

1. Introduction

This is a Service Level Agreement between MOBIUS, a nonprofit corporation in the state of Missouri, and [member name]. For organizations which were members of MOBIUS prior to July 1, 2010, this document replaces the original *Memorandum of Understanding* or the *Cooperating Partner's Agreement*, and the *MOBIUS Service Policy Agreement* (dated February 26, 1999).

Service Provider:

MOBIUS
3212A Lemone Industrial Blvd.
Columbia, MO 65201
877-366-2487 Voice (Toll-free in Missouri) 541-264-7006 Fax
<http://mobiusconsortium.org/help-desk>

Member:

[Name]
[Address]
[phone number]

2. Scope

MOBIUS, a nonprofit corporation in the state of Missouri, licenses software products, negotiates contracts, and provides services on behalf of member libraries in support of efficient library operations and cost-effective sharing of library resources. The MOBIUS Board of Directors and the staff of the MOBIUS Consortium Office (MCO) are committed to delivering quality customer service and effective technological solutions in support of the organization's mission and goals. To ensure the best possible support, this Service Level Agreement outlines specific services, priorities, and responsibilities related to the provision of services and products included in MOBIUS membership fees and assessments.

This document is intended for use in conjunction with any additional and separate agreements that may exist between MOBIUS and the member library for specific services or products outside the scope of this document. MOBIUS encourages members to confer with the MOBIUS Executive Director when acquiring or licensing products which MOBIUS will be asked to host or manage or for which MOBIUS will be asked to provide data output.

This Service Level Agreement is subject to modifications in response to changes in technology and accompanying changes to service and support needs. Any changes to this agreement must receive approval from the MOBIUS Board of Directors prior to implementation. Members will receive notification of any changes within sixty days of approval by the Board.

Please also see the following related documents: *MOBIUS Policy on Charges for Services* and *MOBIUS Schedule of Charge*s.

3. Terms

The initial term of this Service Level Agreement between MOBIUS and [member name] covers the period [] ~~July 1~~, 2010 through June 30, 2011. Thereafter, it is renewed automatically on July 1st of each year unless a member resigns its membership in MOBIUS according to the provisions of Section 2:18 of the version of the *MOBIUS Bylaws* in effect at the time of resignation. Upon such resignation, this agreement is terminated.

4. Systems Software Provided – MOBIUS licenses software and operates a combined catalog (the MOBIUS Union Catalog) of all member libraries' holdings to promote resource sharing among members. For some members, MOBIUS also licenses software to provide catalogs of discrete library(ies) holdings, as well as library management systems that include functions such as catalog record creation, circulation transactions, acquisitions transactions, inventory control, etc. Local systems may be hosted on MOBIUS-managed hardware or may be operated and managed by a single library or group of libraries and connected to the MOBIUS Union Catalog through software managed by MOBIUS.

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54. Systems Services Provided – MOBIUS provides, or contracts to provide, the following services in support of member library operations. Such services apply to the operation and maintenance of the MOBIUS Union Catalog, as well as all other servers, services, or computer systems hosted or managed by MOBIUS, unless otherwise specified in a separate agreement.

54.1. Availability

All systems will be available to users 24 hours per day, 7 days per week, 52 weeks per year, except during the system maintenance window of Sundays from midnight to 5:00 am. In the event that it is necessary to schedule non-maintenance downtime on a MOBIUS system for any reason, MOBIUS will inform affected members as far in advance as possible, but no less than 48 hours, except in the case of an emergency over which MOBIUS has no control. In the case of unscheduled downtime, MOBIUS will inform members of the problem and the expected time of resolution as soon as possible using the most appropriate form of communication.

54.2. Environment

MOBIUS will ensure that all computer hardware is located in an appropriate environment, ~~that~~ ~~includes~~ backup power, air conditioning, and network capacity, and that all appropriate security measures are in place to ensure that hardware, software, and data are protected from all threats, both physical and electronic. Such measures include, but are not limited to, intrusion detection, virus scanning, and data backup procedures. MOBIUS also ensures that appropriate disaster recovery guidelines and procedures are in place in the event of a disaster of any kind.

54.3. Monitoring

Basic operational monitoring and periodic testing of systems for proper functioning is provided for all systems operated and managed by MOBIUS. A monitoring system contacts the on-call operations manager when error conditions or security issues are detected.

54.4. Hardware

MOBIUS acquires, installs, and maintains all computer hardware, such as servers, for systems it hosts or manages. MOBIUS also replaces all servers on a rotating basis, selects new or replacement hardware, maintains an inventory of hardware, and manages hardware warranties.

54.5. Software Maintenance

MOBIUS performs, or contracts to be performed, routine software maintenance tasks required to ensure maximum operational efficiency of all systems and products hosted or managed by MOBIUS. New software releases to systems are installed in as timely a manner as possible with appropriate prior communication with participating member libraries. Testing for ~~current~~ software updates and new software products is conducted by MOBIUS prior to implementation.

54.6. Routine Data File Updates and Maintenance

MOBIUS performs routine data file maintenance for systems it hosts or manages. This is generally done during normal working hours (8:00 am-5:00 pm) when system resources are available. Routine maintenance operations, such as loading bibliographic, authority, patron, and order records, authority processing, and generation of reports and notices, are included in member assessment fees. For more information on non-routine maintenance operations or changes to existing data, displays, profiles, etc., please see the *MOBIUS Policy on Charges for Services*. For a schedule of maintenance operations, see the MOBIUS web site at <http://mobiusconsortium.org/maintenance-operations>.

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55. Help Desk – MOBIUS operates a Help Desk to receive and resolve reports of problems affecting all of the systems hosted or managed by MOBIUS, including the MOBIUS Union Catalog. When a problem is reported, Help Desk staff record and analyze the problem, take action to resolve it, and provide updates on the status of its resolution as necessary. MOBIUS uses an automated system for tracking and managing reported problems and provides access to information from this system to staff at member organizations. Requests for service or assistance are also entered into the same system for attention by MOBIUS Consortium Office staff.

Help Desk Hours of Operation

Monday- Friday, 8:00 am-5:00 pm, Central time
(Closed during posted holidays)

MOBIUS/Member Service Level Agreement

Contact the Help Desk

Phone: 877-366-2487 (Voice)

Email: help@mobiustconsortium.org

Web: <http://mobiustconsortium.org/help-desk>

EMERGENCY Contacts (level 1 severity only)

Phone: 877-366-2487 (Press 2)

help+emergency@mobiustconsortium.org

Help Desk staff make every effort to resolve a problem or satisfy a request as soon as possible. Priorities are assigned by Help Desk staff depending on the severity of the problem, the severity or complexity of other pending problems, and the time/date a report or request is received.

Problem Severity	Initial Response Time
Level 1 – Normal Business Hours	Within 30 minutes of notification 100% of the time
Level 1- Off hours	Within 1 hour of notification 95% of the time
Level 2 – Normal Hours	Within 3 hours of notification 100% of the time
Level 3 – Normal Hours	Within 1 working day 100% of the time

Follow-up frequency is determined with customer input.

Severity Level 1 – Major impact – defined as a problem that causes complete loss of service to the production environment and work cannot reasonably continue. Such a problem generally results in a large number of users who cannot access the system and critical functionality is not available.

Severity Level 2 – Significant impact – defined as a problem when processing can proceed but performance is significantly reduced and/or operation of the system is severely limited; some functionality may be unavailable.

Severity Level 3 – Minor or no impact – defined as a problem that causes minimal or no loss of service or functionality, is an error for which a workaround is available, is a software enhancement, or is a documentation error.

76. Training - MOBIUS provides multiple training opportunities:

- Complete training for each module in new system implementations;
- Training for staff in current member organizations when justified by collective demand;
- Training for new software releases when the size or complexity of the release warrants it;
- Computer-based training, such as mini-sessions, intended primarily to refresh knowledge;
- Training by vendors, coordinated by MOBIUS, to support products licensed by MOBIUS;
- Sessions provided by MOBIUS staff or staff from member organizations at conferences.

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- 87. Documentation** – MOBIUS provides documentation for use with the systems it supports when such documentation is available from the system vendor. Documentation, or links to documentation, is provided on the MOBIUS web site.
- 98. Network Connectivity** – MOBIUS contracts for network connectivity to all the computer hardware used to support the systems it hosts or manages as well as for network connectivity for the MOBIUS Consortium Office. However, network connectivity from member locations to the Internet are the responsibility of each member. MCO staff will assist members in troubleshooting network connectivity issues but it is ultimately the responsibility of the member to resolve all issues with its Internet Service Provider (ISP) and the network administrator of its local or wide area network.
- 109. Delivery Service** – MOBIUS contracts for the delivery of library materials to each member library on a daily business basis (Monday through Friday) all year. The main library of each member organization participates in the delivery service as evidence of its commitment to resource sharing. The cost of the delivery service for the main library is included in the annual MOBIUS fee, unless the member qualifies for delivery service through the Missouri State Library. A member may request additional delivery stop(s) at additional location(s) within its organizational structure for additional fee(s). Such additional delivery stops may be five days a week or fewer with the cost pro-rated. MOBIUS posts on its web site the day(s) each library is closed as notification that library items will not be delivered or picked up on specific day(s) at that specific location.
- 110. Communication** – In order to provide timely and useful information and promote member satisfaction, MOBIUS is committed to multiple avenues of effective communication. MOBIUS maintains an extensive web site at <http://mobiusconsortium.org> which includes *MOBIUS Bylaws*, policies, procedures, user documentation, member lists, committee meeting agendas and minutes, etc. MOBIUS also maintains multiple distribution lists, arranges and supports member meetings both in-person and electronically, provides email updates, and publishes an annual report and newsletter. MOBIUS also sponsors an annual conference with support from a Library Services and Technology Act (LSTA) grant from the Institute of Museum and Library Services administered through the Missouri State Library.

12. Statistics – MOBIUS provides a lending/borrowing statistical report which is posted to the MOBIUS website monthly.

131. Member Responsibilities - Members are responsible for:

- Paying all fees and assessments in a timely manner
- a)
- Complying with *MOBIUS Bylaws* and all policies and procedures as found on the MOBIUS web site
- b)
- Participating in the consortium delivery service to support resource sharing
- c)

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MOBIUS/Member Service Level Agreement

- Acquiring local computer hardware with sufficient capabilities to conduct library operations from MOBIUS hosted or managed systems
- d) • Acquiring network connectivity from the member location(s) to the Internet, including access through a firewall
- e) • Communicating with ~~MOBIUS MCO~~ before acquiring or licensing products which MOBIUS will be asked to host or manage or for which MOBIUS will be asked to provide data output
- f) • Communicating with the MOBIUS Help Desk concerning a problem or enhancement of MOBIUS hosted or managed vendor products
- g) • Providing as much information as possible about a problem when contacting the MOBIUS Help Desk for problem resolution
- h) • Maintaining and securing local system authorizations
- i) • Updating local data files from reports generated by MOBIUS data processing activities, such as local authority control processing
- j) • Notifying MOBIUS when a library is closed and unable to will not send or receive materials from other libraries
- k) • Providing required interlibrary lending and borrowing statistics on a monthly basis.

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- 142. Remedy** – Should a member organization determine that MOBIUS is not meeting the terms of this agreement, the member agrees to follow the course of action listed below:

First, contact the MOBIUS Executive Director via phone, email, or in writing and describe, in detail, the source(s) of dissatisfaction or deficiency. If, within thirty days of contacting the MOBIUS Executive Director, the member is not satisfied, the member should,

Second, describe the deficiency in an official letter addressed to the Executive Director of MOBIUS, with a copy sent to the President of the MOBIUS Board of Directors. If, within sixty days of writing this letter, the member is not satisfied, the member should,

Third, submit a request in writing to the MOBIUS Board of Directors for formal dispute resolution services from the Center for the Study of Dispute Resolution at the University of Missouri, School of Law.

MOBIUS/Member Service Level Agreement

15. Should the MOBIUS Board of Directors determine that a member is not meeting the terms of this agreement, or other terms of membership, the Board may take action as identified in Section 2:19 of the MOBIUS Bylaws.

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APPROVED AND ACCEPTED:

For [Member name]

Signature: _____ Date: _____

Print Name: _____

Title: _____

For MOBIUS

Signature: _____ Date: _____

Print Name: _____

Title: MOBIUS Executive Director

Created by: MOBIUS Task Force on Core Products and Services

Adopted by MOBIUS Board of Directors:

Revised:

Replaces: New

1. **Purpose of the policy.**

To define categories of non-core, or non-routine, services and products, the costs of which are not included in annual membership fees or assessments, and for which separate fees may be assessed.

2. **Introduction.**

According to section 2:4 of the *MOBIUS Bylaws*, the requirements for membership in MOBIUS include, but are not limited to, 1) maintaining a collection of information resources; 2) sharing, to the extent legally possible, the collection with other MOBIUS members; 3) paying the appropriate dues as established by the Board of Directors; and, 4) paying any other fees assessed for products and services provided.

The *MOBIUS/Member Service Level Agreement* outlines specific services, priorities, and responsibilities related to the provision of services and products included in MOBIUS annual membership fees and assessments.

However, there are often circumstances when a single library, or group of libraries, may desire that MOBIUS act on their behalf to acquire, license, host, or manage products and/or provide services that are considered to be non-routine, or are not acquired by and do not benefit all members. Such products and services are therefore not included in the annual fees paid by all members for membership in MOBIUS and participation in the MOBIUS Union Catalog. The fees for such non-core products or non-routine services are identified in *MOBIUS Schedule of Charges*.

3. **Limits.**

The MOBIUS Board of Directors and the staff of the MOBIUS Consortium Office (MCO) are committed to delivering quality customer service and effective technological solutions in support of the organization's mission and goals. However, MOBIUS reserves the right to limit, postpone, or deny member requests for non-core services and products due to limited staff resources, competing demands, or conflicting priorities.

4. **Submission of Requests.**

MOBIUS encourages members to confer with the MOBIUS Executive Director **before** acquiring or licensing products which MOBIUS will be asked to host or manage or for which MOBIUS will be asked to provide data output.

MOBIUS Policy on Charges for Non-Core Services and Products

Requests for changes to existing data, or the addition of large sets of data to the Union Catalog or local catalogs located on servers hosted or managed by MOBIUS, must be submitted through the MOBIUS Help Desk.

Requests for software modifications, enhancements, or the development of new software components must also be submitted through the MOBIUS Help Desk.

5. **Definition of Non-Core Products.**

Non-core products are generally defined as products acquired, licensed or requested by a single library or discrete group of libraries or acquired or licensed by MOBIUS on behalf of a single library or discrete group of libraries. Such products are intended for use only by the library or group of libraries requesting or acquiring them. Costs of acquisition, implementation or maintenance of such products are charged only to the requesting library or libraries. The extent to which a library is charged by MOBIUS for a non-core product depends on the extent of MOBIUS' involvement in the acquisition or support of the non-core product.

An example of a type of non-core product that may be licensed by a single library is a "discovery" product, such as *Encore* (Innovative Interfaces, Inc.) or *Summon* (Serials Solutions). For either of these products, a library may 1) acquire, install, manage, and maintain the product itself; 2) request that MOBIUS do some or all these tasks for the library or, 3) contract with a third-party to do some or all these tasks for the library. Use of a non-core product may also require that a library request single-time and/or ongoing data output from MOBIUS for which MOBIUS charges separate fee(s).

6. **Definition of Non-Core Services.**

Non-core services are generally defined as services requested from MOBIUS by a single library or discrete group of libraries, the benefit(s) of which will be accessible only to the requesting library(ies).

An example of non-core service requested by a single library or group of libraries is a request to modify existing data, such as a request to redesign data displays in a local or cluster catalog. Another example is a request to modify record load tables. A third example is a request by a single library or group of libraries for a data load to systems hosted or managed by MOBIUS for items intended for use only by patrons of the requesting library(ies), such as record loads for e-books acquired in sets and accessible only to the subscribing library(ies).

7. **When Charges Apply.**

In general, charges apply only when a non-core task or project requires **15 minutes or longer** to complete. The estimate of time, and whether charges apply, is determined by the MOBIUS Executive Director in consultation with MOBIUS Consortium Office (MCO) staff. If charges apply, the MOBIUS Executive Director will prepare a quote or contract for services and submit it to the member within 30 days of the date of the request. A member will be charged for the entire time required to complete the task or project. The quote must be signed by a representative of

MOBIUS Policy on Charges for Non-Core Services and Products

the member organization and returned to the MOBIUS Executive Director before any work commences on the task or project. The quote will include a quotation number, a description of the goods provided or the scope of work, all pertinent fees, completion date(s), terms of payment, and the appropriate signatures.

The following types of activities are considered when calculating the estimate of time required to complete a task or project and the resulting fee(s) to be included in a quote or contract for service. Note that not every task or project will include every activity listed.

- a) Analysis
- b) Design
- c) Specification Development
- d) Data Processing/Loading
- e) Programming/Scripting
- f) Testing
- g) Documenting
- h) Data Preparation
- i) Data Output
- j) Computer/Telecommunication Resources
- k) Communication
- l) Administrative Oversight
- m) Follow-up/Evaluation

No charges apply when it is determined by MOBIUS that specific actions are required to correct an error on the part of MCO staff, a vendor, or the cause of the error is unknown.

8. **Proprietary Software.**

MOBIUS cannot make changes to proprietary software licensed from vendors. However, MOBIUS, with input from its members, does participate in providing input to vendors about enhancements to specific software products.

Created by: MOBIUS Task Force on Core Products and Services

Adopted by MOBIUS Board of Directors:

Revised:

Replaces: New

1. Introduction.

This schedule of charges includes the following:

- a) Fees for non-core services and products that are not included in MOBIUS annual membership fee and assessments
- b) Fees for services and products available to non-members
- c) Fees for new members of MOBIUS

2. Non-Core Services

- a) Definition - Non-core services are generally defined as services requested from MOBIUS by a single library or discrete group of libraries, the benefit(s) of which will be accessible only to the requesting library(ies).
- b) Time Estimates - In general, charges apply only when a task or project requires **15 minutes or longer** to complete. The estimate of time, and whether charges apply, is determined by the MOBIUS Executive Director in consultation with MOBIUS Consortium Office (MCO) staff. If charges apply, the MOBIUS Executive Director will prepare a quote or contract for services and submit it to the member within 30 days of the date of the request. A member will be charged for the entire time required to complete the task or project.
- c) **All time estimates are based on a rate of \$50.00 per hour with a \$50.00 minimum.**

3. Non-Core Products

- a) Definition - Non-core products are generally defined as products acquired, licensed or requested by a single library or discrete group of libraries or acquired or licensed by MOBIUS on behalf of a single library or discrete group of libraries. Such products are intended for use only by the library or group of libraries requesting or acquiring them. Costs of acquisition, implementation or maintenance of such products are charged only to the requesting library or libraries. The extent to which a library is charged by MOBIUS for a non-core product depends on the extent of MOBIUS' involvement in the acquisition or support of the non-core product.
- b) **Cost is based on individual quote with an initial \$250.00 (?) setup fee.**

4. WebPAC Credits

- a) Member institutions requesting WebPAC work other than bug fixes or minor changes (<15 minutes) will receive a quote before any work begins.
- b) To encourage and enable ongoing WebPAC improvements, each member will receive 9 WebPAC credits at the beginning of each fiscal year. Each credit is worth 1 hour of MCO

time to work on WebPAC tasks. Credits do not "roll over" - each year the total number of WebPAC credits will be reset to 9.

- c) Quotes for WebPAC work will include the number of WebPAC credits available and indicate the balance remaining.
- d) Credits may be shared among any number of members jointl-requested work; i.e., cluster catalog redesign.

5. Additional Delivery Stops

The cost of the delivery stop to the main library is included in the membership fee for each member. However, a member may request additional delivery stops at 5 or fewer days per week at additional locations, such as branch libraries. All of the following fees are based on the number of delivery stops per week for an entire year, exclusive of national holidays and library-determined closures.

5 stops per week	\$3,563
4 stops per week	\$2,850
3 stops per week	\$2,138
2 stops per week	\$1,425
1 stop per week	\$ 713

6. New Member Implementation

- a) Implementation & Training for a new Member Library - \$5,000 – Includes system implementation and training a new member for circulation, cataloging, the OPAC, and MOBIUS Union Catalog (INNReach). This fee is in addition to any costs associated with software licensing from the vendor. A separate MOBIUS/Member contract is required. Additional module implementations will incur additional charges.
- b) Implementation & Training for a new Innovative module – A quote will be provided for the implementation of a new Innovative Interfaces, Inc. module based upon the number of hours involved to implement and train the requesting library.
- c) Implementation & Training for a new standalone system - A fee of \$1500 will be charged to implement and train a new standalone system for participation in the MOBIUS Union Catalog (INNReach).

Campus	VendorID	Procedure	Cluster	Filename	Data Bibs, Auth, or Attached Records		
Columbia College	Credo Reference	Bib. and Item Record Load	MOBCE	CC.CredoRef.D091216	445	445	
		Bib. and Item Record Load Total			445	445	
		Credo Reference Total			445	445	
	Oxford	Bib. and Item Record Load	MOBCE	CC.OxfordRef.Update.01-10	6	6	
		Bib. and Item Record Load Total			6	6	
		Oxford Total			6	6	
Columbia College Total					451	451	
Eden Theological Seminary/Webster University	NetLibrary	Bib. and Item Record Load	MOBTE	EWL.NetLib.Amigos.D100211a	764	764	
				EWL.NetLib.Amigos.D100211b	470	470	
				ELWD20100302netLibPubDomain	3457	3457	
		Bib. and Item Record Load Total		4691	4691		
	NetLibrary Total		4691	4691			
Eden Theological Seminary/Webster University Total					4691	4691	
Fontbonne University	Credo Reference	Bib. and Item Record Load	MOBTE	FONT.Credo.D100506	487	487	
		Bib. and Item Record Load Total			487	487	
		Credo Reference Total			487	487	
	Oxford	Bib. and Item Record Load	MOBTE	FONT.OROPremium.D100517	197	197	
		Bib. and Item Record Load Total			197	197	
		Oxford Total			197	197	
Fontbonne University Total					684	684	
Lindenwood University	OCLC	Bib. and Item Record Load	MOBTE	LU.OCLC.OverDrive.D20091005a	5	5	
				LU.OCLC.OverDrive.D20091021a	140	140	
				LU.Overdrive.moq-20091024a_Rev	6	6	
				LU.Overdrive.moq-20091027a_Rev	24	24	
				LU.Overdrive.moq-20091111a_Rev	18	18	
				LU.OCLC.OverDrive.20091201a	90	90	
				LU.OCLC.OverDrive.20091202a	8	8	
		Bib. and Item Record Load Total		291	291		
	OCLC Total		291	291			
Lindenwood University Total					291	291	
Logan College of Chiropractic	NetLibrary	Bib. and Item Record Load	MOBTE	LCC.NetLib.N\$.D100622	5	5	
				LCC.NetLib.N\$.D100623	81	81	
		Bib. and Item Record Load Total		86	86		
	NetLibrary Total		86	86			
Logan College of Chiropractic Total					86	86	
Missouri Western State College	Alexander St	Bib. and Item Record Load	MOBNW	MWSU.AlexStPr.AAMR.D100317	45	45	



Missouri Western State College	Alexander St Bib. and Item Record Load		MOBNW	MWSU.AlexStPr.CMRL.D100317	6	6
				MWSU.AlexStPr.GLND.D100317	1	1
				MWSU.CLMU__Suppl5_MARC	879	879
				MWSU.SHMU_20090320-M	561	561
	Bib. and Item Record Load Total				1492	1492
	Alexander Street Press Total				1492	1492
Missouri Western State College Total					1492	1492
NA	Serial Solutic Bib. and Item Record Load		UMOS	MOGroup_360MARC_journals_s_n	1034	1746
				MOGroup_360MARC_journals_s_cl	3104	5758
				MOGroup_360MARC_journals_s_d	671	1115
	Bib. and Item Record Load Total				4809	8619
	Serial Solutions Total				4809	8619
NA Total					4809	8619
Northwest Missouri State Unive	eBrary	Bib. and Item Record Load	MOBNW	NWMSU.ebrary.D0907	1237	1237
				NWMSU.ebrary.D091026	1359	1359
				NWMSU.ebrary.D091130	109	109
				NWMSU.ebrary.D091202	1	1
				Feb2010MARCNew	154	154
				NWMSU.ebrary.4-2-2010	4	4
				NWMSU.ebrary.4-23-2010	1178	1178
				NWMSU.ebrary.May2010	46	46
				NWMSU.ebrary.June2010	5	5
	Bib. and Item Record Load Total				4093	4093
	eBrary Total				4093	4093
	Gale	Bib. and Item Record Load	MOBNW	NWMSU.Gale.D091217	21	21
		Bib. and Item Record Load Total			21	21
	Gale Total				21	21
	Alexander St Bib. and Item Record Load		MOBNW	clmu_091409	350	350
				NWMSU.CLMU.091409-M8.D09113	350	350
				NWMSU.CLMU.092109-M8.D09113	127	127
				NWMSU.CLMU.MARC.121509-M8	300	300
				NWMSU.CLMU.MARC.011510-M8	400	400
				NWMSU.SHMU_20090320-M	561	561
	Bib. and Item Record Load Total				2088	2088
	Alexander Street Press Total				2088	2088
	Naxos	Bib. and Item Record Load	MOBNW	NWMSU.Naxos.D100129 load 1	5001	5001
				NWMSU.Naxos.D100129 load 3	5000	5000
				NWMSU.Naxos.D100129 load 4	6513	6513
	Bib. and Item Record Load Total				16514	16514
Naxos Total				16514	16514	



Northwest Missouri State University	Infobase Pub Bib. and Item Record Load		MOBNW	NWMSU.Infobase.320-0191581.D1(12	12
	Bib. and Item Record Load Total				12	12
	Infobase Publishing Total				12	12
Northwest Missouri State University Total					22728	22728
Rockhurst University	Credo Reference Bib. and Item Record Load		MOBWE	RU.Credo.D090708	401	401
	Bib. and Item Record Load Total				401	401
	Credo Reference Total				401	401
	Gale	Bib. and Item Record Load	MOBWE	RU.Gale.19thCent.BLN	46	46
				RU.Gale.19thCent.UKP	86	86
	Bib. and Item Record Load Total				132	132
	Gale Total				132	132
Rockhurst University Total					533	533
UMC	eBrary	Bib. and Item Record Load	UMOS	UMC.ebrary100302addedit	239	239
				UMC.ebrary100309add	25	25
				ebrary100407add	35	35
				UMC.ebrary100503add	214	214
				UMC.ebrary100608add	10	10
	Bib. and Item Record Load Total				523	523
	eBrary Total				523	523
	Dept of Energy	Bib. and Item Record Load	UMOS	1970_1979osti090430 pt 1	5002	15006
				1970_1979osti090430 pt 2 load 1	200	600
				1970_1979osti090430 pt 2 load 2	559	1677
				1970_1979osti090430 pt 2 load 3	5000	15000
				1970_1979osti090430 pt 2 load 4	1922	5766
				1900_1969osti090430	6087	18261
				1900_1996osti090925	1067	3201
				1997_2005osti090925	243	729
				2006_2008osti090925	1190	3570
				2009osti090925	2126	6378
				UMC.doeupdates1002.testset	25	75
				UMC.doeupdates1002.file1	2475	7425
				UMC.doeupdates1002.file2	2500	7500
				UMC.doeupdates1002.file3	2500	7500
				UMC.doeupdates1002.file4	1800	5400
				UMC.doeupdates1002.small	50	150
				UMC.DOE.updatesosti100503	4594	13782
	Bib. and Item Record Load Total				37340	112020
	Dept of Energy (DOE) Total				37340	112020
	RAND	Bib. and Item Record Load	UMOS	RAND011510edit	50	100
				RAND091508edit	25	50

UMC	RAND	Bib. and Item Record Load	UMOS	UMC.RAND.MARC041510edit	22	44
		Bib. and Item Record Load Total			97	194
	RAND Total				97	194
	LexisNexis	Bib. and Item Record Load	UMOS	Chdc1r_rev load 1-5	10001	40004
				Chdc1r_rev load 6-9	10000	40000
				Chdc1r_rev load 10	3974	15896
				Chdc2r_rev load 1-3	5001	20004
				Chdc2r_rev load 4-6	6083	24332
		Bib. and Item Record Load Total			35059	140236
	LexisNexis Total				35059	140236
	ICPSR	Bib. and Item Record Load	UMOS	UMC.ICPSR.File1 test set	25	0
				UMC.ICPSR.File2 test set	25	25
				UMC.ICPSR.File1	7296	0
				UMC.ICPSR.File2	7295	7295
		Bib. and Item Record Load Total			14641	7320
	ICPSR Total				14641	7320
UMC Total					87660	260293
UMC Law	Cassidy Cataloguing	Bib. and Item Record Load	UMOS	UMCLaw_LEX1full test set	25	25
				UMCLaw_LEX1full	1421	1421
				UMCLaw_WEST1full	1964	1964
				UMCLaw_WL5_1-3	1317	1317
				UMCLaw.Cassidy.LEXISn0316	23	23
				UMCLaw.Cassidy.LEXISu0316	10	10
				UMCLaw.Cassidy.WESTn0316	26	26
				UMCLaw.Cassidy.WESTu0316	5	5
				UMCLaw.Cassidy.LEXISn0415	12	12
				UMCLaw.Cassidy.LEXISu0415	2	2
				UMCLaw.Cassidy.WESTn0415	26	26
				UMCLaw.Cassidy.WESTu0415	97	97
				UMCLaw.Cassidy.LEXISn0517	11	11
				UMCLaw.Cassidy.LEXISu0517	3	3
				UMCLaw.Cassidy.WESTn0517	24	24
				UMCLaw.Cassidy.WESTu0517	100	100
		Bib. and Item Record Load Total			5066	5066
	Cassidy Cataloguing Total				5066	5066
	UMC Law Total					5066
UMKC	Serial Solutions	Bib. and Item Record Load	UMOS	UMK_MARC_books_test_2009_08_	500	500
				UMK_360MARC_eBooks_m_new_1	10000	10000
				UMK_360MARC_eBooks_m_new_2	10000	10000
				UMK_360MARC_eBooks_m_new_3	10000	10000

UMKC	Serial Solutic Bib. and Item Record Load		UMOS	UMK_360MARC_eBooks_m_new_4	10000	10000	
				UMK_360MARC_eBooks_m_new_5	5539	5539	
				UMK_360MARC_eBooks_m_new_6	5000	5000	
				UMK_360MARC_eBooks_m_new_7	5000	5000	
				UMK_360MARC_eBooks_m_new_8	5000	5000	
				UMK_360MARC_eBooks_m_new_9	4296	4296	
				UMK_360MARC_eBooks_m_chang	607	607	
				UMK_360MARC_eBooks_m_delete	26	26	
	Bib. and Item Record Load Total				65968	65968	
	Serial Solutions Total				65968	65968	
	NetLibrary	Bib. and Item Record Load		UMOS	UMKC.NetLib.B49125.D091201	764	764
					UMKC.NetLib.B55972.D091201	470	470
	Bib. and Item Record Load Total				1234	1234	
	NetLibrary Total				1234	1234	
	Gale	Bib. and Item Record Load		UMOS	UMKC.ECCO2.File2	5000	5000
					UMKC.ECCO2.File3	5000	5000
					UMKC.ECCO2.File4	5000	5000
					UMKC.ECCO2.File5	5000	5000
					UMKC.ECCO2.File6	5000	5000
					UMKC.ECCO2.File7	5000	5000
					UMKC.ECCO2.File8	5000	5000
					UMKC.ECCO2.File9	5000	5000
					UMKC.ECCO2.File10	1577	1577
					UMKC.MOMW.D100604.File1 test s	25	25
					UMKC.MOMW.D100604.File1	10000	10000
					UMKC.MOMW.D100604.File2	10000	10000
					UMKC.MOMW.D100604.File3	10000	10000
					UMKC.MOMW.D100604.File4	10000	10000
					UMKC.MOMW.D100604.File5	10000	10000
					UMKC.MOMW.D100604.File6	10000	10000
	Bib. and Item Record Load Total				101602	101602	
	Gale Total				101602	101602	
	Alexander St	Bib. and Item Record Load		UMOS	UMKC.AFSO.File1.D091021	571	571
					UMKC.AFSO.File2.D091021	406	406
					UMKC.AFSO.File3.D091021	32	32
					UMKC.AFSO.File1.dupl.D091021	4	4
					UMKC.OPIV-M_20090424	41	41
					UMKC.AMSO_MARC test set	10	10
					UMKC.DAIV_MARC test set	10	10
					UMKC.DAIV_MARC	87	87

UMKC	Alexander St Bib. and Item Record Load		UMOS	UMKC.AMSO_MARC	888	888	
	Bib. and Item Record Load Total				2049	2049	
	Bibliographic Records Load		UMOS	UMKC.AFSO.TestSet.D091021	25	0	
	Bibliographic Records Load Total				25	0	
	Alexander Street Press Total				2074	2049	
	ProQuest	Bib. and Item Record Load		UMOS	UMKC.EEBO.TestSet.D091027	25	25
					UMKC.EEBO.File1.1475-1640 load	5000	5000
					UMKC.EEBO.File1.1475-1640 load	5000	5000
					UMKC.EEBO.File1.1475-1640 load	5000	5000
					UMKC.EEBO.File1.1475-1640 load	5000	5000
					UMKC.EEBO.File1.1475-1640 load	5000	5000
					UMKC.EEBO.File1.1475-1640 load	3969	3969
					UMKC.EEBO.File2.1641-1700 load	15000	15000
					UMKC.LION_Texts.File1 test set	50	50
	Bib. and Item Record Load Total				44044	44044	
	ProQuest Total				44044	44044	
UMKC Total					214922	214897	
UMSL	Credo Refere	Bib. and Item Record Load	UMOS	CredoReferenceMarcRecords10022	21	42	
				CredoReferenceMarcRecords1005C	20	40	
	Bib. and Item Record Load Total				41	82	
	Credo Reference Total				41	82	
	Alexander St	Bib. and Item Record Load	UMOS	UMSL.ALEX.WASM.D20100112	178	178	
	Bib. and Item Record Load Total				178	178	
	Alexander Street Press Total				178	178	
UMSL Total					219	260	
Grand Total					343632	520091	