 87.10% Priority Titles: 12.90% Selective Titles: 0%
Percentage of full text titles currently in production	77.889%
Percentage of full text titles that have been discontinued	22.12%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 58.37% Ongoing Coverage and 3 Months or Less Embargo: .49% Ongoing Coverage and 4 to 6 Month Embargo: 1.58% Ongoing Coverage and 7 to 12 Month Embargo: 30.10% Ongoing Coverage and 13 Months or More Embargo: 9.47%
Percentage of peer reviewed titles	75.71%
Percentage of Non-US full text publications	71.64%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Environment Complete* is available via the traditional EBSCO*host* platform. Please refer to Schedule D – *Environment Complete* for a detailed overview of each platform and interface.

Database name	***ERIC (Education Resources Information Center)***
Subject(s) covered	• Education Research
Year(s) covered	1966 to present
Number of periodical titles indexed	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Percentage of full text titles without images—i.e. text only	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Percentage and format(s) of full text titles with images	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Percentage of non-English language materials	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Updating frequency	Monthly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title

	change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any

	contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Percentage of full text titles currently in production	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Percentage of full text titles that have been discontinued	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Percentage of peer reviewed titles	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Percentage of Non-US full text publications	N/A – *ERIC* is a third-party database; this information is not maintained by EBSCO.
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *ERIC* is available via the traditional EBSCO*host* platform and interface and its own database-specific interface. Please refer to Schedule D – *ERIC* for a detailed overview of each platform and interface.

Database name	***Health Source: Consumer Edition***
Subject(s) covered	• Fitness • Nutrition • Diabetes • Diseases • Aging • Women's health • Children's health • General health
Year(s) covered	1984 to present
Number of periodical titles indexed	Total Titles Indexed: 105 Total Full-Text Titles: 79
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a

	password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content

	accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 105 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	54.43%
Percentage of full text titles that have been discontinued	45.57%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 100% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 0%
Percentage of peer reviewed titles	14.29%
Percentage of Non-US full text publications	2.53%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Health Source: Consumer Edition* is available via the traditional EBSCO*host* platform and the *Explora* interface designed for public library and school users. Please refer to Schedule D – *Health Source: Consumer Edition* for a detailed overview of each platform and interface.

Database name	***Health Source: Nursing/Academic Edition***
Subject(s) covered	• Nursing and allied health topics • Pediatric nursing • Critical care • Mental health • Nursing management • Medical law
Year(s) covered	1952 to present

Number of periodical titles indexed	Total Titles Indexed: 831 Total Full-Text Titles: 331
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same

	Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 831 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	58.61%
Percentage of full text titles that have been discontinued	41.39%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 48.97% Ongoing Coverage and 3 Months or Less Embargo: .52% Ongoing Coverage and 4 to 6 Month Embargo: .52% Ongoing Coverage and 7 to 12 Month Embargo: 17.01% Ongoing Coverage and 13 Months or More Embargo: 32.99%
Percentage of peer reviewed titles	89.89%
Percentage of Non-US full text publications	52.27%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Health Source: Nursing/Academic Edition* is available via the traditional EBSCO*host* platform. Please refer to Schedule D – *Health Source: Nursing/Academic Edition* for a detailed overview of each platform and interface.

Database name	***History Reference Center***
Subject(s) covered	• U.S History • World History • Historical figures • Historical photos, images, maps and videos
Year(s) covered	1922 to present
Number of periodical titles indexed	Total Titles Indexed: 152 Total Full-Text Titles: 147
Percentage of full text titles without images—i.e. text only	0%

Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and

	screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 152 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	76.87%
Percentage of full text titles that have been discontinued	23.13%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 48.67% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 1.77% Ongoing Coverage and 7 to 12 Month Embargo: 32.74% Ongoing Coverage and 13 Months or More Embargo: 16.81%
Percentage of peer reviewed titles	71.71%
Percentage of Non-US full text publications	63.95%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *History Reference Center* is available via the traditional EBSCO*host* platform, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *History Reference Center* for a detailed overview of each platform and interface.

Database name	***Hobbies & Crafts Reference Center***
Subject(s) covered	• Arts and crafts • Collecting • Home and garden • Indoor recreation • Kids' crafts • Model building • Needlecrafts and textiles • Outdoor recreation • Performing arts • Science and technology • Scrapbooking and papercrafts
Year(s) covered	1990 to present
Number of periodical titles indexed	Total Titles Indexed: 321 Total Full-Text Titles: 320

Percentage of full text titles without images—i.e. text only	2.50
Percentage and format(s) of full text titles with images	97.50% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	.31%
Updating frequency	Twice Monthly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • <u>Google authentication</u> – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • <u>Updated citations</u> – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.).

	• Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 321 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	63.44%
Percentage of full text titles that have been discontinued	36.56%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 100% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 0%
Percentage of peer reviewed titles	1.56%
Percentage of Non-US full text publications	15.31%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Hobbies & Crafts Reference Center* is available via the traditional EBSCO*host* platform and its own database-specific interface. Please refer to Schedule D – *Hobbies & Crafts Reference Center* for a detailed overview of each platform and interface.

Database name	***Home Improvement Reference Center***
Subject(s) covered	• Maintenance • Remodeling • Electrical work • Decorating home and garden • Outdoor improvements • Plumbing • Wood projects
Year(s) covered	1992 to present
Number of periodical titles indexed	Total Titles Indexed: 49 Total Full-Text Titles: 49
Percentage of full text titles without images—i.e. text only	2.04%

Percentage and format(s) of full text titles with images	97.96% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Twice Monthly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and

	screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 49 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	28.57%
Percentage of full text titles that have been discontinued	71.43%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 100% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 0%
Percentage of peer reviewed titles	0%
Percentage of Non-US full text publications	93.88%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Home Improvement Reference Center* is available via the traditional EBSCO*host* platform and its own database-specific interface. Please refer to Schedule D – *Home Improvement Reference Center* for a detailed overview of each platform and interface.

Database name	***Humanities Source***
Subject(s) covered	• Archaeology • Area studies • Art • Classical studies • Communications • Dance • Film • Folklore • Gender studies • History • Journalism • Linguistics • Literary and social criticism • Literature • Music • Performing arts

	• Philosophy • Religion and theology
Year(s) covered	1990 to present
Number of periodical titles indexed	Total Titles Indexed: 3,079 Total Full-Text Titles: 1,468
Percentage of full text titles without images—i.e. text only	.95%
Percentage and format(s) of full text titles with images	99.05% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	3.25%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of

	service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 2,557 Cover-to-Cover Indexed: 83.05% Priority Titles: 14.75% Selective Titles: 2.21%
Percentage of full text titles currently in production	23.64%
Percentage of full text titles that have been discontinued	71.90%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 71.90% Ongoing Coverage and 3 Months or Less Embargo: .71% Ongoing Coverage and 4 to 6 Month Embargo: .71% Ongoing Coverage and 7 to 12 Month Embargo: 15.70% Ongoing Coverage and 13 Months or More Embargo: 10.97%
Percentage of peer reviewed titles	73.30%
Percentage of Non-US full text publications	53.75%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Humanities Source* is available via the traditional EBSCO*host* platform. Please refer to Schedule D – *Humanities Source* for a detailed overview of each platform and interface.

Database name	***Jewish Studies Source***
Subject(s) covered	• Judaism • Jewish heritage • Jewish history • Mysticism • Kabbalah • Jewish philosophy

Year(s) covered	1946 to present
Number of periodical titles indexed	Total Titles Indexed: 194 Total Full-Text Titles: 183
Percentage of full text titles without images—i.e. text only	3.83%
Percentage and format(s) of full text titles with images	96.17% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	7.22%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include:

	• Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 194 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	25.14%
Percentage of full text titles that have been discontinued	75.91%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 75.91% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 12.41% Ongoing Coverage and 13 Months or More Embargo: 11.68%
Percentage of peer reviewed titles	69.59%
Percentage of Non-US full text publications	54.10%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Jewish Studies Source* is available via the traditional EBSCO*host* platform. Please refer to Schedule D – *Jewish Studies Source* for a detailed overview of each platform and interface.

Database name	***LearningExpress - Computer Skills Center***
Main Subject(s) covered	• Commonly used software applications (Microsoft Access, Excel, OneDrive, Outlook, PowerPoint, Project, SharePoint, Visio, and Word) • Computer and Internet basics • Computer Graphics and Illustration • Understanding Operating Systems
Year(s) covered	All content is current and in sync with new releases and updated quarterly.
Number of periodical titles indexed	Not applicable. However, the following resource provides more than 95 computer courses for end-users.

Percentage of full text titles without images—i.e. text only	Not applicable.
Percentage and format(s) of full text titles with images	Not applicable.
Percentage of non-English language materials	0
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For LearningExpress products, the content of all tests, tutorials, and e-books is monitored on an ongoing basis to ensure currency and accuracy. Publicly available information on all standardized tests is reviewed throughout the year, and modeled tests are revised to reflect official changes. On a quarterly basis, new tests, tutorials, and e-books are added to LearningExpress resources. Any products requiring updates or complete revisions are released on this same quarterly basis. Minor revisions or corrections to tests, tutorials or e-books are made on an ongoing basis. Regarding notification procedures, EBSCO uses telephone, email and the web (EBSCO Support Site) to announce and communicate important technical updates and general release information to customers. In addition, LearningExpress system modifications that have an impact on the user interface and functionality of the LearningExpress platforms are displayed as a message on that platform. Upgrades and enhancements to all EBSCO products are ongoing, and EBSCO schedules major upgrades to occur at the least disruptive times for customers. Most upgrades and enhancement releases process without any interruption of service. EBSCO's end-user services are built on an infrastructure designed to be available 24 hours a day, 365 days a year. In the unlikely event that EBSCO does require emergency maintenance, EBSCO will make all reasonable efforts to provide at least 48 hours of advanced notice to customers via email as well as an alert on the Support Site.
Procedures used for problem resolution	While LearningExpress products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.

Changes anticipated over the contract period	On February 14, 2018, LearningExpress launched a new user interface for all its platforms. This enhanced interface is the result of extensive research and instructional and design work. It allows library accounts to have simultaneous access to multiple LearningExpress products on an integrated interface. It is designed to more clearly display content and allow users to more quickly and intuitively find the resources they need. Over the next months, more aspects of the site will be modified and redesigned in this new interface. Examples of features on EBSCO's roadmap for the next 12 months include: • Enhancements to librarian resources, including customizing collateral and simplifying MARC record download • Enhanced end-user dashboard and interface for users for their "My Center" profile
Scope of license agreement with content owner (include type of agreement and length of agreement)	Not applicable. Leading educators and industry experts develop all LearningExpress materials, and are proprietary to LearningExpress.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Not applicable.
Percentage of full text titles currently in production	Not applicable.
Percentage of full text titles that have been discontinued	Not applicable.
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Not applicable.
Percentage of peer reviewed titles	Not applicable.
Percentage of Non-US full text publications	Not applicable.
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	From within LearningExpress Library, searches are available for all Centers or may be limited to one particular Center. The search tool suggests likely matches to complete the user-entered search parameters or the user may specify their own keywords and titles for subject or title of resource. A keyword search is available from any page of LearningExpress Library to search Centers, which are organized with topical resources of interest to a particular subcategory. Once in a Center, users can limit the search to a format type to find eBooks, Tests, or Tutorials. LearningExpress does not provide filter criteria of reading levels, or audience level, unless it is within in the resource title, i.e. fourth grade math.

Database name	***LearningExpress - Job & Career Accelerator***
Main Subject(s) covered	• Job and internship search • College finder • Skills and interest assessments • Occupation explorer • Occupational matcher • Resume and letter builders • Interview guidance • Secure personalized dashboard
Year(s) covered	All content is current and in sync with new releases and updated quarterly.
Number of periodical titles indexed	Not applicable. However, the following resource provides more than 240 articles, 22 ebooks and several tutorials.

Percentage of full text titles without images—i.e. text only	Not applicable.
Percentage and format(s) of full text titles with images	Not applicable.
Percentage of non-English language materials	0
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For LearningExpress products, the content of all tests, tutorials, and e-books is monitored on an ongoing basis to ensure currency and accuracy. Publicly available information on all standardized tests is reviewed throughout the year, and modeled tests are revised to reflect official changes. On a quarterly basis, new tests, tutorials, and e-books are added to LearningExpress resources. Any products requiring updates or complete revisions are released on this same quarterly basis. Minor revisions or corrections to tests, tutorials or e-books are made on an ongoing basis. Regarding notification procedures, EBSCO uses telephone, email and the web (EBSCO Support Site) to announce and communicate important technical updates and general release information to customers. In addition, LearningExpress system modifications that have an impact on the user interface and functionality of the LearningExpress platforms are displayed as a message on that platform. Upgrades and enhancements to all EBSCO products are ongoing, and EBSCO schedules major upgrades to occur at the least disruptive times for customers. Most upgrades and enhancement releases process without any interruption of service. EBSCO's end-user services are built on an infrastructure designed to be available 24 hours a day, 365 days a year. In the unlikely event that EBSCO does require emergency maintenance, EBSCO will make all reasonable efforts to provide at least 48 hours of advanced notice to customers via email as well as an alert on the Support Site.
Procedures used for problem resolution	While LearningExpress products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.

Changes anticipated over the contract period	On February 14, 2018, LearningExpress launched a new user interface for all its platforms. This enhanced interface is the result of extensive research and instructional and design work. It allows library accounts to have simultaneous access to multiple LearningExpress products on an integrated interface. It is designed to more clearly display content and allow users to more quickly and intuitively find the resources they need. Over the next months, more aspects of the site will be modified and redesigned in this new interface. Examples of features on EBSCO's roadmap for the next 12 months include: • Enhancements to librarian resources, including customizing collateral and simplifying MARC record download • Enhanced end-user dashboard and interface for users for their "My Center" profile
Scope of license agreement with content owner (include type of agreement and length of agreement)	Not applicable. Leading educators and industry experts develop all LearningExpress materials, and are proprietary to LearningExpress.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Not applicable.
Percentage of full text titles currently in production	Not applicable.
Percentage of full text titles that have been discontinued	Not applicable.
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Not applicable.
Percentage of peer reviewed titles	Not applicable.
Percentage of Non-US full text publications	Not applicable.
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	From within LearningExpress Library, searches are available for all Centers or may be limited to one particular Center. The search tool suggests likely matches to complete the user-entered search parameters or the user may specify their own keywords and titles for subject or title of resource. A keyword search is available from any page of LearningExpress Library to search Centers, which are organized with topical resources of interest to a particular subcategory. Once in a Center, users can limit the search to a format type to find eBooks, Tests, or Tutorials. LearningExpress does not provide filter criteria of reading levels, or audience level, unless it is within in the resource title, i.e. fourth grade math.

Database name	***LearningExpress - Library***
Main Subject(s) covered	• College admissions and placement exams (ACT, SAT, AP, and TOEFL) • Academic skills-improvement for 4th grade skills-level through college (reading, writing, math, science) • Graduate School Admissions exams (GRE, GMAT, LSAT, MAT and MCAT) • Adult learning (reading, writing, math, science and more) • High school equivalency (GED, HiSET, and TASC) test prep • U.S. citizenship test prep in English and Spanish • Spanish content available for the GED test and academic skills improvement • Career occupational certification exam prep
Year(s) covered	All content is current and in sync with standardized tests releases and updated quarterly.

<table>
<tr><td>Number of periodical titles indexed</td><td>Not applicable. However, to view the vast amount of content, please refer to the title list within Schedule C. Additionally, the following provides an overview of content by subject and content type:

<table>
<tr><th>LearningExpress Library Content by Subject and Content Type</th><th>Tests</th><th>Tutorials</th><th>eBooks</th><th>Articles</th></tr>
<tr><td>School Center (CCSS)</td><td>210</td><td>19</td><td>77</td><td>4</td></tr>
<tr><td>College Preparation Center</td><td>100</td><td>7</td><td>11</td><td>N/A</td></tr>
<tr><td>College Center</td><td>110</td><td>11</td><td>59</td><td>N/A</td></tr>
<tr><td>High School Equivalency Center</td><td>171</td><td>19</td><td>41</td><td>N/A</td></tr>
<tr><td>Adult Learning Center</td><td>65</td><td>6</td><td>47</td><td>4</td></tr>
<tr><td>Career Center</td><td>248</td><td>3</td><td>102</td><td>1</td></tr>
<tr><td>Recursos para Hispanohablantes</td><td>21</td><td>8</td><td>8</td><td>N/A</td></tr>
</table></td></tr>
<tr><td>Percentage of full text titles without images—i.e. text only</td><td>Not applicable.</td></tr>
<tr><td>Percentage and format(s) of full text titles with images</td><td>Not applicable.</td></tr>
<tr><td>Percentage of non-English language materials</td><td>LearningExpress Library offers Recursos para Hispanohablantes (Spanish Center) this center offers Spanish-speaking adults the resources needed to improve their basic skills, prepare for a GED® credential or prepare to become a U.S. citizen.</td></tr>
<tr><td>Updating frequency</td><td>Quarterly</td></tr>
<tr><td>Procedures used for advance notification of database changes</td><td>For LearningExpress products, the content of all tests, tutorials, and e-books is monitored on an ongoing basis to ensure currency and accuracy. Publicly available information on all standardized tests is reviewed throughout the year, and modeled tests are revised to reflect official changes. On a quarterly basis, new tests, tutorials, and e-books are added to LearningExpress resources. Any products requiring updates or complete revisions are released on this same quarterly basis. Minor revisions or corrections to tests, tutorials or e-books are made on an ongoing basis.

Regarding notification procedures, EBSCO uses telephone, email and the web (EBSCO Support Site) to announce and communicate important technical updates and general release information to customers. In addition, LearningExpress system modifications that have an impact on the user interface and functionality of the LearningExpress platforms are displayed as a message on that platform.

Upgrades and enhancements to all EBSCO products are ongoing, and EBSCO schedules major upgrades to occur at the least disruptive times for customers. Most upgrades and enhancement releases process without any interruption of service.

EBSCO’s end-user services are built on an infrastructure designed to be available 24 hours a day, 365 days a year. In the unlikely event that EBSCO does require emergency maintenance, EBSCO will make all reasonable efforts to provide at least 48 hours of advanced notice to customers via email as well as an alert on the Support Site.</td></tr>
<tr><td>Procedures used for problem resolution</td><td>While LearningExpress products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers:

<u>Technical Support Department</u>
EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a</td></tr>
</table>

	day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	On February 14, 2018, LearningExpress launched a new user interface for all its platforms. This enhanced interface is the result of extensive research and instructional and design work. It allows library accounts to have simultaneous access to multiple LearningExpress products on an integrated interface. It is designed to more clearly display content and allow users to more quickly and intuitively find the resources they need. Over the next months, more aspects of the site will be modified and redesigned in this new interface. Examples of features on EBSCO's roadmap for the next 12 months include: • Enhancements to librarian resources, including customizing collateral and simplifying MARC record download • Enhanced end-user dashboard and interface for users for their "My Center" profile
Scope of license agreement with content owner (include type of agreement and length of agreement)	Not applicable. Leading educators and industry experts develop all LearningExpress materials, and are proprietary to LearningExpress.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Not applicable.
Percentage of full text titles currently in production	Not applicable.
Percentage of full text titles that have been discontinued	Not applicable.
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Not applicable.
Percentage of peer reviewed titles	Not applicable.
Percentage of Non-US full text publications	Not applicable.
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	From within LearningExpress Library, searches are available for all Centers or may be limited to one particular Center. The search tool suggests likely matches to complete the user-entered search parameters or the user may specify their own keywords and titles for subject or title of resource. A keyword search is available from any page of LearningExpress Library to search Centers, which are organized with topical resources of interest to a particular subcategory. Once in a Center, users can limit the search to a format type to find eBooks, Tests, or Tutorials. LearningExpress does not provide filter criteria of reading levels, or audience level, unless it is within in the resource title, i.e. fourth grade math.

Database name	***LearningExpress - PrepSTEP Bundle*** This Bundle is a combination of content from three products -- PrepSTEP for Colleges and Universities, PrepSTEP for Community Colleges and PrepSTEP for High Schools – configured with content appropriate for a particular audience provided within a single platform
Targeted Learning Centers:	• College Success Skills • Core Math and Science Skills Review • Core English Skills Review • Career and Workplace Preparation • Placement Test Preparation • Basic Computer Skills • Grad School Admissions Preparation • Spanish Center (Recursos Para Hispanohablante) • English Language Arts Skills • Math and Science Skills • Prepare for College • Core Computer Skills • Job and Career Center
Year(s) covered	All content is current and in sync with new releases and updated quarterly.
Number of periodical titles indexed	Not applicable. However, to view the vast amount of content, please refer to the title list within Schedule C. Additionally, the following provides an overview of content by subject and content type:

PrepSTEP Colleges & Universities and PrepSTEP Community Colleges	Tests	Tutorials	eBooks	Articles	Flash Cards	Computer Courses
Career and Workplace Preparation	258	6	102	5	2	N/A
Basic Computer Skills	N/A	N/A	N/A	N/A	N/A	32
College Success Skills	N/A	21	2	8	N/A	N/A
Core English Skills Review	45	10	23	5	4	N/A
Core Math and Science Skills Review	232	7	21	N/A	2	N/A
Grad School Admissions Preparation	33	N/A	6	N/A	N/A	N/A
Placement Test Preparation	120	N/A	5	N/A	N/A	N/A
Recursos para Hispanohablantes	21	8	8	N/A	N/A	N/A

PrepSTEP for High Schools Content by Subject and Content Type	Tests	Tutorials	eBooks	Articles	Flash Cards	Computer Courses
Prepare for College	135	12	10	3	11	N/A
English Language Arts Skills	30	4	20	7	5	N/A
Math & Science Skills	124	5	19	N/A	2	N/A
Computer Skills	N/A	N/A	N/A	N/A	N/A	91
Job & Career	108	5	57	49	1	1

	<table><tr><td>Center</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>High School Success Foundational Skills</td><td>N/A</td><td>18</td><td>2</td><td>28</td><td>N/A</td><td>N/A</td></tr><tr><td>Social Studies Skills</td><td>33</td><td>1</td><td>3</td><td>N/A</td><td>41</td><td>N/A</td></tr></table>
Percentage of full text titles without images—i.e. text only	Not applicable.
Percentage and format(s) of full text titles with images	Not applicable.
Percentage of non-English language materials	This resource offers Recursos para Hispanohablantes (Spanish Center) this center offers Spanish-speaking adults the resources needed to improve their basic skills, prepare for a GED® credential or prepare to become a U.S. citizen.
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For LearningExpress products, the content of all tests, tutorials, and e-books is monitored on an ongoing basis to ensure currency and accuracy. Publicly available information on all standardized tests is reviewed throughout the year, and modeled tests are revised to reflect official changes. On a quarterly basis, new tests, tutorials, and e-books are added to LearningExpress resources. Any products requiring updates or complete revisions are released on this same quarterly basis. Minor revisions or corrections to tests, tutorials or e-books are made on an ongoing basis. Regarding notification procedures, EBSCO uses telephone, email and the web (EBSCO Support Site) to announce and communicate important technical updates and general release information to customers. In addition, LearningExpress system modifications that have an impact on the user interface and functionality of the LearningExpress platforms are displayed as a message on that platform. Upgrades and enhancements to all EBSCO products are ongoing, and EBSCO schedules major upgrades to occur at the least disruptive times for customers. Most upgrades and enhancement releases process without any interruption of service. EBSCO's end-user services are built on an infrastructure designed to be available 24 hours a day, 365 days a year. In the unlikely event that EBSCO does require emergency maintenance, EBSCO will make all reasonable efforts to provide at least 48 hours of advanced notice to customers via email as well as an alert on the Support Site.
Procedures used for problem resolution	While LearningExpress products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as

	direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	On February 14, 2018, LearningExpress launched a new user interface for all its platforms. This enhanced interface is the result of extensive research and instructional and design work. It allows library accounts to have simultaneous access to multiple LearningExpress products on an integrated interface. It is designed to more clearly display content and allow users to more quickly and intuitively find the resources they need. Over the next months, more aspects of the site will be modified and redesigned in this new interface. Examples of features on EBSCO's roadmap for the next 12 months include: • Enhancements to librarian resources, including customizing collateral and simplifying MARC record download • Enhanced end-user dashboard and interface for users for their "My Center" profile
Scope of license agreement with content owner (include type of agreement and length of agreement)	Not applicable. Leading educators and industry experts develop all LearningExpress materials, and are proprietary to LearningExpress.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Not applicable.
Percentage of full text titles currently in production	Not applicable.
Percentage of full text titles that have been discontinued	Not applicable.
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Not applicable.
Percentage of peer reviewed titles	Not applicable.
Percentage of Non-US full text publications	Not applicable.
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	From within LearningExpress Library, searches are available for all Centers or may be limited to one particular Center. The search tool suggests likely matches to complete the user-entered search parameters or the user may specify their own keywords and titles for subject or title of resource. A keyword search is available from any page of LearningExpress Library to search Centers, which are organized with topical resources of interest to a particular subcategory. Once in a Center, users can limit the search to a format type to find eBooks, Tests, or Tutorials. LearningExpress does not provide filter criteria of reading levels, or audience level, unless it is within in the resource title, i.e. fourth grade math.

Database name	***Legal Information Reference Center***
Subject(s) covered	• Business law • Financial planning • Family law • Property and real estate • Rights and disputes
Year(s) covered	2003 to present
Number of periodical titles	N/A

indexed	
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Monthly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.).

	• Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Legal Information Reference Center* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *Legal Information Reference Center* for a detailed overview of each platform and interface.

Database name	***Legal Source***
Subject(s) covered	• Administrative law • Antitrust law • Banking • Business law • Constitutional law • Criminal law • Domestic relations • Estate planning • Family law • Food, drug and cosmetic law • Insurance law • Intellectual property law • Internet and information science law • Landlord/tenant law • Legal librarianship • Multinational corporations

	• Non-profit corporations • Patent and trademark • Probate • Securities • Sports and entertainment law • Tax law • Trade regulation
Year(s) covered	1887 to present
Number of periodical titles indexed	Total Titles Indexed: 2,290 Total Full-Text Titles: 1,142
Percentage of full text titles without images—i.e. text only	9.37%
Percentage and format(s) of full text titles with images	90.63% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	4.32%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract	EBSCO has an agile development and release program whereby upgrades,

period	feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 1,576 Cover-to-Cover Indexed: 68.82% Priority Titles: 31.18% Selective Titles: 0%
Percentage of full text titles currently in production	78.46%
Percentage of full text titles that have been discontinued	21.54%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 89.29% Ongoing Coverage and 3 Months or Less Embargo: .22% Ongoing Coverage and 4 to 6 Month Embargo: .56% Ongoing Coverage and 7 to 12 Month Embargo: 6.03% Ongoing Coverage and 13 Months or More Embargo: 3.91%
Percentage of peer reviewed titles	79.52%
Percentage of Non-US full text publications	39.14%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Legal Source* is available via the traditional EBSCO*host* platform. Please refer to Schedule D – *Legal Source* for a detailed overview of each platform and interface.

Database name	***Library & Information Science Source***
Subject(s) covered	• Automation • Care and restoration of books

	• Cataloging • Censorship • Circulation procedures • Classification • Copyright • Electronic resources and ERM systems • Electronic searching • Government aid • Library equipment and supplies • Public relations • Publishing • Rare books • Reference services
Year(s) covered	1990 to present
Number of periodical titles indexed	Total Titles Indexed: 2,200 Total Full-Text Titles: 473
Percentage of full text titles without images—i.e. text only	7.61%
Percentage and format(s) of full text titles with images	92.39% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	2.36%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u>

	MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 691 Cover-to-Cover Indexed: 31.41% Priority Titles: 68.59% Selective Titles: 0%
Percentage of full text titles currently in production	71.25%
Percentage of full text titles that have been discontinued	28.75%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 81.01% Ongoing Coverage and 3 Months or Less Embargo: .89% Ongoing Coverage and 4 to 6 Month Embargo: 1.19% Ongoing Coverage and 7 to 12 Month Embargo: 7.12% Ongoing Coverage and 13 Months or More Embargo: 9.79%
Percentage of peer reviewed titles	51.23%
Percentage of Non-US full text publications	54.97%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Library & Information Science Source* is available via the traditional EBSCO*host* platform. Please refer to Schedule D – *Library & Information Science Source* for a detailed overview of each platform and interface.

teaching materials that is included.	

Database name	***Literary Reference Center***
Subject(s) covered	• Plot summaries, synopses and work overviews • Literary criticism • Author biographies • Literary journals • Book reviews • Classic and contemporary poems • Classic and contemporary short stories • Author interviews • Classic novels
Year(s) covered	1929 to present
Number of periodical titles indexed	Total Titles Indexed: 464 Total Full-Text Titles: 383
Percentage of full text titles without images—i.e. text only	.78%
Percentage and format(s) of full text titles with images	99.22% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	1.29%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u>

	MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 464 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	70.50%
Percentage of full text titles that have been discontinued	29.50%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 73.33% Ongoing Coverage and 3 Months or Less Embargo: 2.22% Ongoing Coverage and 4 to 6 Month Embargo: 1.85% Ongoing Coverage and 7 to 12 Month Embargo: 16.30% Ongoing Coverage and 13 Months or More Embargo: 6.30%
Percentage of peer reviewed titles	75.43%
Percentage of Non-US full text publications	25.59%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Literary Reference Center* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *Literary Reference Center* for a detailed overview of each

teaching materials that is included.	platform and interface.

Database name	***MAS Complete***
Subject(s) covered	• Art • History • Sports • Music • Film • Travel • Science • Fashion • Religion • Nature • Hobbies • Current events • Fiction
Year(s) covered	1865 to present
Number of periodical titles indexed	Total Titles Indexed: 694 Total Full-Text Titles: 559
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	.14%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer

	guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 694 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	53.85%
Percentage of full text titles that have been discontinued	46.15%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 89.37% Ongoing Coverage and 3 Months or Less Embargo: 4.32% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 2.66% Ongoing Coverage and 13 Months or More Embargo: 3.65%
Percentage of peer reviewed titles	12.68%
Percentage of Non-US full text publications	13.42%
Describe content appropriate to children and students (PK-12) including search	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types

interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	of library users and researchers, *MAS Complete* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *MAS Complete* for a detailed overview of each platform and interface.

Database name	***MasterFILE Complete***
Subject(s) covered	• Business • Health • Education • Fitness • Sports and leisure • Personal finance • General science • Multicultural issues • DIY • Fashion
Year(s) covered	1865 to present
Number of periodical titles indexed	Total Titles Indexed: 3,433 Total Full-Text Titles: 2,387
Percentage of full text titles without images—i.e. text only	2.26%
Percentage and format(s) of full text titles with images	97.74% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	.20%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides,

	video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 3,433 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	56.26%
Percentage of full text titles that have been discontinued	91.88%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 91.88% Ongoing Coverage and 3 Months or Less Embargo: 2.01% Ongoing Coverage and 4 to 6 Month Embargo: .15% Ongoing Coverage and 7 to 12 Month Embargo: 2.08% Ongoing Coverage and 13 Months or More Embargo: 3.87%
Percentage of peer reviewed titles	26.16%
Percentage of Non-US full text publications	19.44%
Describe content appropriate to children	This database is a web-based and hosted resource, made available for online

and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *MasterFILE Complete* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *MasterFILE Complete* for a detailed overview of each platform and interface.

Database name	***Middle Search Plus***
Subject(s) covered	• History • Current events • Science • Sports • Biographies
Year(s) covered	1985 to present
Number of periodical titles indexed	Total Titles Indexed: 214 Total Full-Text Titles: 178
Percentage of full text titles without images—i.e. text only	.56%
Percentage and format(s) of full text titles with images	99.44% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	3.74%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers.

	Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 214 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	52.81%
Percentage of full text titles that have been discontinued	47.19%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 92.55% Ongoing Coverage and 3 Months or Less Embargo: 6.38% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 1.06%
Percentage of peer reviewed titles	.47%
Percentage of Non-US full text publications	6.47%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Middle Search Plus* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please

Michigan Academic Standards or any teaching materials that is included.	refer to Schedule D – *Middle Search Plus* for a detailed overview of each platform and interface.

Database name	***MyHeritage Library Edition***
Subject(s) covered	• Genealogy • Birth & Death • Marriage • Censuses • Immigration • Military
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Daily
Procedures used for advance notification of database changes	N/A
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	MyHeritage Library Edition does not anticipate any changes over the contract period.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions.

	Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, MyHeritage Library Edition is available via its own database-specific interface. Please refer to Schedule D – MyHeritage Library Edition for a detailed overview of each platform and interface.

Database name	***Newspaper Source Plus***
Subject(s) covered	Current and archive news articles
Year(s) covered	1901 to present
Number of periodical titles indexed	Total Titles Indexed: 1,349 Total Full-Text Titles: 1,343
Percentage of full text titles without images—i.e. text only	93.52%
Percentage and format(s) of full text titles with images	6.48% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	.07%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO

	offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 1,265 Cover-to-Cover Indexed: 94% Priority Titles: 0% Selective Titles: 6%
Percentage of full text titles currently in	80.86%

production	
Percentage of full text titles that have been discontinued	19.14%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 100% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 0%
Percentage of peer reviewed titles	0%
Percentage of Non-US full text publications	58%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Newspaper Source Plus* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *Newspaper Source Plus* for a detailed overview of each platform and interface.

Database name	***NoveList K-8 Plus***
Subject(s) covered	• Children's fiction and non-fiction • Reader's advisory
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support,

	24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A

Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, NoveList K-8 Plus is available via the traditional EBSCO*host* platform and school users and its own database-specific interface. Please refer to Schedule D – NoveList K-8 Plus for a detailed overview of each platform and interface.

Database name	***NoveList Plus***
Subject(s) covered	• Fiction and non-fiction • Reader's advisory
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Quarterly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u>

	MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, NoveList Plus is available via the traditional EBSCO*host* platform and its own database-specific interface. Please refer to Schedule D – NoveList Plus for a detailed overview of each platform and interface.

Database name	*Poetry & Short Story Reference Center*
Subject(s) covered	• Poetic Forms • Movements • Techniques • Authors • Criticism
Year(s) covered	1953 to present
Number of periodical titles indexed	Total Titles Indexed: 155 Total Full-Text Titles: 155
Percentage of full text titles without images—i.e. text only	5.81%
Percentage and format(s) of full text titles with images	94.94% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	1.29%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract	EBSCO has an agile development and release program whereby upgrades,

period	feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 155 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	76.77%
Percentage of full text titles that have been discontinued	23.23%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 99.16% Ongoing Coverage and 3 Months or Less Embargo: .84% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 0%
Percentage of peer reviewed titles	43.87%
Percentage of Non-US full text publications	16.13%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Poetry & Short Story Reference Center* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to **Schedule D – *Poetry & Short Story Reference Center*** for a detailed overview of each platform and interface.

Database name	***Points of View Reference Center***
Subject(s) covered	• Citizens' rights • Earth and environment

	• Global issues • Health and medicine • Media and communications • National debate topics • People and society/culture • Sports • Women's issues • Participation trophies • Voter identification laws • Later school day start time • Religious freedom laws • Driverless vehicles • Black Lives Matter movement • Homework ban policies"
Year(s) covered	1914 to present
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS).

	EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Points of View Reference Center* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *Points of View Reference Center* for a detailed overview of each platform and interface.

Database name	*Political Science Complete*
Subject(s) covered	• Comparative politics • Humanitarian issues • International relations • Law and legislation • Non-governmental organizations • Political theory
Year(s) covered	1887 to present
Number of periodical titles indexed	Total Titles Indexed: 2,259 Total Full-Text Titles: 685
Percentage of full text titles without images—i.e. text only	2.92%
Percentage and format(s) of full text titles with images	97.08% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	3.81%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.

Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 1,140 Cover-to-Cover Indexed: 50% Priority Titles: 14.21% Selective Titles: 35%
Percentage of full text titles currently in production	85.40%
Percentage of full text titles that have been discontinued	14.60%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 67.01% Ongoing Coverage and 3 Months or Less Embargo: .68% Ongoing Coverage and 4 to 6 Month Embargo: 1.54% Ongoing Coverage and 7 to 12 Month Embargo: 17.95% Ongoing Coverage and 13 Months or More Embargo: 12.82%
Percentage of peer reviewed titles	95.84%
Percentage of Non-US full text publications	77.37%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Political Science Complete* is available via the traditional EBSCO*host* platform. Please refer to Schedule D – *Political Science Complete* for a detailed overview of each platform and interface.

Database name	***Primary Search***
Subject(s) covered	• General Interest

	• History • Science • Arts • Education • Literature • Entertainment • Endangered species • Famous musicians • Fitness • Space exploration
Year(s) covered	1985 to present
Number of periodical titles indexed	Total Titles Indexed: 119 Total Full-Text Titles: 98
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by

	detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 119 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	61.22%
Percentage of full text titles that have been discontinued	38.78%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 95% Ongoing Coverage and 3 Months or Less Embargo: 5% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 0%
Percentage of peer reviewed titles	0%
Percentage of Non-US full text publications	8.16%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Primary Search* is available via traditional EBSCO*host* platform and interface and the *Explora* interface designed for public library and school users. Please refer to Schedule D – *Primary Search* for a detailed overview of each platform and interface.

Database name	*Professional Development Collection*
Subject(s) covered	• Education • Business • Politics & Government • Social Sciences & Humanities • Health & Medicine • Literature & Writing • Science • Arts
Year(s) covered	1930 to present
Number of periodical titles indexed	Total Titles Indexed: 749 Total Full-Text Titles: 466
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by

	detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 749 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	57.94%
Percentage of full text titles that have been discontinued	42.06%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 52.22% Ongoing Coverage and 3 Months or Less Embargo: .74% Ongoing Coverage and 4 to 6 Month Embargo: .74% Ongoing Coverage and 7 to 12 Month Embargo: 20.37% Ongoing Coverage and 13 Months or More Embargo: 25.93%
Percentage of peer reviewed titles	71.03%
Percentage of Non-US full text publications	43.13%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Professional Development Collection* is available via traditional EBSCO*host* platform and interface and the *Explora* interface designed for public library and school users. Please refer to Schedule D – *Professional Development Collection* for a detailed overview of each platform and interface.

Database name	*Psychology & Behavioral Collection*
Subject(s) covered	• Anthropology • Emotional and behavioral characteristics • Mental processes • Observational and experimental methods • Psychiatry and psychology
Year(s) covered	1930 to present
Number of periodical titles indexed	Total Titles Indexed: 539 Total Full-Text Titles: 496
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	.93%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract	EBSCO has an agile development and release program whereby upgrades,

period	feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 539 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	69.76%
Percentage of full text titles that have been discontinued	30.24%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 21.10% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: .29% Ongoing Coverage and 7 to 12 Month Embargo: 43.64% Ongoing Coverage and 13 Months or More Embargo: 34.97%
Percentage of peer reviewed titles	95.55%
Percentage of Non-US full text publications	72.78%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Psychology & Behavioral Collection* is available via traditional EBSCO*host* platform. Please refer to Schedule D – *Psychology & Behavioral Collection* for a detailed overview of each platform and interface.

Database name	***Read It!***
Subject(s) covered	• General Interest • Science

	• Art • Entertainment • Humanities • Reading • Education
Year(s) covered	1989 to present
Number of periodical titles indexed	Total Titles Indexed: 8 Total Full-Text Titles: 8
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are

	performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 8 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	75%
Percentage of full text titles that have been discontinued	25%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 100% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 0%
Percentage of peer reviewed titles	0%
Percentage of Non-US full text publications	0%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Read It!* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *Read It!* for a detailed overview of each platform and interface.

Database name	***Referencia Latina***
Subject(s) covered	• Multidisciplinary reference • General interest
Year(s) covered	1975 to present

Number of periodical titles indexed	Total Titles Indexed: 57 Total Full-Text Titles: 55
Percentage of full text titles without images—i.e. text only	3.64%
Percentage and format(s) of full text titles with images	96.36% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	73.68%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same

	Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 57 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	56.36%
Percentage of full text titles that have been discontinued	43.64%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 100% Ongoing Coverage and 3 Months or Less Embargo: 0% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 0%
Percentage of peer reviewed titles	35.09%
Percentage of Non-US full text publications	58.18%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Referencia Latina* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *Referencia Latina* for a detailed overview of each platform and interface.

Database name	***Science Reference Center***
Subject(s) covered	• Applied sciences • Biology • Chemistry • Earth and space science • Energy • Environmental science • Forensic science • Health and medicine • History of science • Life science • Mathematics

	• Physics • Science and society • Science as inquiry • Science careers • Scientists • Wildlife
Year(s) covered	1945 to present
Number of periodical titles indexed	Total Titles Indexed: 220 Total Full-Text Titles: 216
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized,

	developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 220 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	64.81%
Percentage of full text titles that have been discontinued	35.19%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 88.57% Ongoing Coverage and 3 Months or Less Embargo: 4.29% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 5% Ongoing Coverage and 13 Months or More Embargo: 2.14%
Percentage of peer reviewed titles	22.27%
Percentage of Non-US full text publications	21.76%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Science Reference Center* is available via the traditional EBSCO*host* platform and interface, the *Explora* interface designed for public library and school users, and its own database-specific interface. Please refer to Schedule D – *Science Reference Center* for a detailed overview of each platform and interface.

Database name	***Small Business Reference Center***
Subject(s) covered	• State-specific resources • Business basics • Start-up kit and business plans

	• Industry information by small business type
Year(s) covered	1980 to present
Number of periodical titles indexed	Total Titles Indexed: 411 Total Full-Text Titles: 409
Percentage of full text titles without images—i.e. text only	.49%
Percentage and format(s) of full text titles with images	99.51% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	.49%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge.

	Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 411 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	54.28%
Percentage of full text titles that have been discontinued	45.72%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 96.85% Ongoing Coverage and 3 Months or Less Embargo: 1.80% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: .90% Ongoing Coverage and 13 Months or More Embargo: .45%
Percentage of peer reviewed titles	2.68%
Percentage of Non-US full text publications	18.34%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Small Business Reference Center* is available via the traditional EBSCO*host* platform and interface and its own database-specific interface. Please refer to Schedule D – *Small Business Reference Center* for a detailed overview of each platform and interface.

Database name	***Small Engine Repair Reference Center***
Subject(s) covered	Small engines
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A

Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	N/A
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new

	deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Small Engine Repair Reference Center* is available via the traditional EBSCO*host* platform and its own database-specific interface. Please refer to Schedule D – *Small Engine Repair Reference Center* for a detailed overview of each platform and interface.

Database name	***Vocational Studies Premier***
Subject(s) covered	• Alcohol and drug abuse counseling • Biotechnology • Computer and data processing • Cosmetology • Electrical technology • Fashion design • Fire science • Forensics • Graphic arts • Health information technology • Interior design • Law enforcement and criminal justice • Travel and tourism • Veterinary assisting
Year(s) covered	1988 to present
Number of periodical titles indexed	Total Titles Indexed: 1,099 Total Full-Text Titles: 961
Percentage of full text titles without	0%

images—i.e. text only	
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	.09%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.).

	• Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 1,099 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	54.01%
Percentage of full text titles that have been discontinued	92.49%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 92.49% Ongoing Coverage and 3 Months or Less Embargo: 3.66% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 1.93% Ongoing Coverage and 13 Months or More Embargo: 1.93%
Percentage of peer reviewed titles	10.01%
Percentage of Non-US full text publications	19.04%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Vocational Studies Premier* is available via the traditional EBSCO*host* platform and the *Explora* interface designed for public library and school users. Please refer to Schedule D – *Vocational Studies Premier* for a detailed overview of each platform and interface.

Database name	***Business Book Summaries***
Subject(s) covered	• Business biographies • Business strategy • Change management • Communication • Customer focus • Diversity • Economics and finance • Entrepreneurship • Global business • Health care • Human resources • Innovation • Leadership • Leadership development

	• Major works • Management • Marketing • Personal growth • Productivity • Relationships • Social responsibility • Teams • Technology
Year(s) covered	N/A
Number of periodical titles indexed	N/A
Percentage of full text titles without images—i.e. text only	N/A
Percentage and format(s) of full text titles with images	N/A
Percentage of non-English language materials	N/A
Updating frequency	Monthly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract	EBSCO has an agile development and release program whereby upgrades,

period	feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	N/A
Percentage of full text titles currently in production	N/A
Percentage of full text titles that have been discontinued	N/A
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	N/A
Percentage of peer reviewed titles	N/A
Percentage of Non-US full text publications	N/A
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Business Book Summaries* is available via the traditional EBSCO*host* platform and interface and its own database-specific interface. Please refer to Schedule D – *Business Book Summaries* for a detailed overview of each platform and interface.

Database name	***Entrepreneurial Studies Source***
Subject(s) covered	• Business planning • Communications • Innovations • Management

	• Marketing • Organizational behavior • Product development • Raising capital • Risk taking
Year(s) covered	1954 to present
Number of periodical titles indexed	Total Titles Indexed: 142 Total Full-Text Titles: 129
Percentage of full text titles without images—i.e. text only	0%
Percentage and format(s) of full text titles with images	100% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	2.11%
Updating frequency	Weekly
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: <u>Technical Support Department</u> EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. <u>EBSCO Help Support Site</u> The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. <u>Dedicated Personal Support</u> MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are

	performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 142 Cover-to-Cover Indexed: 100% Priority Titles: 0% Selective Titles: 0%
Percentage of full text titles currently in production	72.09%
Percentage of full text titles that have been discontinued	27.91%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 81.72% Ongoing Coverage and 3 Months or Less Embargo: 1.08% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 8.60% Ongoing Coverage and 13 Months or More Embargo: 8.60%
Percentage of peer reviewed titles	72.54%
Percentage of Non-US full text publications	34.88%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Entrepreneurial Studies Source* is available via the traditional EBSCO*host* platform. Please refer to Schedule D – *Entrepreneurial Studies Source* for a detailed overview of each platform and interface.

Database name	***Regional Business News***
Subject(s) covered	• Current news • Archive news
Year(s) covered	1978 to present

Number of periodical titles indexed	Total Titles Indexed: 125 Total Full-Text Titles: 107
Percentage of full text titles without images—i.e. text only	47.66%
Percentage and format(s) of full text titles with images	52.34% Note, this number represents full-text periodicals with PDFS, Text and Graphics and HTML.
Percentage of non-English language materials	0%
Updating frequency	Daily
Procedures used for advance notification of database changes	For EBSCO's proprietary databases, updates generally occur on a monthly basis. To notify users of any such changes, EBSCO offers a password-protected web page with monthly updates for proprietary databases (title change reports). These reports provide full-text title changes, including publication coverage changes, title additions or removals, as well as embargo changes by product. Additionally, these reports include 30-days' advance notice of titles where full-text coverage will be removed from a product. An alert service for these reports is also provided, where interested customers may sign up to receive notification each time the reports are updated.
Procedures used for problem resolution	While EBSCO products are designed to be intuitive and easy to use, EBSCO offers ongoing support for both administrators and end users through several channels, including the complimentary services of its Technical Support department, as well as various online tools. All support is available ongoing, at no additional charge to customers: Technical Support Department EBSCO offers free technical support through its highly qualified Technical Support department, with representatives trained to fully resolve any questions or issues related to EBSCO products. EBSCO offers this support, 24 hours a day, 7 days a week. EBSCO Help Support Site The EBSCO Help support site (https://help.ebsco.com), available 24/7, offers both general EBSCO and resource-specific troubleshooting documentation. Available resources include extensive end user and administration guides, video and PowerPoint tutorials, FAQs, recorded training webinars, trainer guides, and other self-service support resources – all available at no additional charge to customers. Dedicated Personal Support MeL will be provided with a dedicated Customer Account Specialist (CAS). EBSCO's CAS team is charged with the care of EBSCO's most important accounts, acting as direct support contacts. Your CAS will be available to provide ongoing technical support and account management, informed by detailed knowledge of your personal EBSCO accounts.
Changes anticipated over the contract period	EBSCO has an agile development and release program whereby upgrades, feature enhancements, general updates and fixes are identified, prioritized, developed, tested and released on a rolling basis. These updates are performed by EBSCO developers and released simultaneously to all customers, through web-based access to EBSCO products and services. Most upgrades and enhancement releases process without any interruption of service and are provided at no additional charge. Examples of features on EBSCO's roadmap for the next 12 months include: • Google authentication – ability to create a Personal User Account (My EBSCO*host* account) using Google credentials and then use the same

	Google account to authenticate into EBSCO*host* on subsequent visits. • Updated citations – improved citation formatting for citation styles (APA, MLA, Chicago, AMA, etc.). • Accessibility – enhancements to the user interface and content accessibility to improve the experience for users with screen readers and screen magnifiers as well as those accessing using only a keyboard. • New Content - EBSCO's content licensing team is always signing new deals with publishers, so we anticipate that new content will be added to our products. EBSCO updates database content on a continual basis. • Reference Center interface updates – redesigned and fully-responsive dedicated research interface for all proposed reference centers.
Scope of license agreement with content owner (include type of agreement and length of agreement)	EBSCO licenses the majority of its content from publishers, thus the publishers retain ownership of that content. Subscribing sites may use the content in its entirety (downloading, printing, emailing, etc.), as long as it is in accordance with copyright laws and varying publisher restrictions. Due to confidentiality issues, EBSCO cannot disclose the specific details of any contract it has with a publisher.
Method and depth of indexing; any exclusions from the indexing (such as, total number of titles indexed; how many are cover-to- cover and how many are selective)	Total Number of Titles Indexed: 124 Cover-to-Cover Indexed: 99% Priority Titles: 0% Selective Titles: 1%
Percentage of full text titles currently in production	68.22%
Percentage of full text titles that have been discontinued	31.26%
Percentage of embargoed titles and description of embargoed periods Percentage of titles for each period	Ongoing Coverage and No Embargo: 97.26% Ongoing Coverage and 3 Months or Less Embargo: 2.74% Ongoing Coverage and 4 to 6 Month Embargo: 0% Ongoing Coverage and 7 to 12 Month Embargo: 0% Ongoing Coverage and 13 Months or More Embargo: 0%
Percentage of peer reviewed titles	1.60%
Percentage of Non-US full text publications	12.15%
Describe content appropriate to children and students (PK-12) including search interface design, reading levels, content filters, and the ability to limit or search by reading level(s). Note any correlations to Michigan Academic Standards or any teaching materials that is included.	This database is a web-based and hosted resource, made available for online access 24/7 via feature-rich, user-centric interfaces. Designed for different types of library users and researchers, *Regional Business News* is available via the traditional EBSCO*host* platform and interface. Please refer to Schedule D – *Regional Business News* for a detailed overview of each platform and interface.

STATE OF MICHIGAN

Contract 180000001189
Content/Database Subscriptions – for Library of Michigan

SCHEDULE C - SERVICE LEVEL AGREEMENTS

EBSCO SERVICE LEVEL AGREEMENT – TECHNICAL SUPPORT SERVICES

Availability:
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 and 7 days a week via the following methods:

Toll-Free Telephone (U.S. and Canada):	800-758-5995
International Toll-Free Telephone:	(International Access Code)-800-3272-6000
Email:	support@ebsco.com
Online:	http://support.ebsco.com/contact/

Technical Support based in the United States observes the following holidays: New Year's Day (January 1), Easter (April 1, 2018; April 21, 2019), Memorial Day (last Monday in May), Fourth of July, Labor Day (first Monday of September), Thanksgiving (fourth Thursday of November) and Christmas (December 25). EBSCO's international Technical Support services observe local holidays.

In addition, the EBSCO Support Site is available 24/7 and offers user guides, tutorials, FAQs, trainer guides, and other self-service support resources at no additional charge for customers.

EBSCO Support Site: http://help.ebsco.com

Technical Service Response Times:
Over 70% of cases reported to EBSCO's Technical Services Department are opened and resolved within the same business day. On average, callers into the Technical Support queue wait no more than 20 seconds. Email support requests receive an auto-generated response email with a case tracking number, with a further response provided by a Technical Service representative. EBSCO will generally respond to all technical service requests within 24-48 hours and will resolve 85% of all support cases within 5 business days.

Case Tracking and Resolution:
All Technical Service requests are assigned case numbers in the EBSCO Case Tracking system. When a problem is reported, it is generally responded to within 24-48 hours. If it can be resolved immediately, it will be, and the customer will be notified. If it requires further investigation, Technical Support will escalate the matter to EBSCO's Expert Services Team who will assist in troubleshooting the issue and, if required, track the problem through resolution with the appropriate technical, editorial and product teams within EBSCO. During the resolution process, customers will be kept informed of the progress, and all communications will be tracked to maintain a complete history. Once the issue is resolved, the customer will be notified and the case will be closed.

Technical Communications
EBSCO uses telephone, email and the web (EBSCO Support Site) to announce and communicate important technical updates and general release information to customers.

Upgrades and enhancements to all EBSCO products are ongoing, and EBSCO schedules major upgrades to occur at the least disruptive times for customers. Most upgrades and enhancement releases process without any interruption of service.

EBSCO's end-user services are built on an infrastructure designed to be available 24 hours a day, 365 days a year. In the unlikely event that EBSCO does require emergency maintenance, EBSCO will make all reasonable efforts to provide at least 48 hours of advanced notice to customers via email as well as an alert on the Support Site.

Critical Issues
EBSCO defines a Critical Issue as a full or partial outage of the service such that a customer is unable to use the service as contracted. Critical Issues are very rare.

For Critical Issues, EBSCO strongly recommends that the customer call 800-758-5995 (U.S. and Canada) or (Country Code)-800-3272-6000 (International) for immediate assistance. Whether notified of the issue via internal monitoring systems or by customer inquiry, EBSCO will work to restore service as quickly as possible. In the unlikely event of a persistent outage lasting longer than two hours, EBSCO will initiate an email communication to customers alerting them that service is down and will post an alert to the EBSCO Support Site notifying customers of any currently available information.

EBSCO SERVICE LEVEL AGREEMENT – AVAILABILITY

Definitions

The Service – The Service (*EBSCO Discovery Service* or EBSCO*host*) is defined as the application that provides research services to the customer's end users/patrons. Administrative and ancillary applications, such as EBSCO*admin*, are not considered a core part of the service and are therefore not subject to this Service Level Agreement.

Downtime – Downtime is any period of time greater than 10 minutes in duration, in which end users cannot use the service for its intended purposes, including searching, viewing results, following links to resources, and viewing full text. Downtime may manifest itself as the inability to complete actions due to application errors, or may result from slow performance. EBSCO will be the sole party responsible for measuring and reporting Downtime.

Availability – Availability is the numeric inverse of downtime. For any given period of time that users can use the service for its intended purposes, the application is Available. Downtime plus Availability shall equal 100% of the time in a given year. EBSCO will be the sole party responsible for measuring and reporting Availability.

Performance – Performance is defined as the amount of time for pages to be delivered to the end user's browser from the instant their request was submitted. This is referred to as End-To-End Performance. The Service will consist of several pages that will contribute to the site's overall Performance. EBSCO will be the sole party responsible for measuring and reporting site Performance.

Service Availability

EBSCO's commitment is to ensure that the service is available 99.9% of the time per year, excluding any planned maintenance. This equates to no more than 8.76 hours per year of unplanned Downtime. In the event that the Service exceeds 8.76 hours of unavailability, any subsequent incident of unplanned downtime per day would result in EBSCO extending the customer's subscription by one day per incident. No more than one day of subscription extension would be granted for any amount of Downtime incurred in a 24-hour period.

Service Performance

The Service is designed to have all pages be delivered in an average of 5 seconds or less. If the average page response time is greater than 5 seconds for more than 12 consecutive hours, EBSCO will extend the customer's subscription by one day.

Planned Maintenance

While EBSCO operates the Service in a manner that is designed to be available 24 hours per day, 365 days per year, it reserves the right to plan maintenance that would cause Downtime. It shall limit Downtime due to Planned Maintenance to less than 8 hours per year.

STATE OF MICHIGAN

Contract 180000001189
Content/Database Subscriptions – for Library of Michigan

SCHEDULE D – Management and Statistical Usage Reports

EBSCO*host* and *Explora* Databases

Functionality/Feature	Yes/No	Comments
1. Regularly scheduled usage and management reports (indicate frequency).	Yes	Through EBSCO*admin*, library staff can generate a variety of usage statistics and reports for their EBSCO products and services, including EBSCO databases. These are available to administrators at both the individual library and consortia levels, free of charge. They can be broken down by institution, library type and more, as preferred. Reports can be generated on demand, at any time. Alternatively, they can be scheduled to run at regular intervals, and retrieved through the interface or emailed to designated staff. Reports are available by month and year, for the current year plus the previous two years. Administrators can select preferred reporting period when configuring their report settings.
2. Ability to report number of queries.	Yes	EBSCO can provide statistics on number of searches via the Standard Database and Interface Usage Reports, as well as the COUNTER R4 Database Report 1.
3. Ability to report number of sessions (logins).	Yes	EBSCO can provide statistics on number of sessions via the Standard Database and Interface Usage Reports, as well as the COUNTER R4 Database Report 1.
4. Ability to report number of articles viewed or printed sorted by journal title.	Yes	EBSCO can provide a detailed Title Usage Report, which offers statistics on the number of requests logged for specific publication titles. Data includes the total full-text content requests, link-out requests and abstract requests per title. The report Analysis Level can be set to display database usage by Title or Interface. Columns for Title, Print ISSN and Online ISSN also allow for easy sorting. At this time, note that EBSCO*admin* cannot report the number of articles/results printed.
5. Ability to report number of turn-aways or access contention incidents.	No	Not Applicable. All resources are available for an unlimited number of users. Turnaways will be not be applicable.
6. Ability to report usage consortium-wide by database.	Yes	Consortia-level administrators have the ability to run usage statistics for their own institution, as well as all accessing sites within the state. Statistics are collected according to the Customer ID, Group ID and Profile ID of each session that represents a user. These values are essentially sent at the time of authentication. The IDs correspond to the following: • Customer ID represents the EBSCO-assigned ID of the institution. • Group ID typically represents the ID of a location within an institution. Group IDs can be created to

Functionality/Feature	Yes/No	Comments
		separate user experiences as well. There may be many Group IDs per Customer ID. • Profile ID is the ID that is assigned to each set of database combinations and other user settings that the library administrator has established. There may be many Profile IDs per Group ID. When a consortium is involved, it is important to note that in addition to the Customer ID created for the consortium, IDs are created for each one of the institutions that is part of the consortium. This configuration enables EBSCO to effectively manage library systems that may purchase subscriptions outside of a consortial relationship, in addition to within one, maintaining accurate and uniform settings and statistics. EBSCO*admin* automatically collects usage statistics on overall usage within the library, library system or consortium.
7. Ability to report number of downloaded articles sorted by journal title.	Yes	EBSCO can provide a detailed Title Usage Report, which offers statistics on the number of requests logged for specific publication titles. Data includes the total full-text content requests, link-out requests and abstract requests per title. The report Analysis Level can be set to display database usage by Title or Interface. Columns for Title, Print ISSN and Online ISSN also allow for easy sorting. At this time, note that EBSCO*admin* cannot report the number of articles/results downloaded.
8. Ability to report usage by library by database.	Yes	Both consortia and individual site administrators can access reports on database usage by library. Primarily, the standard Database Usage Report compiles database sessions, searches and requests logged for all selected databases (either all, or a subset). Using the Site analysis level allows for easy display of these statistics by individual library.
9. Ability to report usage by type of library by individual database.	Yes	EBSCO offers several Database Usage statistics, available at the consortia and individual library levels. Database statistics can be run for all accessed databases or a subset, as preferred. Administrators may also display and sort statistics by library type, school district, etc., using the following analysis levels: • *Group* – A department or division that the site administrator can define. One or more user groups can be set up for any customer. By setting up these user groups, libraries can customize access to EBSCO*host* and other EBSCO interfaces, and gather usage statistics in a way that is most suitable to the customer. • *Profile* – A profile defines the databases, collections, limiters, search screens and other features end-users see when using EBSCO*host* or other EBSCO interfaces. User Groups and Profiles can be assigned to individual libraries/sites within EBSCO*admin*.

Functionality/Feature	Yes/No	Comments
10. Ability to report usage by remote access by database including by county.	Yes	Libraries may set up their accounts so that they can track in-library versus remote use. This is done by setting up user groups for these users in EBSCO*admin.*
11. Ability to ensure library and consortial confidentiality.	Yes	EBSCO*admin* is password-protected for security purposes. This password and protection system protects the privacy and integrity of other regional member libraries' database profiles. Although passwords can be kept by the main site and regional systems, each individual site is responsible for the maintenance and distribution of individual library passwords that grant access to EBSCO*admin*. EBSCO will also not sell or share information with unaffiliated third parties relating to usage patterns, except as necessary to enhance the product experience; to service EBSCO's legal agreement with the user's employer or affiliated institution (under which the user is provided access to EBSCO products); to enforce the terms of use; in meeting EBSCO's contractual obligations to report aggregated usage data to content providers; or as required by law.
12. Ability to ensure user confidentiality and privacy.	Yes	The privacy and security of data that relates to customers is of the utmost importance, and EBSCO acknowledges and values the trust and confidence that its customers have placed in it with respect to personal information. Users of EBSCO products are not typically known to EBSCO as individuals. EBSCO will only collect and use personal information when a user voluntarily provides it to EBSCO, or when an institution or entity customer provides it in connection with its method of authenticating users for access to products, with the exception of an institution's IP address which may be automatically captured when a user accesses a product. EBSCO will also not sell or share information with unaffiliated third parties relating to usage patterns, except as necessary to enhance the product experience; to service EBSCO's legal agreement with the user's employer or affiliated institution (under which the user is provided access to EBSCO products); to enforce the terms of use; in meeting EBSCO's contractual obligations to report aggregated usage data to content providers; or as required by law.
13. Availability of management reports via a Web site with security restrictions for consortium access.	Yes	All usage statistics are made available via EBSCO*admin*, which is password-protected for security purposes. Consortia-level EBSCO*admin* accounts permit users to run statistics for their own institution, as well as all accessing sites within the state.
14. Availability of management reports via a Web site with security restrictions for individual library access.	Yes	All usage statistics are made available via EBSCO*admin*, which is password-protected for security purposes. Separate EBSCO*admin* accounts can be created for each member library, through which local administrators can generate reports for their institution.
15. Ability to download statistics in comma-delimited or Excel format (indicate which format is available).	Yes	Reports formats include MS Excel and Tab-Delimited. These can be downloaded in EBSCO*admin* on demand. Alternatively, users can set scheduled reports, emailed to designated staff at regular intervals.

Functionality/Feature	Yes/No	Comments
16. Options for customized management reports.	Yes	EBSCO*admin* usage reports are available at various level of detail, as preferred, and are highly customizable. EBSCO can work with library staff to customize and deliver reports as needed.
17. Availability of site-based administrative module.	Yes	Individual sites can use EBSCO*admin* to generate usage reports specific to their library. Central staff can use EBSCO*admin* to generate usage reports for individual libraries, central sites and districts, as well as a grand usage totals for the consortium.
18. Are the statistics COUNTER compliant with the current release (4)?	Yes	EBSCO*admin* currently offers COUNTER Release 4 compliant reports for EBSCO databases.
19. Will statistics be COUNTER compliant with the new release (5) expected January 2019?	Yes	EBSCO will be COUNTER Release 5 compliant by February 2019.

LearningExpress

Functionality/Feature	Yes/No	Comments
1. Regularly scheduled usage and management reports (indicate frequency).	Yes	LearningExpress can generate reports for the entire state, by library and by individual site. LearningExpress provides complimentary access to these reports 24 hours a day via self-service, password-protected reports website. As such, there is no schedule for supplying routine statistical reports, as they can be run on-demand anytime. Administrators can access reports any time and generate statistics for a selected date range, including up to three years of data. These can be viewed online, downloaded into Excel spreadsheets, exported into CSV formats, made available as email attachments, and imported into third-party data collection services, as well as and electronic resource management system software.
2. Ability to report number of queries.	No	At this time, number of searches is not an available statistic.
3. Ability to report number of sessions (logins).	Yes	Number of sessions is an available statistic in the Detailed Usage Report and Library User Summary Report.
4. Ability to report number of articles viewed or printed sorted by journal title.	No	LearningExpress products do not include journal articles and/or titles. Therefore, this statistic is not applicable. Of most similarity, LearningExpress reports do offer reports on Resource Usage by Topic and User, as well as overall Detailed Usage Reports and Library User Summary Reports. Statistics do not include the number of items printed.
5. Ability to report number of turn-aways or access contention incidents.	No	LearningExpress does not limit the number of simultaneous users allowed access to its platform and resources. Therefore, this statistic would not be applicable.
6. Ability to report usage consortium-wide by database.	Yes	LearningExpress can generate reports for the entire state. This includes Resource Usage Reports, which are of most similarity to “database” reports. Reports will include the title, account, institution, and date range for the start-end dates selected.

Functionality/Feature	Yes/No	Comments
7. Ability to report number of downloaded articles sorted by journal title.	No	LearningExpress products do not include journal articles and/or titles. Therefore, this statistic is not applicable. Of most similarity, LearningExpress reports do offer reports on Resource Usage by Topic and User, as well as overall Detailed Usage Reports and Library User Summary Reports. Statistics do not include the number of items downloaded.
8. Ability to report usage by library by database.	Yes	LearningExpress can generate reports by library and individual site. This includes Resource Usage Reports, which are of most similarity to "database" reports. Reports will include the title, account, institution, and date range for the start-end dates selected.
9. Ability to report usage by type of library by individual database.	Yes	LearningExpress can generate reports by library type, if the data has been provided by MeL. If provided, LearningExpress could offer Resource Usage Reports – which are of most similarity to "database" reports – by library type.
10. Ability to report usage by remote access by database including by county.	No	LearningExpress does not support reports by remote access.
11. Ability to ensure library and consortial confidentiality.	Yes	LearningExpress provides access to reports via self-service, password-protected website, ensuring library and consortial confidentiality.
12. Ability to ensure user confidentiality and privacy.	Yes	LearningExpress respects user privacy and is committed to protecting it through our compliance with the dedicated privacy policy. The details of the LearningExpress Privacy Policy can be viewed here: https://www.learningexpresshub.com/productengine/LELIndex.html#/learningexpresslibrary/one/privacy-policy
13. Availability of management reports via a Web site with security restrictions for consortium access.	Yes	All usage statistics are made available via website, which is password-protected for security purposes.
14. Availability of management reports via a Web site with security restrictions for individual library access.	Yes	All usage statistics are made available via website, which is password-protected for security purposes.
15. Ability to download statistics in comma-delimited or Excel format (indicate which format is available).	Yes	LearningExpress Usage Reports can be viewed online, downloaded into Excel spreadsheets, exported into CSV formats, made available as email attachments, and imported into third-party data collection services, as well as electronic resource management system software.
16. Options for customized management reports.	Yes	Reports can be run on-demand and customized with date ranges, report types, etc.
17. Availability of site-based administrative module.	No	LearningExpress does not support site-based administrative module.
18. Are the statistics COUNTER compliant with the current release (4)?	No	The Project COUNTER Code of Practice was specifically developed to facilitate the recording and exchange of online usage statistics for journals and databases. Because LearningExpress practice tests and courses are interactive, there is not a strict correlation between Project COUNTER reports and usage of LearningExpress resources. In addition, LearningExpress does not limit the number of simultaneous users allowed to access the

Functionality/Feature	Yes/No	Comments
		system, which is the key parameter for Project COUNTER's Database Report 2. Furthermore, because LearningExpress is a collection of online practice tests and courses, as opposed to a traditional reference database, the resources do not lend themselves to the standards of the SUSHI protocol of the NISO Z39.93 protocol.
19. Will statistics be COUNTER compliant with the new release (5) expected January 2019?	No	LearningExpress does not offer COUNTER reports.

STATE OF MICHIGAN

Contract 180000001189
Content/Database Subscriptions – for Library of Michigan

SCHEDULE E – Pricing Matrix

Package Database Name: EBSCO's Enhanced Core Package and Business Database Additions

Service Period	Payment Amount
10/01/2018 – 09/30/2019	$1,097,018.00
10/01/2019 – 9/30/2020	$1,121,701.00
10/01/2020 – 09/30/2021	$1,146,939.00

STATE OF MICHIGAN

Contract 180000001189
Content/Database Subscriptions – for Library of Michigan

EXHIBIT 1 - Sample Statistical Report Formats

Remote Access Report				
County	**Sessions**	**Searches**	**Full Text**	
Macomb	18,234	35,098	2,845	
Lapeer	5,409	7,009	465	
Livingston	4,332	6,890	552	
Grand Total	**27,975**	**48,997**	**3,862**	
Consortium Member Report				
Library/Institution	**Sessions**	**Searches**	**Full Text**	**Library Type**
Public Library	18,234	35,098	2,845	Public
Public Library	14,890	28,235	2,616	Public
School Library	5,409	7,009	465	School
Academic Library	4,332	6,890	552	Acad
Academic Library	19,274	37,468	6,887	Acad
Grand Total	**62,139**	**77,232**	**13,365**	
Journal Title Usage Report				
Journal Title	**Sessions**	**Searches**	**Full Text**	
Journal One	18,234	35,098	2,845	
Journal Two	14,890	28,235	2,616	
Journal Three	5,409	7,009	465	
Journal Four	4,332	6,890	552	
Journal Five	19,274	37,468	6,887	
Grand Total	**62,139**	**77,232**	**13,365**	
**** An indication of the type of library is preferable.**				
Consortium Member Report				
Database Name	**Sessions**	**Searches**	**Full Text**	
Database One	27,975	48,997	3,862	
Database Two	45,890	84,333	5,001	
Database Three	10,340	15,307	2,497	
Grand Total	**84,205**	**148,637**	**11,360**	

These report formats are intended as illustrative of possible presentations of minimum data requirements. They do not illustrate all aspects of these guidelines.

STATE OF MICHIGAN

Contract 180000001189
Content/Database Subscriptions – for Library of Michigan

Exhibit 2 - Responsive Design for MeL.Org Databases

Introduction

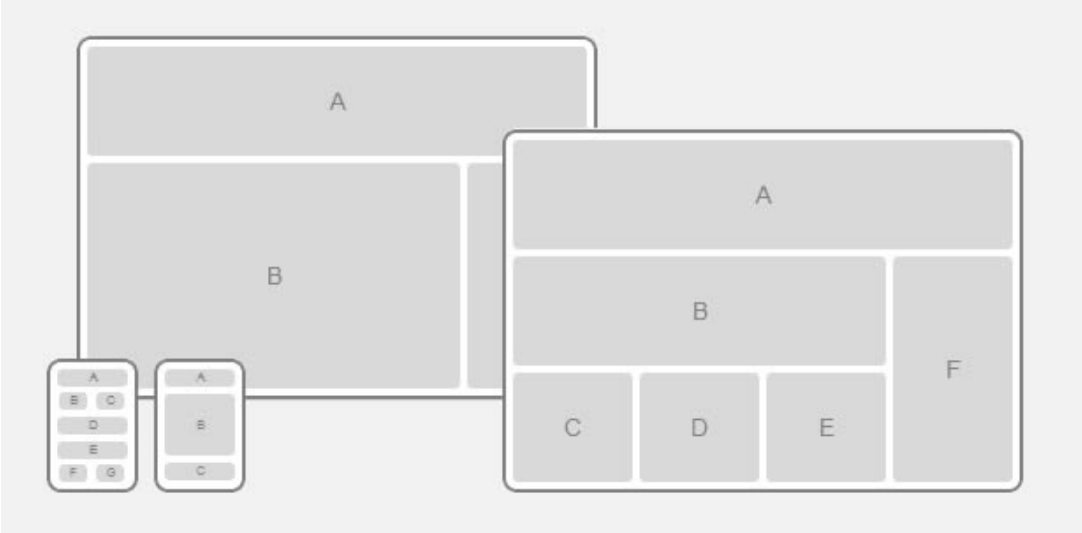
The Michigan eLibrary intends to provide a responsive web browsing experience to its users. To make that goal a reality, our partner vendors must be in alignment toward this end. Below you will find our plan with vendor requirements. Some of these requirements will need to be addressed in your bid response; others will impact the life of the contract.

Responsive Design Explanation and Requirements Language

Responsive web design (RWD) is a web development Approach that creates dynamic changes to the Appearance of a website, depending on the screen size and orientation of the device being used to view it. RWD is one Approach to the problem of designing for the multitude of devices available to customers, ranging from tiny phones to huge desktop monitors.

RWD uses so-called breakpoints to determine how the layout of a site will Appear: one design is used above a breakpoint and another design is Applied below that breakpoint. The breakpoints are commonly based on the width of the browser.

In responsive design, page elements reshuffle as the viewport grows or shrinks. A three-column desktop design may reshuffle to two columns for a tablet and a single column for a smartphone. Responsive design relies on proportion-based grids to rearrange content and design elements.



While responsive design emerged as a way to provide equal access to information regardless of device, it is also possible to hide certain items — such as background images or supplementary navigation — on smaller screens. Decisions about hiding content and functionality or altering Appearance for different device types should be based on knowledge about users and their needs.

RWD has an advantage over developing separate sites for different device types. The use of a single codebase can make development faster, compared to developing 3 or 4 distinct sites, and makes maintenance easier over time, as one set of code and content needs to be updated rather than 3 or 4.

Responsive design is a tool, not a cure-all. While using responsive design has many perks when designing across devices, using the technique does not ensure 100% usable experience. Teams must focus on the ongoing changes to mobile and

tablet device technology and its impact on content, design, and performance in order to support users across all devices.

Credits: Courtland Consulting, Nielson Norman Group, Adobe, and Creative Bloq

Mobile Apps

For the purpose of this contract, mobile Apps will not be considered as a substitution for a vendor's required RWD plan for each product's native interface/platform.

MeL's Responsive Goals

Our goals are to maintain an anytime, anywhere library which provides resources that meet the needs of our users on a device of their choosing. To meet that goal, we stay abreast of the changing technology demographics of our current users and the environment in which we are operating as an enterprise-level content-delivery service.

For informational purposes, please note for the federal 2017 fiscal year, the MeL homepage's sessions according to Google Analytics were

- 85.6% desktop
- 7.4% mobile
- 7% tablet

How the website is accessed varies by age. For example, the MeL Kid's homepage sessions according to Google Analytics were:

- 73.1 % desktop
- 2.9% mobile
- 24.1% tablet

The top mobile devices accessing MeL were

- Apple iPad
- Apple iPhone

We have developed guidelines for our responsive goals that successful bidders will also meet. Because the field is so changeable, it is not our intention to lay down a series of rules that will bind both sides to specific technologies for the duration of the contract. Instead, successful bidders will acknowledge:

- A willingness and ability to deliver a search experience and content in a responsive native environment/platform
- A willingness and ability to make mid-course corrections during the contract period that respond to the changing technology environment as informed by statistics of current users and reasonable anticipation of changes
- A willingness and ability to submit quarterly progress reports that are clear and forthright about the status of current and future efforts to reach or maintain RWD

Our goals include guidelines such as:

- "Perfect" display is not the goal. For instance, if a platform displays well in a horizontal view on a particular device but not a vertical view we will make the assumption that users of those devices are familiar enough with browsing on them to change orientation for their best viewing experience.
- We are primarily concerned with the native browser for each given mobile device (such as Safari for the iPhone) and not every browser available for each device.
- More attention should be paid to the most commonly used devices/browsers/resolutions viewing MeL.
- We have made a commitment to the Chromebook (as of the time of this RFP, specifically the Chromebook 11) as it is commonly purchased by a key MeL demographic – which are schools.

Reporting During the Contract

For the life of the contract, each Contractor will provide a quarterly report on the maintenance of their responsive design efforts. A report will be required for each platform that is a part of the MeL suite of services. It should be limited in length to one narrative page plus statistical reporting (specified below). The report should cover what steps were taken in the

previous quarter and what steps are planned in the next quarter to develop and maintain a responsive environment for your products.

To inform the Contractor's responsive design efforts, MeL will provide each Contractor with quarterly statistics from Google Analytics on the top 25 mobile devices in use, screen resolutions and operating systems for the MeL homepage and each of its various subpages via a Google Data Studio Report. Our statistics will be available in real time through the reports. Each Contractor should plan to reply by the end of the first month of each quarter (end of January, April, July and October) with their own internal statistics on these measures for their platforms (top 25 mobile devices in use, screen resolutions and operating systems) as well as the one-page narrative.

Examples of reporting elements could include:

Previous quarter:

Full testing sweep of priority pages in TOP BROWSERS AS DEFINED BY MeL'S GOOGLE ANALYTICS STATS

- Search interface now responds Appropriately in NAME BROWSER AND/OR DEVICE
- Full content results now respond Appropriately in NAME BROWSER AND/OR DEVICE

Upcoming quarter:

- Evaluate interface in light of anticipated release of iOS version x
- Dropping support of IE version x

STATE OF MICHIGAN

Contract 180000001189
Content/Database Subscriptions – for Library of Michigan

Exhibit 3 - VPAT Forms

Name of Product/Version: EBSCOhost Research Interface

Product Description: EBSCO*host* is an intuitive online research platform used by thousands of institutions and millions of users worldwide. With quality databases and search features, EBSCO*host* helps researchers of all kinds find the information they need fast.

Date: December 19, 2017

Contact information: Jill Power/jpower@ebsco.com

Notes: We completed our last full product audit in April 2017 by Interactive Accessibility. We have provided some updates based on enhancements introduced.

Evaluation Methods Used: Manual and automated testing. Screen readers JAWS, NVDA, Chrome/Firefox extensions for color contrast and magnifier testing.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*	Level A (Yes) Level AA (Yes) Level AAA (No)
Section 508 as published in 2017, at *http://www.Section508.gov*	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at *http://mandate376.standards.eu/standard*	(No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance

Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports with exceptions Electronic Docs: Supports with exceptions Software: Supports Closed: Supports Authoring Tool: Supports	Web: Some active images (links or buttons) do not have alt-text or have alt-text that is redundant or incorrect. Some images that contain important context or content information have no alt-text. Multiple links that go to the same destination are adjacent to each other causing two tab stops for each link Icon fonts are defined in the CSS using content property. Some screen readers will attempt to read the characters literally which will be nonsensical Electronic Docs: Some PDF documents contain images and figures that do not have captions
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports with exceptions Software: Supports Closed: Supports Authoring Tool: Supports	
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Software: Supports Closed: Supports	Web: Closed captions available

Criteria	Conformance Level	Remarks and Explanations
• 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Supports	
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Software: supports Closed: supports Authoring Tool: supports	Web: Some form input fields are not explicitly associated with their labels Some grouping and relationship information for related form fields is communicated visually but is not available to screen reader users. Some data cells are not associated with column and row headers. Structural list information is available to a sighted user but is not conveyed to a screen reader user. Labels or instructions are not provided when content requires user input. Instructional content must be communicated to assistive technology users.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Web: Color alone is used to convey some information.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Software: supports Closed: supports Authoring Tool: supports	Web: Some page elements have a tooltip that is only available to mouse users. The slider control allows mouse users to select a value from within a given range. Keyboard users cannot select a value and screen reader users will not know the current value and min/max values allowed The menu is not semantically defined. Page elements which should not be active get keyboard focus. The page contains a tree list that allows users to navigate the list items and expand and collapse child nodes. This list does not provide the relationship information for screen reader users and keyboard users may have a difficult time navigating the list of items
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software)	Web: Electronic Docs: Software: Authoring Tool:	:

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Web: The session sometimes times out without a prompt and without providing a way for users to extend the session.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria	Web: supports with exception Electronic Docs: supports	Web: Access codes are available to jump to the most common sections on the page.

Criteria	Conformance Level	Remarks and Explanations
• 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	with exceptions Software: supports Authoring Tool:supports	Headings are provided throughout however, some page headings are rendered using graphical images and/or formatting elements instead of header elements (h1...h6). Not all skip links work with every browser. Not many landmarks or method is provided to allow users to navigate to different sections of the page Electronic Docs: PDF documents do not allow for navigation
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Web: The tab order does not always follow a logical, sequential progression from the user's perspective, e.g., Detail page
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Web: The purpose of one or more links cannot be determined from the link text alone

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports with exceptions Software: supports Closed: supports Authoring Tool: supports	Electronic Docs: Some documents do not contain language of page indicator for screen reader
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508	Web: supports with exceptions Electronic Docs: supports with exceptions Software: supports Closed: supports Authoring Tool: supports	Errors are not always provided when an error occurs or they are defined so that they are visually apparent only

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Some labels or instructions are not provided when content requires user input
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	Some buttons are incorrectly defined and do not specify button name. The expand and collapse function in Filter panel does not convey link purpose or current state to assistive technology users. Semantic information about modal windows is communicated visually but assistive technology users are not notified that a box is opened or its purpose. The page contains custom user interface controls that cannot be properly conveyed to assistive technology users. The page uses dynamically-added content that is not available to assistive technology users. One page contains simulated form controls that cannot be properly conveyed to assistive technology users.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Some text has insufficient color contrast. And some text in images has insufficient color contrast
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports with exceptions Software: supports Authoring Tool: supports	Some PDF documents have images of text that is not readable by a screen reader
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Some headings on the page do not describe the topic or purpose
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Some elements on pages lack indication of visible focus

Criteria	Conformance Level	Remarks and Explanations
• 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports with exceptions Software: supports Authoring Tool: supports	The UI and html full text documents can be translated into 30+ languages
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool:supports	Some errors are not provided when an error occurs or are defined so that they are visually apparent but someone who cannot see the screen may not know errors occurred
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	

2017 Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with exception	As stated in wcag above
302.2 With Limited Vision	Supports with exception	As stated in wcag above
302.3 Without Perception of Color	supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	
407.7 Tickets, Fare Cards, and Keycards	Supports	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
407.8.1 Vertical Reference Plane	Supports	
407.8.1.1 Vertical Plane for Side Reach	Supports	
407.8.1.2 Vertical Plane for Forward Reach	supports	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	Supports	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Remediation of documents available upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Available upon request
603.3 Accommodation of Communication Needs	Supports	Available upon request

Name of Product/Version: Explora

Product Description: Designed to meet the unique needs of its users, *Explora* supports both student research and classroom instruction with rich, reliable content and easy-to-use functionality.

Date: 12/27/2017

Contact information: Jill Power/jpower@ebsco.com

Notes:

Evaluation Methods Used: NVDA, JAWS, WAVE,

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*	Level A (Yes) Level AA (Yes) Level AAA (No)
Section 508 as published in 2017, at *http://www.Section508.gov*	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at *http://mandate376.standards.eu/standard*	(No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508	Web: Supports Electronic Docs: Does not support	Includes some decorative images alt text that should be null. E.g., Category browse

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: supports Closed: supports Authoring Tool: supports	Most PDFs do not have alt text for images.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions Electronic Docs: Does not support Software: supports Closed: supports Authoring Tool: supports	Labels or instructions are not provided when content requires user input. Page headings are rendered using graphical images and/or formatting elements instead of header elements (h1...h6). E.g., The "Search Results:11 - 20 of 332,621" heading at the start of the main content area is not defined as an <h1> element. Structural list information is available to a sighted user but is not conveyed to a screen reader user. E.g., page navigation list Buttons are incorrectly defined and do not specify button name The embedded PDF is not accessible to screen reader users
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supported with exceptions Software: supported Authoring Tool: supported	In panel, hidden text is read by the screen reader so could be confusing. PDF sequence is not always meaningful when read by a screen reader

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supported Electronic Docs: supported Software: supported Authoring Tool: supported	
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions Electronic Docs: Supports Software: supports Authoring Tool: supports	Color alone is sometimes used to convey information. E.g., Page selection indicator and source type for a result list item.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	Multiple links that go to the same destination are adjacent to each other causing two tab stops for each link. E.g., browse categories text and related image Page elements which should not be active get keyboard focus. E.g., The "X" (close) SVG inactive elements are keyboard accessible. E.g., The timeout dialog allows keyboard and screen reader users (but not mouse users) to access the information behind the modal overlay in some cases.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Some page element trap keyboard focus. Users cannot tab away from these objects. E.g., carousel on search page; filter panel after you hit escape.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: supports Software: supports Authoring Tool: supports	The session times out without a prompt and without providing a way for users to extend the session.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports with exceptions Electronic Docs: Does not support Software: supports Authoring Tool: supports	The page does not allow users to bypass repetitive navigation links, such as a global navigation bar, tabbed interface, or left navigation panel. Skip links are not provided to skip over a block of links or text to get to main or important page content. PDF documents do not allow for navigation
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exception Electronic Docs: supports with exception Software: supports Authoring Tool: supports	Session timeout page does not have a page title.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supported with exceptions Electronic Docs: supports with exceptions Software: supports Authoring Tool: supports	The tab order does not always follow a logical, sequential progression from the user's perspective. E.g., category browse page announces image as clickable After search, takes you back to unexpected place on the page instead of search results Tabbed source headings include both icons and words (redundant) The non-interactive "Tools" heading and the wrapper for the PDF viewer are in the tab order Many pdfs that contain various columns and images with text wrapped around do not follow an ideal focus order.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions Electronic Docs: Software: Authoring Tool:	In some cases, the button purpose cannot be determined from the button text and the page context. E.g., the "…", "Learn More" or "More" buttons on the Landing search page and Browse. Also, the pagination navigation on the bottom of the Results List.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports with exceptions Software: Closed: supports Authoring Tool: supports	On the Results page, the page does not specify the default language. For html documents, the language is only specified when it is other than English.
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: Closed: supports Authoring Tool: supports	When a filter item is selected from the filter panel or data is entered, the form automatically submits.
3.2.2 On Input (Level A) Also applies to: 2017 Section 508	Web: supports with exceptions Electronic Docs: supports	When a filter item is selected from the filter panel or data is entered, the form automatically submits.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Closed: supports Authoring Tool: supports	
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: Closed: supports Authoring Tool: supports	
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: Closed: supports Authoring Tool: supports	In the filter panel, the "From:" and "To:" form instructions are provided in the placeholder text. Key instructional content may be missed by screen reader users.
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: Closed: supports Authoring Tool: supports	The Results page contains some coding errors that may prevent assistive technologies (AT) from interpreting content correctly.
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports with exceptions Software: Closed: supports Authoring Tool: supports	Following links does not actually load a new page but simply updates significant portions of the page with new content. This is a common problem in single-page applications. The filter buttons (All, Magazines, News, Biographies, Books) are toggle buttons but are defined semantically as tabs. The group information for the filter buttons is communicated visually but is not available to screen reader users. Semantic information about the Filter dialog is communicated visually but screen reader users are not notified that a dialog window is opened or told its purpose. The PDF viewer iframe is missing the title attribute.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports Electronic Docs: Supports	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports Authoring Tool: Supports	
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions Electronic Docs: Supports Software: Supports Authoring Tool: Supports	On landing page, Image icons that contain pertinent content have insufficient contrast (less than 4.5:1). On results page, the white text on yellow background element on the page has insufficient contrast between text color and background colors. Also, the source type header has only 4:3.8 ratio. On full text viewer, some link elements on the page have insufficient contrast between the link color and the colors used for hover and focus states.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with exceptions Electronic Docs: Supports Software: Supports Authoring Tool: Supports	The default keyboard focus indicator is used for the previous and next buttons but is difficult to distinguish against the colors used on some of the slides. The non-selected tabs have no visible focus indicator in IE. The tools on the right sidebar have no visible focus indicator.
3.1.2 Language of Parts (Level AA) Also applies to:	Web: Supports Electronic Docs: Supports	Changes of language on the page are not specified.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	with exceptions Software: Supports Authoring Tool: Supports	
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	

2017 Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with exceptions	
302.2 With Limited Vision	Supports with exceptions	
302.3 Without Perception of Color	Supports with exceptions	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exceptions	

Criteria	Conformance Level	Remarks and Explanations

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

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FOR: LearningExpress, LLC

Submitted by: Deque Systems, Inc.

Submitted on: January 3, 2018

Standard/Guidelines included in this report

Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/

Section 508 as published in 2017, at *http://www.Section508.gov*

Summary

Our primary website is located at https://www.learningexpresshub.com

This website has been tested for conformance with all Success Criteria and all Conformance Requirements from the World Wide Web Consortium (W3C). Recommendation January 3, 2018, Web Content Accessibility Guidelines (WCAG) 2.0 for Level AA and the results are as follows:

Primary functions	Conformant	Non-Conformant
(A) Chemical Equilibria Practice 1		✓
(B) Chemical Kinetics Practice 1		✓
(C) Footer		✓
(D) Gases: Ideal & Real Practice 1		✓
(E) GED Mathematics Practice Exam 1		✓
(F) GED Language Arts Practice Test 2		✓
(G) Header		✓
(H) Save and Finish Later Modal		✓
(I) Test Instructions Modal		✓
(J) Tutorials		✓

Note: Check mark (✓) in the table above indicate that all pages tested meet the WCAG conformance criteria (as such criteria exists as of May 1st, 2017).

As a part of this statement a usability study was also conducted on the workflows mentioned above between July 15 – August 6, 2017 and the results of the accessibility study can be requested from Learning Express upon request.

Scope of Conformance

Following pages for LearningExpress, LLC (“LEX”), whose primary website is located at: https://www.learningexpresshub.com, were assessed for conformance to WCAG 2.0 Level A and AA guidelines for Desktop and Mobile Breakpoints (**Firefox + NVDA latest versions for Windows OS Desktop / Firefox + NVDA latest versions for Windows OS Responsive Design at 375px and 667px)** pursuant to the Statement of Work between LearningExpress, LLC and Deque dated July 10, 2017, for remediation services, post remediation and validation and conformance statement:

LearningExpress Components tested
Practice Tests Representative of all features in the LearningExpress Assessment Applications
• Chemical Kinetics Practice 1
• Chemical Equilibria Practice 2
• Gases: Ideal & Real Practice 1
• GED Mathematics Practice Exam 1
• GED Language Arts Practice Test 2
Header
Footer
Test Instructions Modal
Online Tutorials
Registration / Save and Finish Later Modal

Testing Methodology

The conformance assessment was performed by Deque accessibility Subject Matter Experts (SMEs) following the Deque Way methodology. Automated and manual testing was performed to identify WCAG 2.0 Level A and AA infractions.

Automated testing was performed using Deque tools (WorldSpace and aXe using browser Firefox on Windows) and multiple rounds of manual testing was performed by Deque SMEs on Windows using Firefox + NVDA.

More information on the Deque Way can be found here: https://dequeuniversity.com/class/dequeway

Technology Platforms on which Testing was performed
Desktop - Firefox + NVDA latest versions for Windows OS Desktop

Deque SMEs included individuals with visual disability who performed assessments with visual aids, and also provided inputs to enhance usability of the website for individuals with disabilities.

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

Test Results

Tests listed under Test Methodology – WCAG Tests were performed successfully on each page identified in the Scope section above, for content and functionality.

Deque has tested the content and functionality which existed during the period of testing up to August 6, 2017 for the pages outlined in the scope. If LearningExpress, LLC decides to make changes to any content or existing functionality, or to add new content or functionality to it, LEX should get an independent review of the new/updated functionality against WCAG 2.0 Level AA guidelines and get this conformance statement updated accordingly.

Test results are broken down by criteria (WCAG 2.0 levels A, AA and Section 508). Components where exceptions exist are listed with their specific criteria sections. For more specific information on WCAG 2.0 A and AA, and Section 508, violations, please consult the accessibility assessment report provided by Deque to LearningExpress on August 10, 2017.

Success Criteria, WCAG 2.0 Level A

Criteria	Conformance Level/Exceptions
1.1.1 Non-text Content	**Supports with Exceptions** Chemical Equilibria Practice 2 (1.1.1.a, f) Gases: Ideal & Real Practice 1 (1.1.1.b) GED Mathematics Practice Exam 1 (1.1.1.b, c) Header (1.1.1.b) Tutorials (1.1.1.a)
1.2.1 Audio-only and Video-only (Prerecorded)	**Supports**
1.2.2 Captions (Prerecorded)	**Supports**
1.2.3 Audio Description or Media Alternative (Prerecorded)	**Supports**
1.3.1 Info and Relationships	**Supports with exceptions** Chemical Equilibria Practice 2 (1.3.1.c, e) Chemical Kinetics Practice 1 (1.3.1.b-e) Footer (1.3.1.f) Gasses: Ideal & Real Practice (1.3.1.c-f) GED Language Arts Practice Test 2 (1.3.1.b-f) GED Mathematics Practice Exam 1 (1.3.1.c-e) Test instructions modal (1.3.1.e-f) Tutorials (1.3.1.b, d, e)
1.3.2 Meaningful Sequence	**Supports with exceptions** Tutorials (1.3.2.b)
1.3.3 Sensory Characteristics	**Supports with exceptions** Gases: Ideal & Real Practice 1 (1.3.3.a) Tutorials (1.3.3.a)
1.4.1 Use of Color	**Supports**
1.4.2 Audio Control	**Supports**
2.1.1 Keyboard	**Supports with exceptions** Chemical Kinetics Practice 1 (2.1.1.a) Gases: Ideal & Real Practice 1 (2.1.1.a) Tutorials (2.1.1.a)
2.1.2 No Keyboard Trap	**Supports**
2.2.1 Timing Adjustable	**Supports**
2.2.2 Pause, Stop, Hide	**Supports**
2.3.1 Three Flashes or Below Threshold	**Supports**
2.4.1 Bypass Blocks	**Supports with exceptions** Tutorials (2.4.1.b)
2.4.2 Page Titled	**Supports with exceptions** Chemical Equilibria Practice 2 (2.4.2.a) Chemical Kinetics Practice 1 (2.4.2.a) Gases: Ideal & Real Practice 1 (2.4.2.a) GED Language Arts Practice Test 2 (2.4.2.a) GED Mathematics Practice Exam 1 (2.4.2.a) Tutorials (2.4.2.a)
2.4.3 Focus Order	**Supports with exceptions**

Criteria	Conformance Level/Exceptions
	Chemical Equilibria Practice 2 (2.4.3.a) Chemical Kinetics Practice 1 (2.4.3.a) Footer (2.4.3.a) Gases: Ideal & Real Practice 1 (2.4.3.a) GED Mathematics Practice Exam 1 (2.4.3.a) Header (2.4.3.a) Save and Finish later – Modal (2.4.3.a) Test Instructions – Modal (2.4.3.a) Tutorials – Help Modal (2.4.3.a)
2.4.4 Link Purpose (In Context)	**Supports with exceptions** Chemical Kinetics Practice 1 (2.4.4.a) Gases: Ideal & Real Practice 1 (2.4.4.a)
3.1.1 Language of Page	**Supports**
3.2.1 On Focus	**Supports with exceptions** Chemical Kinetics Practice 1 (3.2.1.a) Gases: Ideal & Real Practice 1 (3.2.1.a)
3.2.2 On Input	**Supports**
3.3.1 Error Identification	**Supports**
3.3.2 Labels or Instructions	**Supports with exceptions** Gases: Ideal & Real Practice 1 (3.3.2.b) Tutorials (3.3.2.b)
4.1.1 Parsing	**Supports with exceptions** Chemical Kinetics Practice 1 (4.1.1.d) Gases: Ideal & Real Practice 1 (4.1.1.d) GED Mathematics Practice Exam 1 (4.1.1.d) Tutorials (4.1.1.d)
4.1.2 Name, Role, Value	**Supports with exceptions** Chemical Equilibria Practice 2 (4.1.2.a) Chemical Kinetics Practice 1 (4.1.2.a) Gases: Ideal & Real Practice 1 (4.1.2.a) GED Language Arts Practice Test 2 (4.1.2.a) GED Mathematics Practice Exam 1 (4.1.2.a) Header (4.1.2.a) Save and Finish Later – Modal (4.1.2.a) Tutorials (4.1.2.a)

Success Criteria, WCAG 2.0 Level AA

Criteria	Conformance Level/Exceptions
1.2.4 Captions (Live)	**Supports**
1.2.5 Audio Description (Prerecorded)	**Supports**
1.4.3 Contrast (Minimum)	**Supports with exceptions** Chemical Kinetics Practice 1 (1.4.3.a) Footer (1.4.3.a) Gases: Ideal & Real Practice 1 (1.4.3.a) GED Language Arts Practice Test 2 (1.4.3.a) GED Mathematics Practice Exam 1 (1.4.3.a) Header (1.4.3.a) Save and Finish Later – Modal (1.4.3.a) Tutorials (1.4.3.a)
1.4.4 Resize text	**Supports**

Criteria	Conformance Level/Exceptions
1.4.5 Images of Text	**Supports with exceptions** Tutorials (1.4.5.a)
2.4.5 Multiple Ways	**Supports**
2.4.6 Headings and Labels	**Supports**
2.4.7 Focus Visible	**Supports**
3.1.2 Language of Parts	**Supports**
3.2.3 Consistent Navigation	**Supports**
3.2.4 Consistent Identification	**Supports**
3.3.3 Error Suggestion	**Supports**
3.3.4 Error Prevention (Legal, Financial, Data)	**Supports**

Success Criteria, 2017 Section 508

Functional performance criteria (FPC)

Criteria	Conformance Level/Exceptions
302.1 Without Vision	**Supports with exceptions** Chemical Equilibria Practice 2 Chemical Kinetics Practice 1 Footer Gasses: Ideal & Real Practice GED Language Arts Practice Test 2 GED Mathematics Practice Exam 1 Header Save and Finish Later – Modal Test instructions modal Tutorials
302.2 With Limited Vision	**Supports with exceptions** Chemical Kinetics Practice 1 Footer Gases: Ideal & Real Practice 1 GED Language Arts Practice Test 2 GED Mathematics Practice Exam 1 Header Save and Finish Later – Modal Tutorials
302.3 Without Perception of Color	**Supports with exceptions** Chemical Kinetics Practice 1 Footer Gases: Ideal & Real Practice 1 GED Language Arts Practice Test 2 GED Mathematics Practice Exam 1 Header Save and Finish Later – Modal Tutorials
302.4 Without Hearing	**Supports**
302.5 With Limited Hearing	**Supports**
302.6 Without Speech	**Supports**

Criteria	Conformance Level/Exceptions
302.7 With Limited Manipulation	**Supports with exceptions** Chemical Kinetics Practice 1 Gases: Ideal & Real Practice 1 Tutorials
302.8 With Limited Reach and Strength	**Supports with exceptions** Chemical Kinetics Practice 1 Gases: Ideal & Real Practice 1 Tutorials
302.9 With Limited Language, Cognitive, and Learning Abilities	**Supports with exceptions** Chemical Kinetics Practice 1 Gases: Ideal & Real Practice 1 Tutorial

Corrective Action Plan

LearningExpress is actively pursuing engagement in development project to address all of the features that have been identified to contain expectations. Development began in December 2017 and will be completed in May 2018. LearningExpress will re – audit the platform and issue a new Voluntary Product Accessibility Template by June 2018.

Name of Product/Version: AutoMate

Product Description: Powered by the automotive experts at MOTOR, *AutoMate* provides the most accurate, authoritative and up-to-date service and repair information for thousands of domestic and imported vehicles. All content comes from the Original Equipment Manufacturers (OEM) and includes step-by-step repair information, diagrams, maintenance schedules, parts and labor estimates, service bulletins and recalls.

Date: 1/4/2017

Contact information: Jill Power/jpower@ebsco.com

Notes:

Evaluation Methods Used: NVDA, JAWS, WAVE,

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at *http://www.w3.org/TR/2008/REC-WCAG20-20081211/*	Level A (Yes) Level AA (Yes) Level AAA (No)
Section 508 as published in 2017, at *http://www.Section508.gov*	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at *http://mandate376.standards.eu/standard*	(No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to:	Web: Does not support Electronic Docs: Does not	Non-text content provided to the user does not have a text serves the equivalent purposes.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	support Software: supports Closed: supports Authoring Tool: supports	Examples, Print icon and function Close 'X' function when within an expanded section Numbered links to figures associated with steps Figures/images, have visible captions but not read
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	No audio or video-only features
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	No prerecorded audio
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	No prerecorded media
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	WLimited indication of info and relationships No Aria roles to distinguish sections on the page Limited use of headings No page titles Lists not indicated other than visually Form controls not labeled (e.g., dropdowns, expand/collapse sections) State of control not indicated (e.g., expanded) Cannot use any of the dropdowns as it does not read a label and does not allow you to select any more than one item from the list.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supported with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Those elements on the page that can be accessed are in sequence, however there are sections that cannot be accessed easily, e.g., browsing sections

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supported with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Most information is straight text. There are some instances where only a graphic indicates a function without a text element, e.g.,, expand and collapse section arrows.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: supports Software: supported Authoring Tool: supported	
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	No audio
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	Dropdowns cannot adequately be used by keyboard alone. Browsing sections cannot be used by keyboard
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: supports Software: supports Authoring Tool: supports	User cannot access more than the first option in each dropdown on the page and thus cannot navigate to the majority of the product
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	No blinking, moving or self-scrolling features
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	No flashing features
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Does not support Electronic Docs: supports Software: supports Authoring Tool: supports	No method to allow user to skip blocks of repetitive content

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Supported Electronic Docs: Software: Authoring Tool:	No <h1>-<h6> elements are present in the page.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Supported Electronic Docs: supports Software: supports Authoring Tool: supports	Site cannot be fully navigated using Tab
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: does not support Software: supports Closed: supports Authoring Tool: supports	Language of page not always indicated when viewing documents
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Focus not always able to find on page when jumping to another frame. E.g., left navigation
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: supports Software: supports Authoring Tool: supports	Does always indicate to user the results of a selection. E.g., dropdown selection on initial page, select a new vehicle, search
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Closed: Authoring Tool:	
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: supports Software: supports Authoring Tool: supports	Does not include instructions or adequate labels, e.g. search box, does not help user with combo boxes that require an ordered selection
4.1.1 Parsing (Level A)	Web: supports with	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	exceptions Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Closed: Authoring Tool: supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	No video
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	No audio
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Some headers in the design do not have sufficient contrast for low vision users, e.g., those that have gray background and white text, e.g,. Door module within 2015 Aston Mart V8
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Closed: supports Authoring Tool: supports	Only banner image does not appropriately identify.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool)	Web: supports with exception Electronic Docs: supports Software: supports Authoring Tool: supports	Search option is available, but only after an initial selection is made via Browse.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Supported Electronic Docs: Software: Authoring Tool:	Web: No <h1>-<h6> elements are present in the page.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports with exceptions Electronic Docs: supports Software: supports Authoring Tool: supports	Focus is not always visible throughout site. E.g., left navigation panel
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not support Electronic Docs: does not support Software: supports Authoring Tool: supports	Language not indicated
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: supports Electronic Docs: supports Software: supports Authoring Tool: supports	

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with exception	
302.2 With Limited Vision	Supports with exception	
302.3 Without Perception of Color	Supports with exception	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Does not support	User cannot access full product through keyboard
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exception	No other mode for content other than visual

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	supports	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	supports	
603.3 Accommodation of Communication Needs	supports	

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