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In order to provide better service and understand your needs, please fill out this document and return it to Tek Data. With the Survey information we will prepare a **Custom Proposal** for your consideration.

**USER SYSTEM SURVEY**

Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-Mail Address: \_\_\_\_\_  
Contact Person: \_\_\_\_\_  
Title: \_\_\_\_\_

To help estimate the configuration of equipment and application programs needed for your specific organization, we need details on the size and type of your organization. By completing this survey you will enable TEK DATA to propose a system that will suit your present needs and future growth plans. Your best estimates will suffice for this purpose.

**I. Booking / Scheduling Requirement:**

A. Do you book / schedule any of the following?

- Media
- Equipment
- Rooms
- Personnel
- Other

Additional Details: \_\_\_\_\_

B. Is yours a one-step, over-the-counter, reservation and check-out operation? Yes or No  
Please explain: \_\_\_\_\_

C. Do you book / schedule resources for an entire day – 24 hours or greater? Yes or No  
Please explain: \_\_\_\_\_

D. Do you book / schedule resources by time of day: Hourly instead of Daily ? Yes or No  
Please explain: \_\_\_\_\_

E. Do you book / schedule packages of resources of any type? Yes or No  
Please explain: \_\_\_\_\_

- F. What is the total number of requests per year? \_\_\_\_\_
- G. How are your requests received as a percentage of the total?  
 Written \_\_\_\_\_ Telephone \_\_\_\_\_ "Walk-In" \_\_\_\_\_ Other \_\_\_\_\_  
 Explain Other: \_\_\_\_\_

- H. How far in advance are reservations typically received? \_\_\_\_\_

**II. Description (Database Detail):**

- A. What is the present number of inventory types in your collection?  
 Non-Print Media \_\_\_\_\_ Equipment \_\_\_\_\_ Rooms \_\_\_\_\_ Other \_\_\_\_\_  
 Number of Titles: \_\_\_\_\_ Total \_\_\_\_\_

- B. What is the present number of media copies, pieces of equipment, numbers of rooms of the above inventory?  
 Non-print Media \_\_\_\_\_ Equipment \_\_\_\_\_ Rooms \_\_\_\_\_ Other \_\_\_\_\_  
 Total \_\_\_\_\_

- C. What is the total number of buildings and/or locations serviced by your center? B \_\_\_\_\_  
 L \_\_\_\_\_

- D. What is the total number of users (ie: patrons) serviced by your center? \_\_\_\_\_

**III. Special Features:**

- A. Are requests for media items by subject area or curriculum objective? Yes or No  
 Please explain: \_\_\_\_\_  
 \_\_\_\_\_

- B. Do you track equipment repairs? Yes or No  
 Please explain: \_\_\_\_\_  
 \_\_\_\_\_

- C. Do you require "an in room and storage location inventory control capability"? Yes or No  
 Please explain: \_\_\_\_\_  
 \_\_\_\_\_

- D. Does your operation include sales capability? Yes or No  
 Please explain: \_\_\_\_\_  
 \_\_\_\_\_

- E. Do you duplicate videos as a part of your Media Operation? Yes or No  
 Please explain: \_\_\_\_\_  
 \_\_\_\_\_

- G. Do you do off air taping? Yes or No  
 Please explain: \_\_\_\_\_  
 \_\_\_\_\_

H. Do you have any special scheduling requests? Yes or No  
(i.e., Video On Demand (real-time and / or down-load)

Please explain: \_\_\_\_\_  
\_\_\_\_\_

I. Do you have Internet / World Wide Web access? Yes or No

Please explain: \_\_\_\_\_  
\_\_\_\_\_

J. What kind of communication lines do you have?

ISDN \_\_\_\_\_ T1 \_\_\_\_\_ ADSL \_\_\_\_\_ Other \_\_\_\_\_

Please explain: \_\_\_\_\_  
\_\_\_\_\_

K. Are these lines used for Internet / Intranet use? Yes or No

Please explain: \_\_\_\_\_  
\_\_\_\_\_

**IV. Delivery System:**

A. What is the total number of items shipped or delivered per year? \_\_\_\_\_

B. What is the peak number of items shipped or delivered on a given day? \_\_\_\_\_

C. How is your inventory delivered to the users as a percentage of the total?

Delivery Van \_\_\_\_\_ Mailed \_\_\_\_\_ UPS \_\_\_\_\_ Other \_\_\_\_\_

Explain Other: \_\_\_\_\_  
\_\_\_\_\_

D. How many times per week do you deliver or pick up from the same site? \_\_\_\_\_  
(If van delivery or equivalent.)

**V. Center Operation:**

A. How many person hours are current spent on the circulation of resources, including supportive paperwork? \_\_\_\_\_

B. Do you currently inventory books? Yes or No

Are these textbooks or library books? \_\_\_\_\_  
\_\_\_\_\_

What are the scheduling or circulation requirements for these items?

Please explain: \_\_\_\_\_  
\_\_\_\_\_

C. Is your data available in MARC Format and / or does it exist on some other booking system? Yes or No

Please specify: \_\_\_\_\_  
\_\_\_\_\_

D. Does your system charge for its service? Yes or No  
 Charge Back  
 Flat Rate  
 Rental Fee  
 Annual Charge  
If yes, please explain: \_\_\_\_\_

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E. Do you require Accounts Receivable capability? Yes or No  
No  
Please provide  
details: \_\_\_\_\_

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F. Is any of your inventory currently bar coded? Yes or No  
No  
(Please include sample label, if available.)

G. Please provide samples of the numbering schemes currently in use for materials, equipment, rooms, and users.

User I.D. #: \_\_\_\_\_  
Title #: \_\_\_\_\_  
Shelf Location #: \_\_\_\_\_  
Bar Code Label #: \_\_\_\_\_  
Equipment: \_\_\_\_\_  
Room: \_\_\_\_\_  
Other, Explain: \_\_\_\_\_

H. Do you use or require any special labels for your materials? Yes or No  
(Please provide a sample.)

I. Please provide samples of all output (reports, documents and labels) requirements.

## **VI. Network / Hardware:**

What type of network and computer hardware do you presently own that you were hoping to use in conjunction with your automation project?

A. Network

Physical Type (Ethernet, Token Ring, etc.): \_\_\_\_\_

Brand of router: \_\_\_\_\_

Brand of Web Server: \_\_\_\_\_

Is Web Server configured with PERL Version 5.004 with "fork" enabled? \_\_\_\_\_

Operating System on Web Server (i.e., Unix™, Windows NT™): \_\_\_\_\_

Domain Name: \_\_\_\_\_

Netmask: \_\_\_\_\_

Router/Gateway IP (Numerical Address): \_\_\_\_\_

Our system needs a fixed, static IP address.

Please list an available IP address: \_\_\_\_\_

Main "home page" Web site URL: \_\_\_\_\_

Do you use a firewall? If so, list details :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**B. Printers**

Dot Matrix: Brand \_\_\_\_\_ Model \_\_\_\_\_

Label Printer: Brand \_\_\_\_\_ Model \_\_\_\_\_

Laser: Brand \_\_\_\_\_ Model \_\_\_\_\_

D. Do you have Bar Code Reading Equipment Yes or No

Attached \_\_\_\_\_ or Portable \_\_\_\_\_

Please provide details: \_\_\_\_\_

E. Do you have a "Phone Book" booking module? Yes or No

System Name: \_\_\_\_\_

G. Other Hardware: (Please specify) \_\_\_\_\_  
\_\_\_\_\_

H. How many **workstations** are needed as a minimum requirement to start? \_\_\_\_\_

How many are Windows 98 / NT / 2000? \_\_\_\_\_

How many are Macs? \_\_\_\_\_

Other \_\_\_\_\_ Describe: \_\_\_\_\_

**VII. Other Characteristics:**

The following questions are general in nature to assist in getting a broad view of your requirements. Please keep in mind that the software is more detailed.

A. Do you wish to produce a Printed Catalog? (Yes/No) \_\_\_\_\_

B. Do you provide curriculum or subject area research for catalog? \_\_\_\_\_

C. Do you receive large batches of requests at certain times during the year? \_\_\_\_\_

D. Do you experience a significant number of "non-ship" days? (i.e., snow days) \_\_\_\_\_

E. Do you require very detailed statistical reporting? \_\_\_\_\_

F. Do you require viewer or audience statistics? \_\_\_\_\_

G. Do you circulate and evaluate vendor previews? \_\_\_\_\_

H. Do you send a high volume of direct mail pieces to your users? \_\_\_\_\_

**VIII. Additional Data:**

A. Do you anticipate any dramatic growth in your center / operation in the next three (3) years?

For example, are you adding any new services? \_\_\_\_\_  
\_\_\_\_\_

B. Describe any special characteristics of the center / operation you wish to share.

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C. When do you anticipate funding will be available for your automation project?

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D. Do you currently pay an annual "System Support" fee? Yes or No

Would you like to have other Support Options available such as the following?

- Commercial Credit Card - Charged at Set Hourly Rate
- Use Purchase Order for Each Call
- 900 Number
- Open Order (Blanket Order Not to Exceed X\$\$\$)
- Carry Over for Unused Pre-Paid Support
- Call as Needed – Charged at Set Hourly Rate
- Traditional Annual Fee – Pre-Paid: (Unlimited Toll-Free Calls, Toll-Free Fax, Internet and Modem Support, System Updates and most System Upgrades.)

E. Would you like to know about Tek Data's Web/MAX hosting service? Yes or No  
Please feel free to comment:

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Completed By: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for completing our survey.

**TEK DATA SYSTEMS COMPANY**

Updated 01/03/02

Nu\_Survey.doc