

RE: Bibliocommons Local Connector [ref:_00D709tgm._5005w1wJ9Wh:ref]

Kimberly Chambers <kim.chambers@sirsidynix.com>

Tue 1/25/2022 1:55 PM

To: Julie Syler <julies@salinecountylibrary.org>; Patty Hector <pattyh@salinecountylibrary.org>; Clare Graham <clare.graham@arkansas.gov>

Thank you Julie! We are processing this now and a project manager will be in touch with you very shortly to get this started.

Do you have any certain date you are trying to get Bibliocommons up and running by?

We can certainly do this as soon as possible and we can also do our best to fit within any scheduled dates you already have.

Thank you!

Kim

KIM CHAMBERS | Inside Account Consultant | SirsiDynix

TOLL-FREE: 800.288.8020 x5612 | Direct: 801-223-5612 |

Mobile: 720.382.4634 | kim.chambers@sirsidynix.com |



Kimberly Chambers

INSIDE ACCOUNT MANAGER

kim.chambers@sirsidynix.com

720-382-4634 | 800-288-8020 ext. 5612



From: Julie Syler <julies@salinecountylibrary.org>

Sent: Tuesday, January 25, 2022 12:34 PM

To: Kimberly Chambers <kim.chambers@sirsidynix.com>; Patty Hector <pattyh@salinecountylibrary.org>;

Clare Graham <clare.graham@arkansas.gov>

Subject: Fwd: Bibliocommons Local Connector [ref:_00D709tgm._5005w1wJ9Wh:ref]

Hi Kim!

Attached is our signed quote. Thanks for your help getting us going!

Julie Syler

Systems Administrator

Saline County Library

From: Mellisa Sparks <Mellisa.Sparks@arkansas.gov>

Sent: Tuesday, January 25, 2022 1:31:26 PM

To: Julie Syler <julies@salinecountylibrary.org>; Clare Graham <clare.graham@arkansas.gov>

Subject: Re: Bibliocommons Local Connector [ref:_00D709tgm._5005w1wJ9Wh:ref]

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Let me know if you need anything else.

Thank you,
Mellisa Sparks

From: Julie Syler <julies@salinecountylibrary.org>

Sent: Tuesday, January 25, 2022 11:29 AM

To: Clare Graham <clare.graham@arkansas.gov>; Mellisa Sparks <Mellisa.Sparks@arkansas.gov>

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From: Kimberly Chambers <kim.chambers@sirsidynix.com>

Sent: Tuesday, January 18, 2022 2:53:11 PM

To: Julie Syler <julies@salinecountylibrary.org>; Nicole Romyak <Nicole.Romyak@sirsidynix.com>

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Sent: Friday, January 14, 2022 8:22:25 AM

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Director, SirsiDynix Cloud Solutions

SirsiDynix
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Signed Sirsi Quote_Biblio.pdf;

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Director, SirsiDynix Cloud Solutions

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Tue 1/18/2022 3:05 PM

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Cc: Patty Hector <pattyh@salinecountylibrary.org>; Clare Graham <clare.graham@arkansas.gov>

Hi Julie -

Thanks for your message! The software portion is an ongoing charge, based on the discounted amount. So, the year 2 amount would be approximately \$7900, and ongoing would be based on that rate plus your 2.9% increase cap.

Let me know if you have any other questions or if we can help with anything else.

Thank you!

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Thank you so much for your help! Just for budgeting rejiggering purposes, is this an annual charge?

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Mid-Arkansas Regional Library System - Saas Environment Set-up for Bibliocommons 1.18.2022.pdf;

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Kimberly Chambers

INSIDE ACCOUNT MANAGER

kim.chambers@sirsidynix.com

720-382-4634 | 800-288-8020 ext. 5612



From: Julie Syler <julies@salinecountylibrary.org>
Sent: Tuesday, January 18, 2022 9:36 AM
To: Kimberly Chambers <kim.chambers@sirsidynix.com>; Nicole Romyak <Nicole.Romyak@sirsidynix.com>
Cc: Patty Hector <pattyh@salinecountylibrary.org>; Clare Graham <clare.graham@arkansas.gov>
Subject: Re: Bibliocommons Local Connector [ref:_00D709tgm._5005w1wJ9Wh:ref]

Thanks, Kim! Patty and I agree that this is a lot more complicated that it was made out to be from Bibliocommons, but we're on a roll now, so here we go.

Julie Syler
Systems Administrator
Saline County Library

From: Kimberly Chambers <kim.chambers@sirsidynix.com>
Sent: Tuesday, January 18, 2022 10:31 AM
To: Julie Syler <julies@salinecountylibrary.org>; Nicole Romyak <Nicole.Romyak@sirsidynix.com>
Cc: Patty Hector <pattyh@salinecountylibrary.org>; Clare Graham <clare.graham@arkansas.gov>
Subject: RE: Bibliocommons Local Connector [ref:_00D709tgm._5005w1wJ9Wh:ref]

Hi Julie –

Thanks so much for your message and sorry for the delay. Brett and I have been working on this quote and we will finish it up today.

To integrate Bibliocommons, you will need to be transferred to a dedicated SaaS server, set-up a tomcat server that we will host for you (which you mention) and a web services connector for Bibliocommons. We're working on getting that all together in one quote and I will have it to you this afternoon 😊 .

Thank you!
Kim

KIM CHAMBERS | Inside Account Consultant | SirsiDynix
TOLL-FREE: 800.288.8020 x5612 | Direct: 801-223-5612 |
Mobile: 720.382.4634 | kim.chambers@sirsidynix.com |



Kimberly Chambers
INSIDE ACCOUNT MANAGER
kim.chambers@sirsidynix.com
720-382-4634 | 800-288-8020 ext. 5612

From: Julie Syler <julies@salinecountylibrary.org>
Sent: Tuesday, January 18, 2022 5:59 AM
To: Nicole Romyak <Nicole.Romyak@sirsidynix.com>; Kimberly Chambers <kim.chambers@sirsidynix.com>
Cc: Patty Hector <pattyh@salinecountylibrary.org>; Clare Graham <clare.graham@arkansas.gov>
Subject: Fwd: Bibliocommons Local Connector [ref:_00D709tgm._5005w1wJ9Wh:ref]

Good morning!

Sorry to be the early bird, but I wanted to make sure I got a jump on this. As soon as you can get me a quote to get things happening, I'll be on it!

Julie Syler
Systems Administrator
Saline County Library

From: Brett Hall <brett.hall@sirsidynix.com>
Sent: Friday, January 14, 2022 8:22:25 AM
To: Julie Syler <julies@salinecountylibrary.org>; clientcare.helpdesk@sirsidynix.com
<clientcare.helpdesk@sirsidynix.com>
Subject: RE: Bibliocommons Local Connector [ref:_00D709tgm._5005w1wJ9Wh:ref]

Hi Julie,

There are additional server-side and security requirements on our end. I will need to forward this request to your Sales representative and LRM for quoting. I hope they will be in touch soon with pricing.

----- Original Message -----

From: Julie Syler [julies@salinecountylibrary.org]
Sent: 1/14/2022 8:04 AM
To: clientcare.helpdesk@sirsidynix.com
Subject: Bibliocommons Local Connector

Hello!

We are in the first stage of setting up Bibliocommons, and the first step is to install the Local Connector Tomcat application, the connection between Bibliocommons and the ILS. Since we are a hosted site, is this possible?

Julie Syler
Systems Administrator
Saline County Library

Thank you,

Brett Hall
Director, SirsiDynix Cloud Solutions

SirsiDynix
brett.hall@sirsidynix.com
800-288-8020 x3909
ref:_00D709tgm._5005w1wJ9Wh:ref
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This email was sent from outside the organization.

This email was sent from outside the organization.

RE: Bibliocommons Local Connector [ref:_00D709tgm._5005w1wJ9Wh:ref]

Kimberly Chambers <kim.chambers@sirsidynix.com>

Tue 1/18/2022 10:31 AM

To: Julie Syler <julies@salinecountylibrary.org>; Nicole Romyak <Nicole.Romyak@sirsidynix.com>

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Thank you!

Kim

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Kimberly Chambers

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From: Julie Syler <julies@salinecountylibrary.org>**Sent:** Tuesday, January 18, 2022 5:59 AM**To:** Nicole Romyak <Nicole.Romyak@sirsidynix.com>; Kimberly Chambers <kim.chambers@sirsidynix.com>**Cc:** Patty Hector <pattyh@salinecountylibrary.org>; Clare Graham <clare.graham@arkansas.gov>**Subject:** Fwd: Bibliocommons Local Connector [ref:_00D709tgm._5005w1wJ9Wh:ref]

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Julie Syler

Systems Administrator

Saline County Library

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Julie Syler
Systems Administrator
Saline County Library

Thank you,

Brett Hall
Director, SirsiDynix Cloud Solutions

SirsiDynix
brett.hall@sirsiidynix.com
800-288-8020 x3909
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This email was sent from outside the organization.

Contract for review

Erik Komarnicki <erik.komarnicki@bibliocommons.com>

Wed 11/24/2021 8:39 AM

To: Patty Hector <pattyh@salinecountylibrary.org>, Clare Graham <clare.graham@arkansas.gov>

1 attachment (775 KB)

MidArk_BiblioCommons_Library_Subscription_Master_Agreement.pdf;

Hi Clare and Patty,

I've attached a contract for your review. This contract is basically complete as it has the product list / pricing list and order form for the products we've discussed. I removed the languages. I wasn't able to get approval on ongoing Spanish language add-on at no charge, but I was able to get \$5,000 off implementation, so I've added that in. If you decide you want to add Spanish let me know and I'll ask Catherine to add that in. (You could always add it later, too).

There are a few other pieces of information I'll need from you to fill in a couple blanks in the contract and I'll send those along shortly, but I wanted to get this to for review as quickly as possible so I'm sending this first. Once you send forward any questions I'll loop our Contract Specialist, Catherine, in for review.

Thanks!

Erik



Erik Komarnicki

Senior Partnership Development Lead

Office +1 647-436-6381 x2008

Need help? Contact Our [Service Desk](#)

2021 Year in Review: September Update
Many product enhancements were made to help libraries thrive in the digital space!

Find Out All the Details

This email was sent from outside the organization.

FW: Freegal Music Overview & Pricing

Julie Syler <julies@salinecountylibrary.org>

Thu 4/4/2019 9:41 AM

To: Patty Hector <pattyh@salinecountylibrary.org>, Clare Graham <Clare.Graham@arkansas.gov>

I found some very interesting information on broadband and mobile data availability:

<https://broadbandnow.com/Arkansas>

Nicole did get back to me and say that they couldn't just give Dallas and Cleveland to us for free (her suggestion was just to not purchase for those counties, but that seems unfair and strange), but I'll keep trying.

From: Nicole Cruickshank [mailto:nicolec@libraryideas.com]

Sent: Thursday, April 04, 2019 9:16 AM

To: Julie Syler <JulieS@salinecountylibrary.org>

Subject: Re: Freegal Music Overview & Pricing

Hi Julie,

That is awesome! I will get that price for Saline County right away and get back to you. If you would like the price for all of the libraries in Mid-Arkansas, please let me know.

I will get back to you soon!

Thank you,

Nicole

Nicole Cruickshank

Area Sales Manager

Library Ideas, LLC

PO Box 9

Vienna, VA 22183 USA

Direct: +1 571 482 7413

Fax: +1 571 730 4305

nicolec@libraryideas.com

www.libraryideas.com

For Technical Assistance:

Help Desk- P. 423.710.2255

Web: help.libraryideas.com

Email: support@help.libraryideas.com

From: Julie Syler <JulieS@salinecountylibrary.org>

Sent: Thursday, April 4, 2019 10:01:26 AM

To: Nicole Cruickshank

Subject: RE: Freegal Music Overview & Pricing

Hi Nicole!

Sorry I missed you this morning, but I'm very glad that you called!

Last week, our regional library development district had its monthly meeting, and I had the chance to talk with Crystal, the director of the Laman Library in North Little Rock. She said their patrons just loved Freegal, to the point that they now offer 24-hour streaming. What would a quote for 24-hour streaming look like for us?

From: Nicole Cruickshank [<mailto:nicolec@libraryideas.com>]
Sent: Monday, March 25, 2019 10:58 AM
To: Julie Syler <JulieS@salinecountylibrary.org>
Subject: Re: Freegal Music: Overview & Pricing

Thank you!

Nicole Cruickshank
Area Sales Manager
Library Ideas, LLC
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Vienna, VA 22183 USA
Direct: +1 571 482 7413
Fax: +1 571 730 4305
nicolec@libraryideas.com
www.libraryideas.com

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Help Desk- P. 423.710.2255
Web: help.libraryideas.com
Email: support@help.libraryideas.com

From: Julie Syler <JulieS@salinecountylibrary.org>
Sent: Monday, March 25, 2019 11:55:53 AM
To: Nicole Cruickshank
Subject: RE: Freegal Music: Overview & Pricing

Annual Circulation Numbers:

Cleveland: 2,527
Dallas: 7,790
Grant: 37,022

From: Nicole Cruickshank [<mailto:nicolec@libraryideas.com>]
Sent: Monday, March 25, 2019 10:47 AM
To: Julie Syler <JulieS@salinecountylibrary.org>
Subject: Re: Freegal Music: Overview & Pricing

I will reach out to her about a webinar then thank you! When I have those circulation numbers I will get back to you on pricing also.

Thank you Julie!!

Nicole Cruickshank
Area Sales Manager
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Email: support@help.libraryideas.com

From: Julie Syler <Julie.S@salinecountylibrary.org>
Sent: Monday, March 25, 2019 11:43:52 AM
To: Nicole Cruickshank
Subject: RE: Freegal Music Overview & Pricing

Yes indeed! She's the director of both the Hot Spring County Library and Mid-Ark as a whole. Thanks very much!

Julie Syler, MLIS
Innovations Librarian
Saline County Library
501.778.4766 x 1301

From: Nicole Cruickshank <nicolec@libraryideas.com>
Sent: Monday, March 25, 2019 10:42 AM
To: Julie Syler
Subject: Re: Freegal Music Overview & Pricing

Great! Yes, I would be glad to. Is she the Director of the Library System? I'm happy to do a webinar for her to as well. Would it be alright if I email her and offer that?

Thank you!

Nicole

Nicole Cruickshank
Area Sales Manager
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nicolec@libraryideas.com

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Email: support@help.libraryideas.com

From: Julie Syler <JulieS@salinecountylibrary.org>
Sent: Monday, March 25, 2019 11:40:31 AM
To: Nicole Cruickshank
Subject: RE: Freegal Music Overview & Pricing

Sure thing! I've just sent the circ numbers request on to the director. She says she's heard a lot of great things about Freegal, and is excited to learn more. In fact, could I request a trial account for her? She's clare.graham@arkansas.gov.

From: Nicole Cruickshank [<mailto:nicolec@libraryideas.com>]
Sent: Monday, March 25, 2019 10:29 AM
To: Julie Syler <JulieS@salinecountylibrary.org>
Subject: Re: Freegal Music Overview & Pricing

Hi Julie,

Thank you for this information.

For each of those libraries (except for Hot Spring, which you already gave me) could you please tell me the circulation of each library? That really helps us figure out the numbers.

I just looked up the population of each as we need that also, and it seems that Dallas has about 7300 people, Cleveland has 8200, Hot Spring has 36,000 and Grant has 18,000. If those numbers don't seem right to you, please let me know.

Then I will get back to you as soon as I possibly can.

Thank you very much!

Nicole

Nicole Cruickshank
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Email: support@help.libraryideas.com

From: Julie Syler <JulieS@salinecountylibrary.org>

Sent: Monday, March 25, 2019 11:18:45 AM

To: Nicole Cruickshank

Cc: Patty Hector

Subject: RE: Freegal Music Overview & Pricing

Hi Nicole!

My biggest question about Freegal is for how this will affect us as we look to join the Mid-Arkansas Regional Library system in the summer. We'll become by far the largest library in the system, but we'd be very interested to see how we could include the others in our subscription.

Here are the number of cardholders for each library in the Mid-Arkansas Regional Library. (However, according to their director, they have never cleared inactive patron accounts. For comparison, she also gave me the number of patrons who have been active within the last 2 years.)

Dallas: 2,514 (active within 2 years: 174)

Cleveland: 3,979 (active within 2 years: 420)

Grant: 11,572 (active within 2 years: 1,123)

Hot Spring: 24,176 (active within 2 years: 2,489)

Last year, Hot Spring County had a round 48,000 checkouts, to give you some idea of the largest library's circ stats.

You had mentioned being able to get discounts for consortium members. Would there be any way that we could get all of these smaller libraries and their patrons just included in our subscription cost?

From: Nicole Cruickshank [<mailto:nicolec@libraryideas.com>]

Sent: Thursday, March 21, 2019 12:05 PM

To: Julie Syler <JulieS@salinecountylibrary.org>; Patty Hector <PattyH@salinecountylibrary.org>; Rebecca

Kidder <RebeccaK@salinecountylibrary.org>

Subject: Freegal Music Overview & Pricing

Dear Julie, Patty & Rebecca,

Thank you to all of you for your time this morning.

In this email, I am including an overview of what Freegal Music offers, as well as the pricing. I will also be submitting a request to my office for trial links for each of you. I will send a separate email with an overview of GoChip Beam as well as pricing and titles. Please reach out to me with any questions.

Freegal Music

- 15 Million+ songs, 1 million + albums /40,000+ Music Videos (Over 1 million new songs added in the last year!). New music added daily.
- 40,000+ labels including the entire Sony Music Entertainment catalog of legendary artist and groups
- Over 200 different genres; everything from Classical, Jazz and Opera Music to Hip Hop, Latin, Pop, Rock, Children's, Country, Blue Grass and many more...
- Over 600,000 popular artists including Adele, Alicia Keys, Barbara Streisand, Bruce Springsteen, Beyonce, Carrie Underwood, Céline Dion, Dave Matthews Band, Miles Davis, Dave Brubeck, The Piano Guys, John Mayer, Elvis Presley, Harry Styles, Hozier, Kenny Chesney, Jason Aldean, Johnny Cash, John Legend, Leonard Cohen, London Symphony Orchestra, Meghan Trainor, One Direction, P!nk, Pearl Jam, Pitbull, Pink Floyd, Sara Bareilles, Santana, Usher, Willie Nelson, Yo-Yo Ma, Zayn and many more...
- Music from over 100 different countries
- Unlimited simultaneous access for the library for both downloads and streaming
- New music available the same day it shows up on Amazon, iTunes or in the stores. New content added daily.
- All content is exclusive to Freegal Music (We are a Sole Source provider for Public Libraries)
- Free Mobile apps for Apple and Android devices
- Subscription plan includes 3 downloads per week per patron as well as 3 hours of streaming per day, per patron. The cost is one flat yearly fee for the library.
- Downloads remain DRM-free and can be kept forever
- Stream entire albums or audio books
- Stream songs
- Stream Freegal Music pre-created playlists. We create playlists for holidays, events (such as awards programs), seasons, genres, moods, etc.
- Patrons can create their own playlists (as many playlists as they like with as many songs as they like) for their own purposes such as exercising, listening to while they work, etc.
- Libraries can create their own playlists for programs they are running, local events, etc.
- Streaming is accessible on the free apps as well as the desktop version.
- Streaming offers unlimited simultaneous use of all music, just as the downloads do.

A one year subscription for the Saline County Library which includes 3 downloads per week, per patron, and 3 hours of streaming per day, per patron would be a flat \$9,400. There is also a one time set up fee of \$150. This includes the free apps, the administrative site, marketing and technical support.

Please let me know if you have any questions at all.

Thank you again for your time.

Best Regards,

Nicole

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Email: support@help.libraryideas.com

hoopla® Service Agreement

This hoopla Service Agreement ("Agreement") is made as of this 14 day of Jan, ~~2018~~ ²⁰²⁰ ("Effective Date") by and between Saline Community Library (the "Library"), and Midwest Tape, LLC.

Whereas, Midwest Tape offers its hoopla digital service ("hoopla," the "Service," or the "hoopla Service") to libraries to allow authorized library patrons to access digital media content using smart phones, tablets, computers, and web browsers;

Whereas, the Service is comprised of a digital media platform that includes content in multiple formats (e.g., movies, television programs, music, audiobooks, eBooks, and comics) and is designed to be accessible 24/7 in accordance with circulation limits (if any) and other settings established by the user's library system; and

Whereas, the Library wishes to make hoopla available to the Library's authorized users ("Patrons");

Now, therefore, in consideration of the promises and mutual covenants contained in this Agreement, and for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Library and Midwest Tape (each a "Party" and collectively the "Parties") agree as follows

I. **DEFINITIONS.** The following definitions apply wherever those terms appear in this Agreement.

"Digital Media Application" means one or more computer programs maintained, owned, and/or used by Midwest Tape to provide access for limited periods to Digital Titles (including the ability to browse, borrow, stream, download, and/or return such titles) using certain smart phones, computer tablets, and/or other mobile devices. The Digital Media Application currently bears the name "hoopla."

"Digital Media Platform" means one or more computer programs owned, maintained, and/or used by Midwest Tape to provide access to Digital Titles and/or to allow the Library to manage its offering and Patron use of Digital Titles, including the Digital Media Application, hoopla digital Website, and hoopla Library Administration Website.

"Digital Titles" means any and all movies, television programs, music, audiobooks, eBooks, comics, and other audio or visual works that Midwest Tape makes available to the Library and its Patrons via the Digital Media Platform during the Term of this Agreement.

"hoopla Library Administration Website" means a Midwest Tape website that may be accessed and utilized by the Library to manage content available to Patrons in the Digital Media Platform, and to administer Library policies in regard to Patron use of the Service.

"hoopla digital Website" means a Midwest Tape website (currently www.hoopladigital.com) that may be used to access, browse, borrow, stream, download, and/or return Digital Titles.

"Intellectual Property Rights" means all rights in and to patents, trademarks, service marks, trade names, copyrights, trade secrets, technology, software, designs, algorithms, know-how, as well as moral rights and all other intellectual and proprietary rights of any type under the laws of any governmental authority.

"Library Website" means a website owned, maintained, and/or used by or for the Library for the purpose of providing information to Patrons and/or the general public about the Library and its various content offerings, policies, objectives, initiatives, and procedures.

“Marks” means any trademarks, service marks, trade names, logos, designs, icons, characters, cover art, styles, and trade dress associated with any Digital Titles, including without limitation all translations or transliterations of the foregoing in any language, or any colorable imitations or modified versions thereof.

“Midwest Tape” means Midwest Tape, LLC and any of its parents, subsidiaries, or affiliated entities that are engaged in the business of distributing media content in digital form to libraries and library users via the Digital Media Platform.

“Service Partners” means any third parties that provide digital storage, webhosting, IT services, data analysis and processing, or distribution or other services to Midwest Tape in connection with the Service.

“Title Summary and Promotional Data” means, with respect to each Digital Title, the following information and data that is made available to Library pursuant to this Agreement: (i) title; (ii) author(s), publisher, illustrator(s), narrator(s), actor(s), director(s), producer(s), studio(s), and similar descriptive information; (iii) if commercially used, the digital object identifier; (iv) narrative description or summary of the work; (v) cover art and image, graphics, and other images; (vi) copyright notice; and (vii) any other identifying information.

“Vendor” means any supplier to Midwest Tape of (i) Digital Title(s); (ii) Title Summary and Promotional Data; and/or (iii) technology or services necessary for Midwest Tape to provide the Service to the Library.

II. LIBRARY RIGHTS & OBLIGATIONS.

Rights. During the Term, and subject to all the terms and limitations set forth in this Agreement, Midwest Tape grants to the Library the non-exclusive and non-transferrable right to display and access the Digital Media Platform and Title Summary and Promotional Data for the limited purpose of: (a) allowing Patrons to access, view, and borrow Digital Titles through the Service and pursuant to this Agreement; (b) promoting awareness and authorized use of the Service, including via postings on the Library Website(s); and (c) establishing and implementing Library-specific policies in regard to use of the Service by the Library and Patrons, consistent with this Agreement and the requirements of the Digital Media Platform.

Limitations. Except for the limited, non-exclusive, non-transferrable rights expressly granted to the Library above in this Section II, the Library shall have no right in or to, or ownership of, the Service, Digital Titles, Digital Media Platform, hoopla digital Website, hoopla Library Administration Website, Digital Media Application, Marks, Title Summary and Promotional Data, or any other artwork or materials delivered by Midwest Tape in connection with this Agreement. The Library shall have no right to access, use, modify, or reproduce any portion of any source code relating to the Service and/or the Digital Media Platform, or to make, sell, or distribute any variations or derivative works of the Service and/or the Digital Media Platform. The Library agrees to the support and protection of Intellectual Property Rights (including but not limited to copyright and trademark protections), to prohibit Patrons from engaging in activities that infringe on these rights, and to refrain from facilitating such activities. In addition, the Library will comply with all other requirements communicated by Midwest Tape with respect to any Intellectual Property Rights and the Marks.

No Public Performance Rights. The Library shall have no public performance rights in the Digital Titles. Accordingly, the Library may not offer any Digital Titles as a performance in order to entice Patrons or the general public to come to an event, sponsored by the Library or otherwise.

General Obligations. To facilitate the successful introduction of the Service to, and use of the Service by, Patrons, the Library shall: (a) regularly communicate to staff, Patrons, and the general public served that the Service is available to Patrons; (b) provide suitable training opportunities to appropriate Library staff members, so that they understand the Service and can assist in the promotion and the use of the Service by Patrons; (c) regularly feature prominent links and references to popular Digital Titles and the hoopla

digital Website on the Library Website's homepage; (d) incorporate MARC record data regarding Digital Titles in the Library's catalog to enhance the discoverability of key content available in the Service; (e) manage all funds designated or appropriated for use of the Service; (f) participate in the implementation of the Service at the Library, including without limitation by providing Midwest Tape with sufficient and accurate information to identify Patrons of the Library who are authorized to utilize the Service; (g) provide Primary Support, as defined below; (h) perform requested linkage between the Service and the Library Website, as well as reasonable technical services to support and maintain the Service during the Term; and (i); notify Midwest Tape at least three (3) business days before any change in any RSS links, ILS configuration, URL updates, or other equipment or technology that could adversely impact the Service and/or the use of the Service, including any changes that could impact the process of Patron authentication.

Network Connectivity. The Library is responsible for providing a suitable network and Internet system for integration of the Service into the Library Website or other systems.

Use of the hoopla Library Administration Website. The Library agrees that it is solely responsible for managing its use of the hoopla Library Administration Website and using that website as designed, including by establishing, verifying, and maintaining any settings and controls regarding use of the Service by Patrons (e.g., limitations on circulations, content restrictions, reporting preferences, etc.).

Library Website. The Library is solely responsible for all aspects of catalog integration, operation, training, support, and/or maintenance necessary for the operation of the Library Website. This may include obtaining a SIP2 or similar protocol software license(s) from a third-party vendor in order to support direct integration of the Service with the Library's own Library Website or other systems, as well as the cost for customized MARC records it may obtain from a third-party supplier such as OCLC. The Library shall keep its hoopla account information current with Midwest Tape and promptly alert Midwest Tape to any significant changes relating to the Library Website, including but not limited to changes of personnel that could impact the support, functionality, and/or performance of the Service.

Primary Support. The Library is responsible for providing its Patrons with 'Primary Support,' which includes assisting Patrons with the use of the Service, responding to Patron questions regarding the functionality and technical requirements of the hoopla digital Website and the Digital Media Application, and helping Patrons with the process of communicating with Midwest Tape where necessary and appropriate to obtain additional support and technical assistance.

No Warranties or Representations to Others. The Library represents and agrees that, except for the representations, warranties, and promises made to Midwest Tape in this Agreement, neither the Library nor any of its employees, agents, or others acting under its direction has made or will make any representations or warranties, expressed or implied, to anyone concerning the Service, Digital Titles, Digital Media Application, Digital Media Platform, hoopla digital Website, and/or hoopla Library Administration Website.

Compliance with Applicable Laws and Regulations. The Library will, at its own expense, comply with all applicable laws, ordinances, rules, regulations, and other legal requirements in connection with the Library's performance under this Agreement.

Costs and Expenses. The Library is responsible for all of its own expenses and costs related to its performance under this Agreement. Midwest Tape has no obligation to reimburse the Library for any expenses or costs incurred by the Library related to this Agreement or to the performance of the Library's obligations, including but not limited to any expenses and costs incurred in the preparation, systems integration, or use of the Digital Media Platform, hoopla Library Administration Website, hoopla digital Website, and Digital Media Application.

III. FEES, PAYMENTS & REPORTING.

Advance. On or before the Effective Date, the Library shall remit to Midwest Tape an advance/down payment ("Advance") in the amount of \$_____, i.e., the amount indicated in Appendix A for the Library's service-area population. These funds will be applied toward payment of future invoices for transactions in the Per Circulation Program, described below, unless the Library notifies Midwest Tape on or before the Effective Date that the Library instead prefers to use such funds to pay Midwest Tape for hoopla promotional materials, events, or communication efforts in connection with the introduction of the Service to Library Patrons. Upon written notice to Midwest Tape, the Library may choose to send additional funds to Midwest Tape to reestablish or replenish the Advance.

Per Circulation Program. The Library shall pay Midwest Tape a Per Circulation Fee for each Circulation of a Digital Title. A "Circulation" occurs when the Library or a Patron using the Service, via the Digital Media Application or the hoopla digital Website, selects "borrow" and thereby obtains the opportunity to access, view, stream, or temporarily download a Digital Title for a specific period of time that is terminated either (i) upon expiration of the applicable borrowing period for that Digital Title, or (ii) when the Digital Title is returned before the end of the applicable borrowing period for that Digital Title. Midwest Tape shall be entitled to payment of a fee for each Circulation, regardless of whether the Digital Title is actually accessed, viewed, streamed, or downloaded during that circulation period. The "Per Circulation Fees" for individual Digital Titles are listed in the hoopla Library Administration Website and are subject to change from time to time. The Service allows for an unlimited number of Circulations of each of the Digital Titles that are available to the Library's Patrons, so that multiple Patrons may access the same Digital Title(s) simultaneously via multiple transactions.

Invoicing and Payment. Midwest Tape will invoice the Library by Invoice Period. "Invoice Period" means a calendar monthly period, in which Circulations occur. Payment of each invoice will be due within thirty (30) days from the date of the invoice. During any period in which Midwest Tape is holding an Advance from the Library, Midwest Tape will apply the Advance funds toward payment of the invoice upon issuance. If the Library has any remaining Advance funds on account upon expiration or termination of this Agreement, Midwest Tape will notify the Library and refund any unencumbered and unapplied monies upon the Library's written request.

Reporting. Through the hoopla Library Administration Website, the Library will have access to certain reports summarizing Patron usage, circulation data, and purchase activity for the Digital Titles.

Taxes. The Library is required to provide a sales tax exemption certificate, if applicable, to Midwest Tape as part of the on-boarding process. If the Library is not exempt or does not do so, Midwest Tape will add (and collect) sales taxes to any purchases made pursuant to this Agreement.

IV. TERM AND TERMINATION.

Term. The term of this Agreement (the "Term") begins on the Effective Date and continues for a period of 24 months thereafter. Upon expiration of the Term, this Agreement will automatically renew and the Term will be extended for successive renewal periods of 12 months (each a "Renewal Term"), unless either Party has provided at least sixty (60) days' advance written notice of non-renewal.

Termination. This Agreement may be terminated in either of the following ways:

By Notice. Either Party may terminate this Agreement, with or without cause, by providing the other Party with sixty (60) days' advance written notice.

Due to Breach. Either Party may suspend its performance or, at that Party's sole option, terminate this Agreement by providing the other Party with written notice of such action in the event of (i) the other Party's material breach of this Agreement, which breach continues uncured for a period of thirty (30) days after written notice of such breach; or (ii) the Library's failure to perform its payment obligations under Section III of this Agreement for a period of at least thirty (30) days.

Upon termination of this Agreement, the Library shall immediately (i) cease distribution and use of the Service, Digital Media Application, Digital Media Platform, Digital Titles, Marks, Metadata, and Promotional Postings; and (ii) pay all amounts due to Midwest Tape. Once the Library satisfies these obligations, any unapplied portion of an Advance payment will be refunded within thirty (30) days.

V. MIDWEST TAPE RIGHTS & OBLIGATIONS.

The hoopla Service. Midwest Tape and/or its Service Partners will: (a) host and support the Service as provided in this Agreement; (b) designate an implementation specialist ("hoopla Coordinator") to be available for customer support to the Library in connection with the launch and implementation of the Service; and (c) provide the Library with access to the hoopla Library Administration Website, which offers tools to enable the Library to manage use of the Service, including in regard to Patron borrowing limits, lending policies, title blocking, ratings- and user-advisory settings, usage dashboard, and reporting.

Ownership of Vendors's Intellectual Property. Subject to the provisions of this Agreement, Vendors retain all of their Intellectual Property Rights in and to the Vendor's Digital Titles, Metadata, Marks, and Promotional Postings, artwork, and other property that may be utilized or accessed in connection with the Service.

Ownership of Midwest Tape's Intellectual Property. As between the Parties, Midwest Tape owns and retains all Intellectual Property Rights in and to the Service, Digital Media Platform, Digital Media Application, hoopla digital Website, hoopla Library Administration Website, Midwest Tape and hoopla and hoopla digital trademarks, and all other Midwest Tape intellectual property, including but not limited to all modifications, updates, or improvements made thereto. The Library acknowledges Midwest Tape's ownership of such Intellectual Property Rights.

Modifications to Digital Media Platform. Midwest Tape has the right to modify, at any time, the Service, Digital Media Platform, Digital Media Application, hoopla digital Website, hoopla Library Administration Website, and other aspects and features of hoopla in Midwest Tape's sole discretion, in order to develop, modify, or improve operations, performance, or functionality.

Addition, Removal, and Modifications of Digital Titles. Midwest Tape has the right to take any or all of the following actions with respect to any Digital Title(s) at any time and in its sole discretion: (a) add or remove Digital Titles to or from the Service; (b) set or adjust the applicable Per Circulation Fee(s); (c) replace content files, Metadata, and/or Promotional Postings; and (d) edit or modify editorial content or designs. The Library will be notified by email, the hoopla Library Administration Website, or other means of major modifications to the functionality of the Service.

Promotion of the Service. Midwest Tape may, at its own expense and in its own discretion, publicize the Service and communicate with the general public and Patrons regarding the availability, features, and use of the Service, Digital Titles, Digital Media Platform, and Digital Media Application.

Support. Midwest Tape will support the Service by maintaining help files, information, and other appropriate documentation and training materials. Midwest Tape will undertake reasonable efforts to help the Library perform the Library's obligation to provide Primary Support to Patrons, including by offering periodic training opportunities to Library staff, updating the Library regarding system changes, and providing the Library with answers to "frequently asked questions" related to the Service.

Midwest Tape will supply activation support, including assisting with the implementation of any software, and reasonable levels of continuing support to assist the Library in its use of the Service. Midwest Tape will make technical support personnel available for feedback, problem-solving, and/or general questions. Technical support services to the Library include: (i) reasonable efforts to identify, correct, and/or circumvent errors in the System, Digital Media Platform, Digital Media Application, hoopla digital Website, and hoopla Library Administration Website; and (ii) supplying updates, enhancements, and new versions of the Service as they become available (the "Secondary Support"). Midwest Tape has no obligation to provide Primary Support to Patrons and any support provided by Midwest Tape to Patrons will be in Midwest Tape's sole discretion.

Midwest Tape will use reasonable efforts to provide continuous service. Permissible down-time includes periodic unavailability due to matters such as: maintenance of the server(s); installation or testing of software, public or private telecommunications services, or internet nodes or facilities; and failure of equipment or services outside the control of Midwest Tape. Scheduled down-time will occur periodically and at times designed, in Midwest Tape's sole discretion, to minimize inconvenience to hoopla users.

VI. MISCELLANEOUS.

Indemnities. Each Party ("Indemnifying Party") agrees to defend, indemnify, and hold harmless the other Party and its Service Partners from and against any and all third-party claims, demands, suits, legal proceedings, and causes of action that arise out of or relate to any breach by the Indemnifying Party of any of its representations and warranties as stated in this Agreement (collectively, "Indemnifiable Claims"), including but not limited to all damages, costs, expenses, reasonable attorneys' fees, judgments, and settlements resulting from such Indemnifiable Claims; provided, however, that no Indemnifiable Claim may be settled without the express written consent of the Indemnifying Party.

Indemnity Process. The Party seeking indemnification must provide prompt written notice to the Indemnifying Party of any Indemnifiable Claim for which indemnification will be sought. The Indemnifying Party may elect to control the defense and settlement of any Indemnifiable Claims with counsel of its choosing. The Party seeking indemnification will cooperate with the Indemnifying Party's defense against the Indemnifiable Claims. If any Indemnifiable Claim is covered in part but not entirely by a Party's indemnification obligation hereunder, the indemnifying Party will only be responsible for costs to the extent attributable to the covered portion.

DISCLAIMER OF WARRANTIES. EXCEPT FOR ANY WARRANTIES EXPRESSLY PROVIDED BY MIDWEST TAPE IN THIS AGREEMENT, MIDWEST TAPE MAKES NO WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

LIMITATION OF LIABILITY. EXCEPT AS EXPRESSLY PROVIDED OTHERWISE IN THIS AGREEMENT, IN NO EVENT WILL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR LOST BUSINESS OPPORTUNITY, ARISING OUT OF OR RELATING TO THIS AGREEMENT, EVEN IF SUCH DAMAGES ARE FORESEEABLE AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY THEREOF.

Confidential Information. "Confidential Information" means any non-public information of either Party that is disclosed to the other Party in connection with this Agreement either directly or indirectly, in writing, orally, electronically, or by inspection of tangible objects, and that is designated in writing as "Confidential" at the time of disclosure or within five (5) days thereafter. Confidential Information includes, without limitation, any and all non-public business plans, customer information, pricing, contract terms, available content and sales, marketing and/or finances of the disclosing Party. Each Party agrees to hold the Confidential

Information of the other Party in confidence and to refrain from disclosing such Confidential Information to any third party, except to the extent required to be disclosed pursuant to governmental or judicial process, provided that notice of such process is promptly provided to the disclosing Party in order that it may have every opportunity to intercede in such process to contest such disclosure or seek an appropriate protective order. Confidential Information is the property of the disclosing Party, and the receiving Party will not be deemed by virtue of its access to Confidential Information to have acquired any right or interest in or to any such Confidential Information. Confidential does not affect either Party's right to use or disclose information that is not Confidential Information, including information that is in the public domain or that the receiving Party can show was known to it without any confidentiality obligation prior to the disclosure by the disclosing Party.

Assignment. Except as provided herein, neither Party may, by operation of law or otherwise, assign, sublicense, or otherwise transfer any of its rights or obligations under this Agreement without the prior written consent of the other Party, which may not be unreasonably withheld or delayed. Either Party may assign, transfer, or otherwise delegate any or all of its rights and obligations under this Agreement to any successor carrying on that part of the business to which this Agreement relates or to any purchaser of all or substantially all of the assets or stock of such Party. Each Party may appoint contractors to perform part of its obligations hereunder, provided that the Party remains fully responsible for such contractor's performance. This Agreement binds, benefits, and is enforceable by and against both Parties and their respective successors and permitted assigns.

Notices. Notices required by this Agreement must be sent by United States mail, as well as by electronic mail (or by facsimile), directed as follows:

Midwest Tape, LLC:
PO Box 820
Holland, Ohio 43528
info@midwesttapes.com
1 (800) 875-2785

Library: Patty Hunter
Saline County Library
1809 Smiths Circle
Centon, AR 72015

Amendment. No amendment, modification, addendum, or revision to this Agreement is valid unless it is in writing and signed by all Parties to this Agreement.

Arms-Length Negotiations. This Agreement was negotiated at arm's length with each Party receiving advice from independent legal counsel, and has been executed and delivered in good faith. It is the intent of the Parties that no part of this Agreement should be construed against any Party because of the identity of the drafter.

Counterparts. This Agreement may be executed in counterparts, each of which taken together constitutes one single Agreement between the Parties.

Entire Agreement. This Agreement is an integrated Agreement containing the entire understanding between the Parties regarding the subject matter of this Agreement, and, except for the representations, warranties, and promises expressly set forth in this Agreement, no representations, warranties, or promises have been made or relied upon by either Party as an inducement to enter into this Agreement. This Agreement prevails over all prior communications or agreements between the Parties or their representatives regarding the subject matter hereof.

[Remainder of page intentionally left blank.]

Force Majeure. No Party may be considered in default or to have incurred any liability hereunder due to any failure to perform this Agreement should such failure arise out of causes beyond its reasonable control, including, without limitation, work stoppages, fires, riots, accidents, floods, storms, unavailability of utilities or fuel, Internet or other communication failures, or other similar failures or occurrences. The time for performance will be extended for a period equal to the duration of such conditions.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the Effective Date first written above.

ACCEPTED AND AGREED

Name of Library: Sakine County Library

By: 

Print Name: Patricia Hector

Title: Library Director

Date Signed: 1/14/2020

ACCEPTED AND AGREED

MIDWEST TAPE, LLC

By: 

Print Name: SUSAN BROCK

Title: VP FINANCE + Dev.

Date Signed: 2/10/20

Appendix A

Advance Schedule

Population of Service Area	Advance in U.S. Dollars
> 1,000,000	\$ 100,000
500,000 - 999,999	\$ 75,000
300,000 - 499,999	\$ 50,000
200,000 - 299,999	\$ 35,000
100,000 - 199,999	\$ 25,000
50,000 - 99,999	\$ 12,000
16,000 - 49,999	\$ 3,000
0 - 15,999	\$ 1,000

Service Agreement Advance

(Fill in according to Schedule Above)

Population of Service Area	Advance
100,000 - 199,999	\$ 0 per C. Frankowski

Fwd: ballot question

Shelli Poole <arkansasshelli@gmail.com>

Thu 4/20/2023 2:15 PM

To: Patty Hector <pattyh@salinecountylibrary.org>

Beginning on page 52, this document tells about local elections. The signature amounts are detailed on pages 62 & 63, but they are based on old Governor election turnout numbers. It should be the ones from 2022 instead of 2018. I have added the current numbers below. The other thing is I don't know which column to use (Constitutional Amendment, Initiated Act, or Referendum) so that would be a question for the Secretary of State. But at minimum, it appears a petition would need 1,304 signatures to get on a county-wide ballot.

Saline County...

Ballots cast in Saline County

in 2022 Governor's race: **43,434**

Signatures Needed for...

Constitutional Amendment 10%: 4,344

Constitutional Amendment 5%: 2,172

Initiated Act 8%: 3,475

Initiated Act 4%: 1,738

Referendum 6%: 2,607

Referendum 3%: 1,304

----- Forwarded message -----

From: **Allison Cain** <allison.cain@salinecounty.org>

Date: Wed, Apr 19, 2023 at 1:09 PM

Subject: Re: ballot question

To: Shelli Poole <arkansasshelli@gmail.com>

2022 Initiatives and Referenda Handbook

Facts and Information for the 2022 General Election



Arkansas Secretary of State John Thornton
State Capitol, Room 026
Little Rock, Arkansas 72201
(501) 682-5070
www.sos.arkansas.gov

2021-2022 I_R Handbook -
_November_2021

PDF Document - 1.8 MB

Allison Cain

On Apr 19, 2023, at 8:01 AM, Kayla Stinson <kayla.stinson@sos.arkansas.gov> wrote:

Good Morning Allison,

Yes ma'am, there is a section that applies to county-wide. For further information, they may need to speak with an attorney.

From: Allison Cain <allison.cain@salinecounty.org>
Sent: Tuesday, April 18, 2023 8:56 PM
To: Kayla Stinson <kayla.stinson@sos.arkansas.gov>
Subject: Re: ballot question

External Message

Does that attachment apply to countywide issues also?

Allison Cain

On Apr 18, 2023, at 3:09 PM, Allison Cain <allison.cain@salinecounty.org> wrote:

Can you answer this question for me please?

Allison Cain

Begin forwarded message:

From: Shelli Poole <arkansasshelli@gmail.com>
Date: April 18, 2023 at 2:31:40 PM CDT
To: Allison Cain <allison.cain@salinecounty.org>
Subject: Re: ballot question

I should clarify that it would be a countywide issue.

Shelli Poole
Founder of MySaline.com
Text 501-303-4010
PO Box 307 Bryant Ar 72089
Find us on Facebook, Instagram,
Twitter, LinkedIn & YouTube

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If someone were to create a petition to bring an issue to ballot, how many signatures would they need?

Shelli Poole, Founder of [MySaline.com](https://www.mysaline.com)

News & Events for Saline County since 2007

P.O. Box 307 Bryant AR 72089 • 501-303-4010

arkansashelli@gmail.com • [facebook](#) • [instagram](#) • [twitter](#)

This email was sent from outside the organization.

Re: ballot question

Patty Hector <pattyh@salinecountylibrary.org>

Thu 4/20/2023 2:20 PM

To: Shelli Poole <arkansasshelli@gmail.com>

Bcc: Bailey Morgan <bmorgan8299@gmail.com>; Kari Lapp <karil@salinecountylibrary.org>; Leigh Espey <leigh@salinecountylibrary.org>

Thanks for this, Shelli!

From: Shelli Poole <arkansasshelli@gmail.com>

Sent: Thursday, April 20, 2023 2:14 PM

To: Patty Hector <pattyh@salinecountylibrary.org>

Subject: Fwd: ballot question

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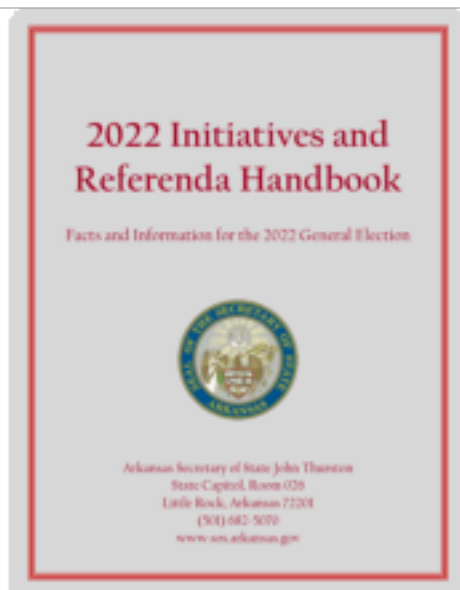
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**2021-2022 I_R Handbook -
_November_2021**
PDF Document - 1.8 MB

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Founder of MySaline.com

Text 501-303-4010

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Shelli Poole, Founder of MySaline.com
News & Events for Saline County since 2007

P.O. Box 307 Bryant AR 72089 • 501-303-4010

arkansasshelli@gmail.com • [facebook](https://www.facebook.com/shellipoole) • [instagram](https://www.instagram.com/shellipoole) • [twitter](https://twitter.com/shellipoole)

This email was sent from outside the organization.

Screenshot 2023-05-03 at 10.55.41 AM

Patricia Hector <plhector@icloud.com>


Wed 5/3/2023 10:56 AM

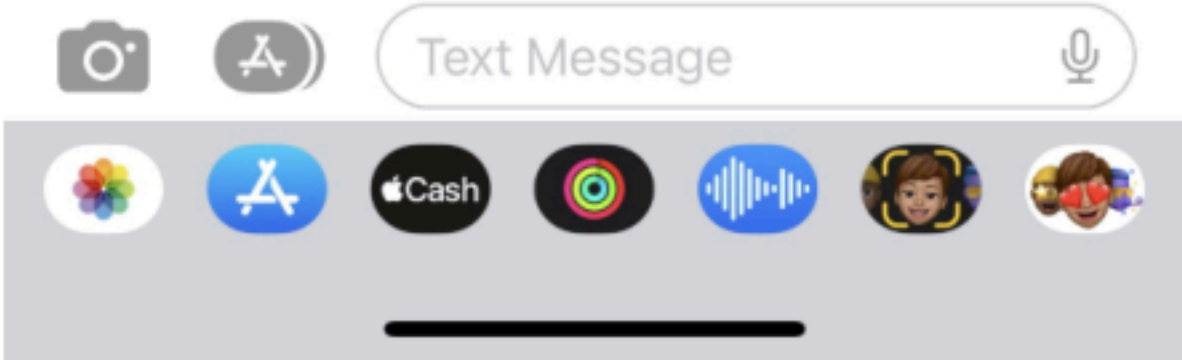
To: Patty Hector <pattyh@salinecountylibrary.org>

This email was sent from outside the organization.



Text Message
Tue, Apr 18 at 3:14 PM

It's Shelli. I'm on my way 



Sent from my phone

Completed: hoopla ILS Settings 9-23-22 Saline County Library (AR)

Rebecca Kuhn via DocuSign <dse_NA3@docuSign.net>

Mon 9/26/2022 11:07 AM

To: Patty Hector <pattyh@salinecountylibrary.org>

DocuSign



Your document has been completed

[VIEW COMPLETED DOCUMENT](#)

Rebecca Kuhn

rkuhn@midwesttapes.com

All parties have completed hoopla ILS Settings 9-23-22 Saline County Library (AR).

Hello Patty,

Here is the ILS form with the prefix restriction refined and your Expired and Lost cards restrictions listed.

Please review, make any changes needed, and sign off. The form will automatically come back to me to implement the updates.

Thank you for catching this errant patron barcode so we can correct it.

Respectfully,

Rebecca

Rebecca Kuhn

ILS Integration Specialist

t: (800) 875-2785

f: (800) 444-6645

e: RKuhn@midwesttapes.com

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This email was sent from outside the organization.

The new hoopla portal. Ask us questions and get answers - sign up for a webinar today!

Angela Valentine <avalentine@midwesttapes.com>

via bounce.s7.exacttarget.com

Tue 11/3/2020 3:44 PM

To: billing@salinecountylibrary.org <billing@salinecountylibrary.org>

Dear Saline County Library,

By now you have heard that we have merged the Midwest Tape website and hoopla library portal into a single site experience. The new hoopla librarian portal, accessible at MidwestTape.com, has new enhancements to help make it easy for you to manage both your physical and digital collections.

We have heard a lot of positive feedback about the new portal, and the new features that have been added to the reports section. If you are still having trouble logging into your new portal, please contact me at your earliest convenience so I can assist you in migrating your account.

To help answer any lingering questions, and to help our library partners get the most from their portal, we are hosting some webinars in the month of November to allow you to ask questions and get answers from our expert moderator. You can [submit your questions ahead of time while registering](#), which helps us know what to cover! You can register online [here](#).

Each session will be a little bit different, so feel free to register for more than one session!

Thanks for your support of hoopla!
Angela Valentine



Angela Valentine
hoopla Customer Support Coordinator



t: (800) 875-2785
f: (800) 444-6645
e: avalentine@midwesttapes.com

a: PO Box 820, Holland, OH 43528

w: <https://go.midwesttape.com/e/279222/2020-11-03/k1354/790713237?h=0Nv5eSVU-DMrM3x38D20n2qtTgYdKQBQq4xow3vpsYc>
<https://go.midwesttape.com/e/279222/2020-11-03/k1358/790713237?h=0Nv5eSVU-DMrM3x38D20n2qtTgYdKQBQq4xow3vpsYc>

<https://go.midwesttape.com/uns/ubsc/ribe/u/279222/75724edd2598306dd144444ea4e422b19794afaa4ba3b26890375a0ad2cd116d/790713237>

This email was sent from outside the organization.

UPDATED: Your hoopla dashboard is moving! New password needed.

info@midwesttapes.com <info@midwesttapes.com>

via amazonses.com

Mon 10/19/2020 2:37 PM

To: Patty Hector <pattyh@salinecountylibrary.org>

--

NOTICE: You may have received an email from us earlier today that contained an expired password reset link. We do apologize for any inconvenience and confusion this may have caused. We have corrected the problem and have issued you a new link, found below.

--

There are exciting things coming to hoopla, and they're just around the corner!

As you may know, we are rolling out updates to our hoopla dashboard in our continued effort to bring libraries the best experience possible.

As part of our update process we are asking that you take a moment to create a password that will grant you access to the new hoopla Librarian portal and the new www.midwesttape.com experience. By creating a password for the new site, you will enable us to begin migrating your account and ensuring everything is in working order.

To ease this transition, we have used your current username of pattyh@salinecountylibrary.org to allow you easy access to the site.

To get started updating your account, use the following link to begin the password creation process:

[REDACTED]

Please note:

- Creation of a new password is necessary to access the new site. Once you've created your password, you can begin accessing your new hoopla dashboard by logging into www.midwesttape.com.
- The creation of your new credentials will not affect access to your current hoopla dashboard.
- Your current hoopla dashboard will be shut down over the next 30 days. At that time access will be turned off and you'll access your new hoopla dashboard at www.midwesttape.com

If you have any questions, please contact your hoopla Coordinator. Stay tuned, as we are excited to share updates with you!

Regards,

Your Midwest Tape Team

This email was sent from outside the organization.

Thank You / Midwest Tape Changes

Chris Frankowski <CFrankowski@midwesttapes.com>

Thu 5/28/2020 9:31 AM

To: Stacy Childress <stacyc@salinecountylibrary.org>; Tara Waters <taraw@salinecountylibrary.org>; Janine Miller <janinem@salinecountylibrary.org>; Patty Hector <pattyh@salinecountylibrary.org>; Julie Syler <julies@salinecountylibrary.org>; dfell@faylib.org <dfell@faylib.org>

Cc: Mike Marciniak <MMarciniak@midwesttapes.com>

Hello Team,

I want to reach out with news in regards to some changes here at Midwest Tape and hoopla.

Due to Covid-19 we have had to do a reorganization amongst our sales team and I will no longer be calling on your library.

Your new Account Executive will be Mike Marciniak. I have no doubt you will be in excellent hands as Mike has been a Midwest Tape staple since 2014 and brings a wealth of knowledge and experience to the table. He will be reaching out soon to introduce himself but, if there is anything we can do to assist before then, you can always reach me or Mike via phone or email.

Mike Marciniak

mmarciniak@midwesttape.com

Main: 800-875-2785

Direct: 419-491-0974

It has been a pleasure working with you and I appreciate you being a great partner.

Stay well and have a wonderful day!

Chris Frankowski

Account Executive



t: (800) 875-2785

f: (800) 444-6645

e: CFrankowski@midwesttapes.com

a: PO Box 820, Holland, OH 43528

w: <http://midwesttape.com>

<http://hoopladigital.com>

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RE: hoopla Launch

Jackie Ramey <JRamey@midwesttapes.com>

Wed 3/18/2020 8:26 AM

To: Julie Syler <julies@salinecountylibrary.org>; Patty Hector <pattyh@salinecountylibrary.org>

Cc: Chris Frankowski <CFrankowski@midwesttapes.com>

Hi Julie,

Thank you for reaching out. I'm glad to hear it's gone well so far!

Thank you for your feedback. I will definitely pass it along. However, please note that the TV shows are circulated on an episode basis and not the full season. The lending periods are also based on the contracts we have with the studios, but we are always looking to make enhancements to offer an even better patron experience when possible.

Thanks,
Jackie

Jackie Ramey
hoopla Coordinator



t: (800) 875-2785

f: (800) 444-6645

e: JRamey@midwesttapes.com

a: PO Box 820, Holland, OH 43528

w: <http://hoopladigital.com>
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From: Julie Syler <julies@salinecountylibrary.org>

Sent: Tuesday, March 17, 2020 6:17 PM

To: Jackie Ramey <JRamey@midwesttapes.com>; Patty Hector <pattyh@salinecountylibrary.org>

Cc: Chris Frankowski <CFrankowski@midwesttapes.com>

Subject: Re: hoopla Launch

This Message originated outside your organization.

Hi Jackie!

It's been a great first day of hoopla! I did have one patron question come up, about checking out TV shows. 72 hours is great for a movie, but it's a short turnaround for a full season of a show. Having a

longer checkout period would be a great enhancement of the service!

Julie Syler
Innovations Librarian
Saline County Library

From: Jackie Ramey <JRamey@midwesttapes.com>
Sent: Tuesday, March 17, 2020 11:01:49 AM
To: Julie Syler <julies@salinecountylibrary.org>; Patty Hector <pattyh@salinecountylibrary.org>
Cc: Chris Frankowski <CFrankowski@midwesttapes.com>
Subject: RE: hoopla Launch

Hi Julie,

I'm so glad to hear it's working now. Please don't hesitate to reach out with any further questions.

Have a great day,
Jackie

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It's working! Thank you so much for all of your help, Jackie.

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To: Julie Syler <julies@salinecountylibrary.org>; Patty Hector <pattyh@salinecountylibrary.org>
Cc: Chris Frankowski <CFrankowski@midwesttapes.com>
Subject: RE: hoopla Launch

This should show up within 15 minutes, but sometimes does take up to an hour. I would recommend trying again a little after 9:00. If you are still unable to see your library by 9:30 please let me know and I will reach out to our IT team.

Thanks,
Jackie

From: Julie Syler <julies@salinecountylibrary.org>
Sent: Tuesday, March 17, 2020 8:52 AM
To: Jackie Ramey <JRamey@midwesttapes.com>; Patty Hector <pattyh@salinecountylibrary.org>
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Subject: RE: hoopla Launch

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I just tried to create an account, and I'm not seeing us on the Choose Your Library list! Should I give it a few more minutes and try again?

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Sent: Tuesday, March 17, 2020 7:51 AM
To: Julie Syler <julies@salinecountylibrary.org>; Patty Hector <pattyh@salinecountylibrary.org>
Cc: Chris Frankowski <CFrankowski@midwesttapes.com>
Subject: RE: hoopl Launch

Good Morning Julie and Patty,

I have unblocked your library and updated borrows to 5. I will reach out in a few days to see how everything is going, but please don't hesitate to reach out in the meantime with any questions.

Thank you,
Jackie

Jackie Ramey
hoopla Coordinator

t: (800) 875-2785
f: (800) 444-6645
e: JRamey@midwesttapes.com
a: PO Box 820, Holland, OH 43528

w: <http://hoopladigital.com>
<http://midwesttape.com>

From: Jackie Ramey
Sent: Monday, March 16, 2020 4:31 PM
To: 'Julie Syler' <julies@salinecountylibrary.org>; Patty Hector <pattyh@salinecountylibrary.org>
Cc: Chris Frankowski <CFrankowski@midwesttapes.com>
Subject: RE: hoopl Launch

That's not a problem! I'm glad to hear you are still ready to go live.

You will just want to direct patrons to <https://www.hoopladigital.com/>. From here, they will click get started today to create an account. Once they enter in an email and password it will ask them for their library name and card number.

Thanks,
Jackie

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To: Jackie Ramey <JRamey@midwesttapes.com>; Patty Hector <pattyh@salinecountylibrary.org>
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Subject: Re: hoopa Launch

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Just to make sure we're ready, do we have a particular URL for access?

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Cc: Chris Frankowski <CFrankowski@midwesttapes.com>
Subject: hoopa Launch

Hello Julie and Patty,

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Please don't hesitate to reach out with any questions.

Take care,
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Jackie Ramey
hoopa Coordinator

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RE: hoopla Launch

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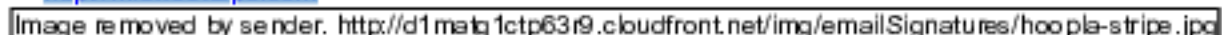
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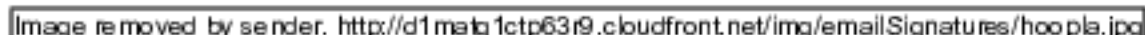
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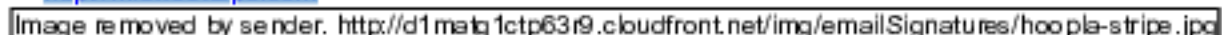
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