

## **AGREEMENT TO PROVIDE AN eBook CONTENT PLATFORM FOR THE SANTA ANA PUBLIC LIBRARY COLLECTION**

THIS AGREEMENT is made and entered into this 1st day of February, 2021 by and between OverDrive, Inc., a Delaware corporation (“Consultant”), and the City of Santa Ana, a charter city and municipal corporation organized and existing under the Constitution and laws of the State of California (“City”).

### **RECITALS**

- A. On December 14, 2017, the City issued a Request for Proposal (“RFP”) No. 17-141, by which it sought a consultant to provide an eBook content platform and electronic resource content for the Santa Ana Public Library collection and compatible with its integrated library system.
- B. Consultant submitted a responsive proposal that was selected by the City. Consultant represents that Consultant is able and willing to provide the services described in the scope of work that was included in RFP No. 17-141 and further delineated in Exhibit A.
- C. City and Consultant had an Agreement for hosting of digital e-library services in English and Spanish including audio books, streamlining videos, young adult content and teen content from March 2018 to February 2021. Consultant agrees to continue providing these services to City pursuant to the terms of this Agreement.
- D. In undertaking the performance of this Agreement, Consultant represents that it is knowledgeable in its field and that any services performed by Consultant under this Agreement will be performed in compliance with such standards as may reasonably be expected from a professional consulting firm in the field.

**NOW THEREFORE**, in consideration of the mutual and respective promises, and subject to the terms and conditions hereinafter set forth, the parties agree as follows:

### **1. SCOPE OF SERVICES**

Consultant shall perform the services that are described in **Exhibit A** including but not limited to hosting a digital online e-library providing e-books in both English and Spanish, audio books in both English and Spanish, streaming videos, young adult content and teen content. Consultant’s proposal dated December 29, 2017 and is incorporated by reference as though fully set forth herein.

### **2. COMPENSATION**

- a. City agrees to pay, and Consultant agrees to accept as total payment for its services for City, the rates and charges identified in **Exhibit B**. The total amount to be expended during the term of this Agreement shall not exceed \$251,010. Annually, the costs associated with this Agreement shall be as follows:

<u>Date</u>	<u>Hosting Fee</u>	<u>Digital Content</u>	<u>Annual Total</u>
2/1/21-6/30/21	\$2,500	\$38,510	\$41,010
7/1/21 - 6/30/22	\$6,000	\$64,000	\$70,000
7/1/22 – 6/30/23	\$6,000	\$64,000	\$70,000
7/1/23 – 6/30/24	\$6,000	\$64,000	\$70,000

\*Any monies allocated for each year, but not utilized, may be used in subsequent year provided that the total Agreement not-to-exceed amount does not change.

- b. Consultant agrees and understands that the continuation of this Agreement for years 2, 3 and 4 is contingent upon the City obtaining available funding for these services. Should funding not become available, the Agreement is subject to termination as detailed below in Section 15.
- c. Payment by City shall be made within 45 days (forty-five) days following receipt of proper invoice evidencing work performed, subject to City accounting procedures. Payment need not be made for work which fails to meet the standards of performance set forth in the Recitals which may reasonably be expected by City.

### **3. TERM**

This Agreement shall commence on February 1, 2021 for a forty-one (41) month term until June 30, 2024, unless terminated earlier in accordance with Section 15, below.

### **4. INDEPENDENT CONTRACTOR**

Consultant shall, during the entire term of this Agreement, be construed to be an independent contractor and not an employee of the City. This Agreement is not intended nor shall it be construed to create an employer-employee relationship, a joint venture relationship, or to allow the City to exercise discretion or control over the professional manner in which Consultant performs the services which are the subject matter of this Agreement; however, the services to be provided by Consultant shall be provided in a manner consistent with all applicable standards and regulations governing such services. Consultant shall pay all salaries and wages, employer's social security taxes, unemployment insurance and similar taxes relating to employees and shall be responsible for all applicable withholding taxes.

### **5. RESERVED**

### **6. INSURANCE**

Prior to undertaking performance of work under this Agreement, Consultant shall maintain and shall require its subcontractors, if any, to obtain and maintain insurance as described below:

- a. Commercial General Liability Insurance. Consultant shall maintain commercial general liability insurance naming the City, its officers, employees, agents, volunteers and representatives as additional insured(s) and shall include, but not be limited to protection against claims arising from bodily and personal injury, including death resulting therefrom and damage to property, resulting from any act or occurrence arising out of Consultant's operations in the performance of this

Agreement, including, without limitation, acts involving vehicles. The amounts of insurance shall be not less than the following: single limit coverage applying to bodily and personal injury, including death resulting therefrom, and property damage, in the total amount of \$1,000,000 per occurrence, with \$2,000,000 in the aggregate. Such insurance shall (a) name the City, its officers, employees, agents, and representatives as additional insured(s); (b) be primary and not contributory with respect to insurance or self-insurance programs maintained by the City; and (c) contain standard separation of insureds provisions.

- b. Business automobile liability insurance, or equivalent form, with a combined single limit of not less than \$1,000,000 per occurrence. Such insurance shall include coverage for owned, hired and non-owned automobiles.
- c. Worker's Compensation Insurance. In accordance with the provisions of Section 3700 of the Labor Code, Consultant, if Consultant has any employees, is required to be insured against liability for worker's compensation or to undertake self-insurance. Prior to commencing the performance of the work under this Agreement, Consultant agrees to obtain and maintain any employer's liability insurance with limits not less than \$1,000,000 per accident.
- d. If Consultant is or employs a licensed professional such as an architect or engineer: Professional liability (errors and omissions) insurance, with a combined single limit of not less than \$1,000,000 per claim with \$2,000,000 in the aggregate.
- e. The following requirements apply to the insurance to be provided by Consultant pursuant to this section:
  - i. Consultant shall maintain all insurance required above in full force and effect for the entire period covered by this Agreement.
  - ii. Certificates of insurance shall be furnished to the City upon execution of this Agreement and shall be approved by the City.
  - iii. Certificates and policies shall state that the policies shall not be canceled or reduced in coverage or changed in any other material aspect without thirty (30) days prior written notice to the City.
  - iv. Consultant shall supply City with a fully executed additional insured endorsement.
- f. If Consultant fails or refuses to produce or maintain the insurance required by this section or fails or refuses to furnish the City with required proof that insurance has been procured and is in force and paid for, the City shall have the right, at the City's election, to forthwith terminate this Agreement. Such termination shall not affect Consultant's right to be paid for its time and materials expended prior to notification of termination. Consultant waives the right to receive compensation and agrees to indemnify the City for any work performed prior to approval of insurance by the City.

## **7. INDEMNIFICATION**

Consultant agrees to defend, and shall indemnify and hold harmless the City, its officers, agents, employees, contractors, special counsel, and representatives from liability: (1) for personal

injury, damages, just compensation, restitution, judicial or equitable relief arising out of claims for personal injury, including death, and claims for property damage, which may arise from the negligent operations of the Consultant, its subcontractors, agents, employees, or other persons acting on its behalf which relates to the services described in section 1 of this Agreement; and (2) from any claim that personal injury, damages, just compensation, restitution, judicial or equitable relief is due by reason of the terms of or effects arising from this Agreement. This indemnity and hold harmless agreement applies to all claims for damages, just compensation, restitution, judicial or equitable relief suffered, or alleged to have been suffered, by reason of the events referred to in this Section or by reason of the terms of, or effects, arising from this Agreement. The Consultant further agrees to indemnify, hold harmless, and pay all costs for the defense of the City, including fees and costs for special counsel to be selected by the City, regarding any action by a third party challenging the validity of this Agreement, or asserting that personal injury, damages, just compensation, restitution, judicial or equitable relief due to personal or property rights arises by reason of the terms of, or effects arising from this Agreement. City may make all reasonable decisions with respect to its representation in any legal proceeding. Notwithstanding the foregoing, to the extent Consultant's services are subject to Civil Code Section 2782.8, the above indemnity shall be limited, to the extent required by Civil Code Section 2782.8, to claims that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the Consultant.

## **8. INTELLECTUAL PROPERTY INDEMNIFICATION**

Consultant shall defend and indemnify the City, its officers, agents, representatives, and employees against any and all liability, including costs, for infringement of any United States' letters patent, trademark, or copyright infringement, including costs, contained in the work product or documents provided by Consultant to the City pursuant to this Agreement.

## **9. RECORDS**

Consultant shall keep records and invoices in connection with the work to be performed under this Agreement. Consultant shall maintain complete and accurate records with respect to the costs incurred under this Agreement and any services, expenditures, and disbursements charged to the City for a minimum period of three (3) years, or for any longer period required by law, from the date of final payment to Consultant under this Agreement. All such records and invoices shall be clearly identifiable. Consultant shall allow a representative of the City to examine, audit, and make transcripts or copies of such records and any other documents created pursuant to this Agreement during regular business hours. Consultant shall allow inspection of all work, data, documents, proceedings, and activities related to this Agreement for a period of three (3) years from the date of final payment to Consultant under this Agreement.

## **10. CONFIDENTIALITY**

If Consultant receives from the City information which due to the nature of such information is reasonably understood to be confidential and/or proprietary, Consultant agrees that it shall not use or disclose such information except in the performance of this Agreement, and further agrees to exercise the same degree of care it uses to protect its own information of like importance, but in no event less than reasonable care. "Confidential Information" shall include all

nonpublic information. Confidential information includes not only written information, but also information transferred orally, visually, electronically, or by other means. Confidential information disclosed to either party by any subsidiary and/or agent of the other party is covered by this Agreement. The foregoing obligations of non-use and nondisclosure shall not apply to any information that (a) has been disclosed in publicly available sources; (b) is, through no fault of the Consultant disclosed in a publicly available source; (c) is in rightful possession of the Consultant without an obligation of confidentiality; (d) is required to be disclosed by operation of law; or (e) is independently developed by the Consultant without reference to information disclosed by the City.

#### **11. CONFLICT OF INTEREST CLAUSE**

Consultant covenants that it presently has no interests and shall not have interests, direct or indirect, which would conflict in any manner with performance of services specified under this Agreement.

#### **12. DISCRIMINATION**

Consultant shall not discriminate because of race, color, creed, religion, sex, marital status, sexual orientation, age, national origin, ancestry, or disability, as defined and prohibited by applicable law, in the recruitment, selection, training, utilization, promotion, termination or other employment related activities. Consultant affirms that it is an equal opportunity employer and shall comply with all applicable federal, state and local laws and regulations.

#### **13. EXCLUSIVITY AND AMENDMENT**

This Agreement represents the complete and exclusive statement between the City and Consultant, and supersedes any and all other agreements, oral or written, between the parties. In the event of a conflict between the terms of this Agreement and any attachments hereto, the terms of this Agreement shall prevail. This Agreement may not be modified except by written instrument signed by the City and by an authorized representative of Consultant. The parties agree that any terms or conditions of any purchase order or other instrument that are inconsistent with, or in addition to, the terms and conditions hereof, shall not bind or obligate Consultant or the City. Each party to this Agreement acknowledges that no representations, inducements, promises or agreements, orally or otherwise, have been made by any party, or anyone acting on behalf of any party, which is not embodied herein.

#### **14. ASSIGNMENT**

Inasmuch as this Agreement is intended to secure the specialized services of Consultant, Consultant may not assign, transfer, delegate, or subcontract any interest herein without the prior written consent of the City and any such assignment, transfer, delegation or subcontract without the City's prior written consent shall be considered null and void. Nothing in this Agreement shall be construed to limit the City's ability to have any of the services which are the subject to this Agreement performed by City personnel or by other consultants retained by City.

## **15. TERMINATION**

This Agreement may be terminated by the City upon thirty (30) days written notice of termination. In such event, Consultant shall be entitled to receive and the City shall pay Consultant compensation for all services performed by Consultant prior to receipt of such notice of termination, subject to the fact that payment need not be made for work, which fails to meet the standard of performance specified in the Recitals of this Agreement.

## **16. WAIVER**

No waiver of breach, failure of any condition, or any right or remedy contained in or granted by the provisions of this Agreement shall be effective unless it is in writing and signed by the party waiving the breach, failure, right or remedy. No waiver of any breach, failure or right, or remedy shall be deemed a waiver of any other breach, failure, right or remedy, whether or not similar, nor shall any waiver constitute a continuing waiver unless the writing so specifies.

## **17. JURISDICTION - VENUE**

This Agreement has been executed and delivered in the State of California and the validity, interpretation, performance, and enforcement of any of the clauses of this Agreement shall be determined and governed by the laws of the State of California. Both parties further agree that Orange County, California, shall be the venue for any action or proceeding that may be brought or arise out of, in connection with or by reason of this Agreement.

## **18. PROFESSIONAL LICENSES**

Consultant shall, throughout the term of this Agreement, maintain all necessary licenses, permits, approvals, waivers, and exemptions necessary for the provision of the services hereunder and required by the laws and regulations of the United States, the State of California, the City of Santa Ana and all other governmental agencies. Consultant shall notify the City immediately and in writing of its inability to obtain or maintain such permits, licenses, approvals, waivers, and exemptions. Said inability shall be cause for termination of this Agreement.

## **19. MISCELLANEOUS PROVISIONS**

- a. Each undersigned represents and warrants that its signature herein below has the power, authority and right to bind their respective parties to each of the terms of this Agreement, and shall indemnify City fully, including reasonable costs and attorney's fees, for any injuries or damages to City in the event that such authority or power is not, in fact, held by the signatory or is withdrawn.
- b. All Exhibits referenced herein and attached hereto shall be incorporated as if fully set forth in the body of this Agreement.

## **20. NOTICE**

Any notice, tender, demand, delivery, or other communication pursuant to this Agreement shall be in writing and shall be deemed to be properly given if delivered in person or mailed by first class or certified mail, postage prepaid, or sent by fax or other telegraphic communication in the manner provided in this Section, to the following persons:

To City:

Clerk of the City Council  
City of Santa Ana  
20 Civic Center Plaza (M-30)  
P.O. Box 1988  
Santa Ana, CA 92702-1988  
Fax: 714- 647-6956

With courtesy copies to:

Executive Director, Parks, Recreation and Community Services Agency City of Santa Ana 20 Civic Center Plaza (M-75) P.O. Box 1988 Santa Ana, California 92702 Fax: 714-627-4211	Sonia R. Carvalho City Attorney City of Santa Ana 20 Civic Center Plaza (M-29) P.O. Box 1988 Santa Ana, California 92702 Fax: 714- 647-6515
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To Consultant:

OverDrive, Inc.  
One OverDrive Way  
Cleveland, OH 44125  
Attn: General Counsel  
Fax 216-573-6889

A party may change its address by giving notice in writing to the other party. Thereafter, any communication shall be addressed and transmitted to the new address. If sent by mail, communication shall be effective or deemed to have been given three (3) days after it has been deposited in the United States mail, duly registered or certified, with postage prepaid, and addressed as set forth above. If sent by fax, communication shall be effective or deemed to have been given twenty-four (24) hours after the time set forth on the transmission report issued by the transmitting facsimile machine, addressed as set forth above. For purposes of calculating these time frames, weekends, federal, state, County or City holidays shall be excluded.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement the date and year first above written.

**ATTEST:**

**CITY OF SANTA ANA**

\_\_\_\_\_  
Daisy Gomez, CMC  
Clerk of the Council

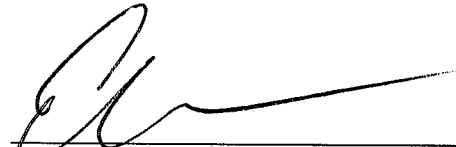
\_\_\_\_\_  
Kristine Ridge  
City Manager

**APPROVED AS TO FORM:**

SONIA R. CARVALHO  
City Attorney

**CONSULTANT:**

By: Laura A. Rossini  
Laura A. Rossini  
Chief Assistant City Attorney

  
\_\_\_\_\_  
By: Erica Lazzaro  
Title: General Counsel

**RECOMMENDED FOR APPROVAL:**

\_\_\_\_\_  
Brian Sternberg  
Executive Director  
Library Services



## **EXHIBIT A**

### **SCOPE OF SERVICES**

## **Attachment 3-6: Statement of Qualifications**

### **Firm and Personnel Experience:**

#### OverDrive Company Profile

OverDrive has provided secure digital content hosting management and distribution since its founding in 1986. As the possibilities of the internet and digital books evolved through the 1990s, we refocused our mission. OverDrive launched our content distribution service in 2000, and since that time, our reach has rapidly expanded. Along with the industry's leading digital reading platform, OverDrive now offers the largest digital content catalog in the world to more than 38,000 libraries and schools in 70 countries and the highest-rated apps that are built to create reading happiness. OverDrive employs over 300 full time employees at its world headquarters in Cleveland, Ohio.

OverDrive strives to provide unparalleled customized services to all library, school, and academic partners to ensure successful digital collections are built and maintained with digital content that will be well-circulated and relevant to that community of users. Through the years, we've learned from our successes and challenges, and, most importantly, from our partners. Account by account, we've established long-term, trusted relationships with publisher, library and school partners around the world. From the beginning, it has been equally important to align with the mission of our global network to support communities with passion and collaboration while championing reading literacy. As we continue to reach for new goals, OverDrive's vision, mission, core beliefs and values remind us of who we are as a company and what we strive for each day: **A World Enlightened by Reading.**

OverDrive is a Certified B Corporation, a growing global movement of people using business as a force for good™. OverDrive earned this certification for the company's commitment to social and environmental performance, transparency and accountability. OverDrive is proud to be a certified B Corp and to celebrate everything we stand for: Empowering communities with our services, supporting literacy and creating reading happiness; supporting initiatives that offer work-life balance for our employees; and incorporating work practices and business policies that strengthen and preserve our environment for future generations. To be a B Corporation is a chance as a business to be accountable and solve social and environmental challenges that we face today and tomorrow. In addition to championing the needs of readers and seeking to delight more readers every day, OverDrive is committed to recycling, volunteering with local charities, professional development for employees and providing a positive social impact. Today, there are thousands of Certified B Corporations around the globe. OverDrive is proud to join this prestigious group in redefining success in business, so that one day everyone uses business as a force for good.

### **OverDrive Personnel Assisting with The Santa Ana Digital Service:**

Sarah Delano, Account Specialist: Sarah helps Santa Ana Public Library with the day-to-day upkeep of their website, general inquiries, facilitating fixes for technical issues, and providing customized marketing or training upon request. Sarah Delano is an avid reader and has been active with libraries since a young age. After graduating with a Bachelor's of Fine Arts in 2014,

she immediately entered the book industry full time and has fallen in love with it ever since. Sarah has been an Account Specialist with OverDrive for two years and she currently works with West Coast libraries from Alaska to Hawaii. In the event of Sarah's unavailability, her manager, Leslie Prusinski will assist with any matters that may arise.

Meghan Volchko, Collection Development Specialist: Meghan assists Santa Ana and other public libraries develop their collections through reporting and analysis, budgeting, marketing programs like book clubs, and more. Meghan's love of libraries started early, hiding in the book drop while her grandmother worked the circulation desk at her local public library. Meghan graduated with an MLIS from Kent State University, then worked in academic libraries until coming to OverDrive in 2014, where she has worked for the last 3 years with public libraries on the West Coast and in Arizona. In the event of Meghan's absence, the OverDrive Collection Development Analyst for Santa Ana Public Library, Emma Dwyer, or her director, Karen Estrovich, will assist with any collection development needs.

Sarah and Meghan will utilize their work time as necessary to provide any and all assistance requested by Santa Ana Public Library related to the OverDrive service.

OverDrive does not utilize subcontractors to provide the services proposed in this bid.

### **Implementation Plans**

As an existing OverDrive customer, there would be no required new implementation to maintain the current service for the start of a new contract. The following provides information regarding the OverDrive platform, support options, and features, including specific options currently utilized by Santa Ana Public Library- such as the multilingual interface and availability of Kindle format (*available for library lending only from OverDrive*).

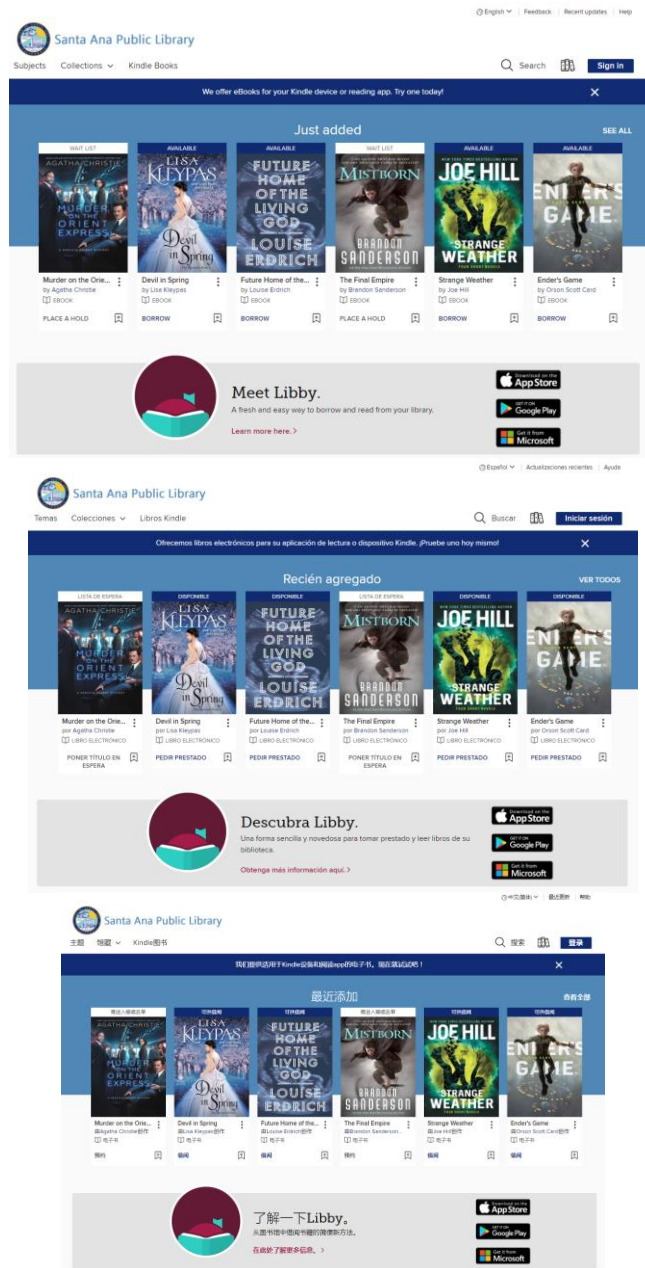
### **Authentication**

Santa Ana Public Library connects to OverDrive through their TLC system in order to validate patrons. They are currently using a SIP connection in order to provide seamless access to users. As of 2017, Santa Ana is also using Content Access Levels in order to help Juvenile users only see age appropriate content. If Santa Ana were ever to change ILS systems, OverDrive would be able to assist with the settings for the OverDrive platform at no charge. OverDrive is able to work with nearly every ILS vendor on the market including Polaris, Innovative, SirsiDynex, Koha, and Evergreen.

OverDrive is also able to authenticate using Patron API connections, rather than SIP, and allow any library to use our OverDrive APIs in order to better their catalog. The addition of APIs to a library's catalog would then allow users to checkout titles, place holds, and see availability before even going to the OverDrive site.

## OverDrive-Hosted Digital Collection

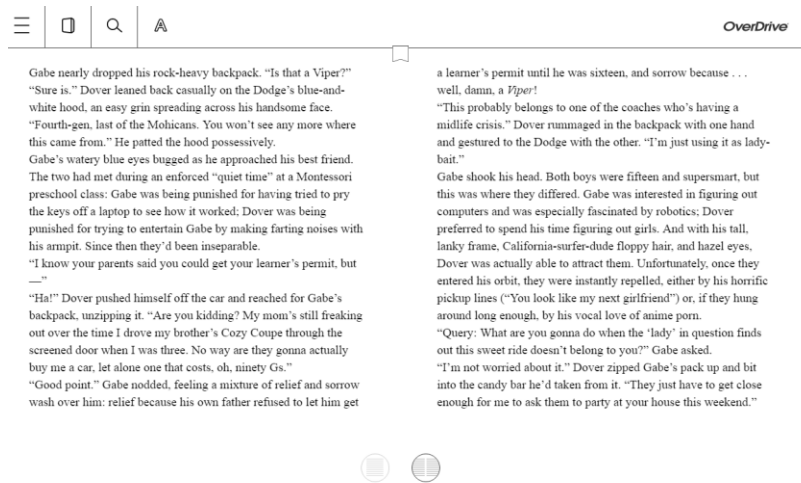
OverDrive's all new, redesigned and optimized customer facing website offers unparalleled navigation and personalization for patrons (<https://santaanapubliclibrary.overdrive.com/>). When the patron first visits the library-branded page (all system-wide updates are also included at no additional cost), they will encounter curated collections designed by their library's staff. They can also choose between different language interfaces, including the English, Spanish and Simplified Chinese options currently available at the Santa Ana Public Library site. OverDrive offers many other foreign language UI options to allow for the widest possible audience to have the capability to utilize the digital collection.



OverDrive's all new customer facing website in multiple languages, with redesigned covers, navigation, predictive search, and account capabilities

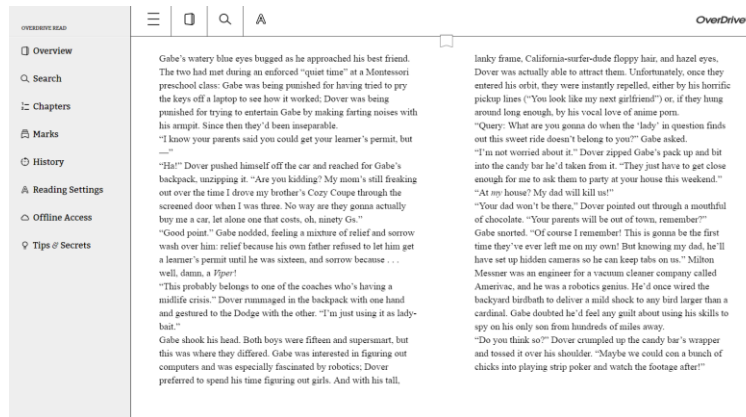
If a patron is already logged in with their library card to the patron-facing website (the library card number can also be stored on their device to avoid logging in every time), a title can be checked out in a one click. As shown in the screenshot below, a patron can easily identify available content for borrowing, as well as easily see when they are able to place a hold on a title to join the waitlist. Once the patron clicks the blue “BORROW” button below, the title is automatically added to the patron’s bookshelf, where they can instantly read it in their browser by utilizing the OverDrive Read (browser-based) eBook format without any required software programs (or can they choose to use the OverDrive apps).

Once Read Now option has been selected, the title will instantly open in the patron’s browser via the OverDrive Read format and allow the patron to read the title instantly in the current browser, as well as sync their reading progress across all of their browsers to ensure that they can pick up reading later right where they had previously left off.



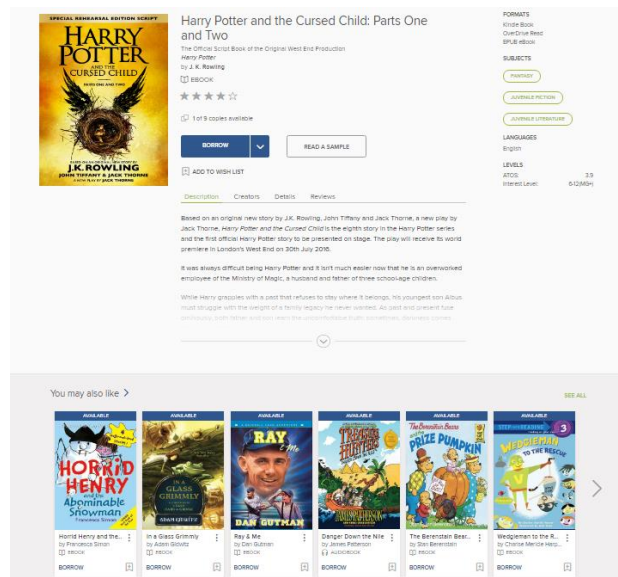
Patron’s checkout can be instantly read in their browser with the OverDrive Read format

Within OverDrive Read, a patron has numerous options on how to best enjoy their title. OverDrive offers patrons the ability to set bookmarks, jump to pages/chapters, view their reading history within the title, designate their Reading Settings (such as text scale, lighting, book design, dyslexic font option, etc.), as well as download the title for offline reading with the Offline Access feature.



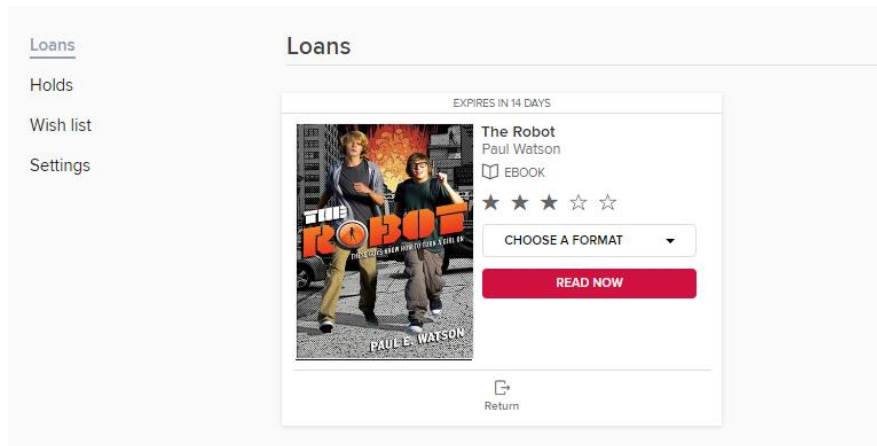
OverDrive Read also allows patrons to quickly jump to a certain page, view their history, set up their preferences in Reading Settings, and download all pages for offline reading via the Offline Access feature

If a patron goes to a title view page, they will be able to see how many copies the library has purchased/how many are available for checkout, sample, add to Wish List, available formats, subject headings, Lexile, ATOS, Interest Level, description of the title, as well as details, and reviews from outlets such as Publishers Weekly. Also displayed are similar titles that the patron may enjoy.

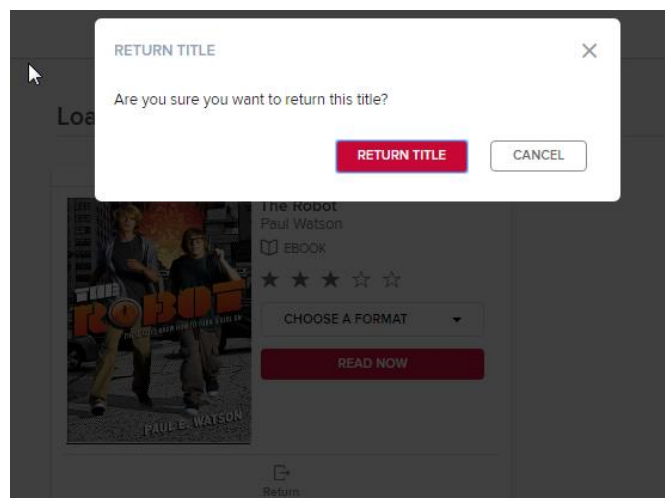


Title information page

Once the patron has determined they want to check out the title, all they need to is click Borrow, or they can hit the drop down next to the Borrow button to select their checkout period (it can be modified to allow for additional options, such as 7, 14, and 21 day options, although Santa Ana currently has 14 days selected for all formats). It will then show up under Loans on in their individual collection. The patron can then either choose the Read Now option and use the OverDrive Read format to see the title in their browser, or other format options such as Kindle (*available exclusively on OverDrive for library lending*), ePUB or PDF. The title can also be given a star rating and easily returned from this screen.

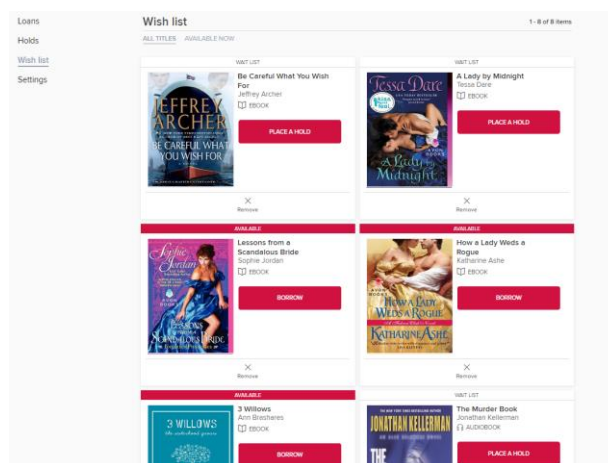


Titles currently on loan to the patron will be displayed here



Patrons can easily return the title directly from their bookshelf

In addition to Loans, the patron's bookshelf will also display titles they are currently on a waiting list for, wish list titles (sorted by all titles and available now), and individualized settings.



Patron's Wish List titles will appear under their Wish List and can be instantly checked out from this page

Within the patron's bookshelf, individualized settings can be personalized so that the patron does not need to always set their lending period or be exposed to content that is not right for that patron. At the Settings page, default lending periods can be set by format, automatic hold checkouts can be set up, content preferences, as well as accessibility features such as high contrast mode and dyslexic font, which can be enabled to provide a better patron experience for readings with dyslexia.

Loans

Holds

Wish list

[Settings](#)

### Settings

#### GENERAL

**Lending periods**  
Set your default lending period for each format.

**eBook:** 7 days 14 days 21 days

**Audiobook:** 7 days 14 days 21 days

Certain titles may have lending periods that can't be changed.

**Automatic hold checkout**  
Have your holds automatically borrowed for you as they become available. ☒

#### CONTENT PREFERENCES

**Audience filters**  
Choose the type(s) of content you'd like to see while browsing and searching the collection.

All audiences Juvenile Young adult General adult Mature adult

#### DISPLAY OPTIONS

**High contrast**  
Turn on high-contrast mode for this website. ☐

**Dyslexic font**  
Turn on dyslexic font for this website. ☐

**Settings page where the patron can designate the preferences for their digital checkouts**

OverDrive's patron-facing website features predictive search capabilities and allows patrons to search on the main site by title, author, series and subject.

baseball

Baseball Card Adventure

Baseball Great

The Baseball Whisperer

Baseball Heroes

Baseball in April and Other Stories

Baseball Flyhawk

Baseball Pals

Baseball Turnaround

Baseball and Its Greatest Players

Baseball's Top 10 Home Run Hitters

The Baseball Codes

The Baseball Geeks Adventures

Baseball's Greatest Hitters

Baseball: The Great American Game

**Screenshot of the predictive search capabilities at the patron-facing website**



From the Advanced Search menu, patrons have a large variety of searches they can run. Advanced Search features search by: title, author, subject, availability, audience, date added to collection, format, language and ISBN.

Advanced Search

Title

Author

Subjects

Availability

Audience

Date added

Formats

Languages

ISBN

Screenshot of the Advanced Search capabilities at the patron-facing website

In addition to these search features, OverDrive also allows a patron to view the various subjects in the digital collection and narrow down their title search in this manner.

Browse subjects

ALL FORMATS EBOOKS AUDIOBOOKS VIDEOS

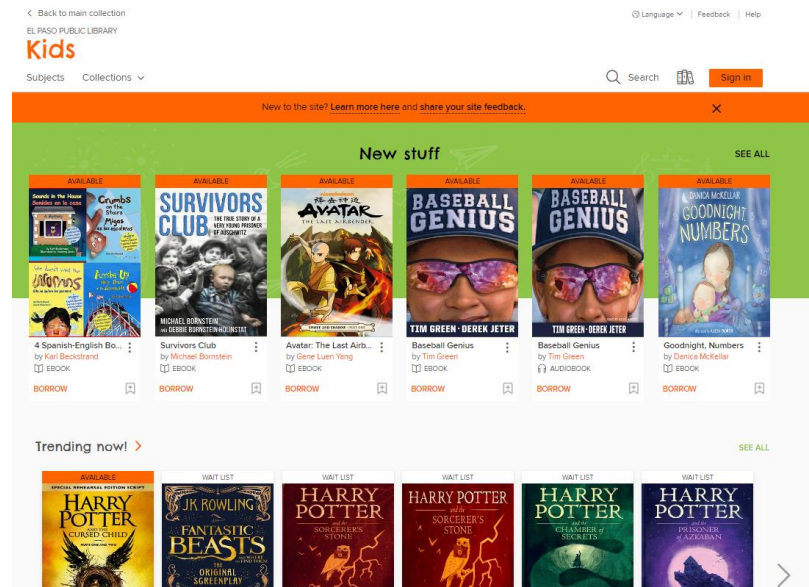
See all 16,486 titles

<b>Fiction</b>			
105 African American Fiction	1,437 Fiction	2 Literary Anthologies	210 Science Fiction
18 Chick Lit Fiction	7 Folklore	1 Literary Criticism	23 Science Fiction & Fantasy
323 Christian Fiction	905 Historical Fiction	1,010 Literature	105 Short Stories
207 Classic Literature	2 History	1,014 Mystery	1,354 Suspense
6 Comic and Graphic Books	101 Horror	19 Mythology	1,361 Thriller
98 Drama	202 Humor (Fiction)	1 Non-English Fiction	2 Travel Literature
50 Erotic Literature	7 Inspirational	2 Performing Arts	19 Urban Fiction
2 Essays	10 Juvenile Literature	20 Poetry	103 Western
729 Fantasy	6 Language Arts	2,056 Romance	7 Young Adult Literature
<b>Nonfiction</b>			
18 African American Nonfiction	102 Family & Relationships	608 Language Arts	2 Professional
1 Analysis	01 Finance	20 Law	2 Psychiatry
10 Architecture	50 Foreign Language Study	1 Literary Anthologies	1 Psychiatry & Psychology
231 Art	2 English Foreign Language Study	999 Literary Criticism	71 Psychology
902 Biography & Autobiography	3 French Foreign Language Study	7 Literature	1 Recovery
330 Business	1 German Foreign Language Study	17 Management	621 Reference
42 Careers	4 Italian Foreign Language Study	1 Marketing & Sales	347 Religion & Spirituality
1 Chemistry	1 Japanese Foreign Language Study	10 Mathematics	1 Scholarly
10 Children	1 Russian Foreign Language Study	1 Media Studies	99 Science
2 Christian Nonfiction	11 Spanish Foreign Language Study	30 Medical	9 Self Help

New search feature with the most recent OverDrive upgraded site allows patrons to browse the collection by subject and format

## **Kids and Teens eReading Room**

OverDrive offers a separate URL and interface for younger users of the public library service, called the Children's eReading Room and Teen eReading Room that participating libraries can take advantage of. The library has the ability to set the age restrictions for the content available in these "reading rooms", to ensure that younger users are not exposed to more mature content that may be available for lending at the general library website. Pictured below is a Children's eReading Room option that a library could use for its younger users.



The example above is the Kids eReading Room currently available from the El Paso Public Library digital collection

## **Recommend to Library**

OverDrive offers a Holds Manager, Recommend to Library Manager, and Smart Lists. Using the Holds Manager feature, libraries can manage demand on the website by easily building carts or automating orders based on holds. You can create an unlimited number of Holds Manager plans, and each time it runs, a cart is created for review or an order can be placed for a holds-driven order on your behalf if you so choose.

The Recommend to Library Manager feature allows you to respond to recommended titles from patrons. By using this option, you can create as many Recommend to Library plans as needed. These plans can automatically place a recommendations-driven order on your behalf, or create a cart for your review.

The Smart List is a powerful collection development aid and time-saving tool that automatically generates a list of titles in Marketplace that are best suited to your collection's needs. These Smart Lists automatically build carts based on criteria you specify, including price, on-sale date, most desired genres and subjects, popular authors and series, press attention, languages and more. You can also set up a Smart List to manage repurchasing metered access content, so in-

demand metered access titles can always be available for your patrons. You can create as many Smart Lists as you like, and they will not submit purchase orders automatically on your behalf- you will always have the chance to review carts generated by Smart Lists before placing orders.

## **Web-Based Staff Training and Patron Support**

OverDrive's training courses and information are hosted online and scheduled at the convenience of your staff, and are also available on-demand anytime, anywhere for future viewing (great for new staff, or as a refresher for current staff on how to use the service).

For new customers (or existing customers looking for a refresher), OverDrive requires the following courses as "starter courses" to the OverDrive service:

**Collection Checklist** - With OverDrive's collection checklist, you'll learn how to attract users to your digital library and keep them coming back with next generation content and collection tools from OverDrive.

**Just the Basics** - Learn how to browse, borrow, and enjoy eBooks and audiobooks from your Next Generation library using a computer or mobile device.

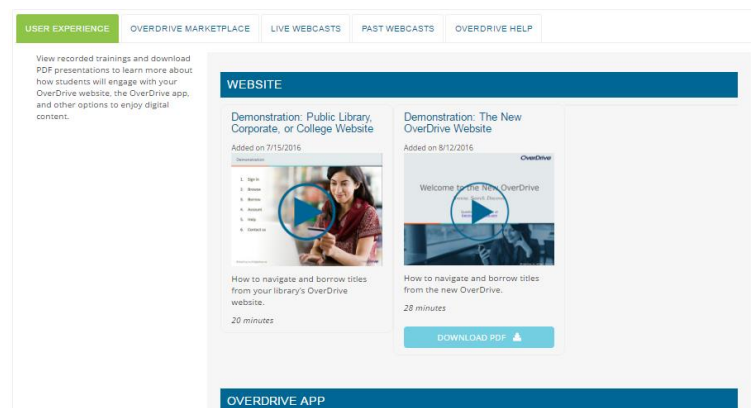
In addition to the starter courses, OverDrive offers on-demand training modules, downloadable PDFs, live webcasts, tools to educate your staff and end users, as well as easy links to OverDrive Help resources. At the OverDrive Resource Center (<http://resources.overdrive.com>), OverDrive provides all of the information that the library, as well as patrons, can utilize to become OverDrive experts.



### Staff Training

OverDrive provides training to help you get started and develop the know-how to help others, too. You'll find on-demand training modules, downloadable PDFs, live webcasts, tools to educate your staff and end users, and easy links to OverDrive Help resources. Best of all, you can fit learning into your busy schedule with access to OverDrive training any time of day or night.

Questions? Contact us at [training@overdrive.com](mailto:training@overdrive.com).



**OverDrive Resource Center with videos, PDFs and additional tools to ensure your library's digital collection is a success**

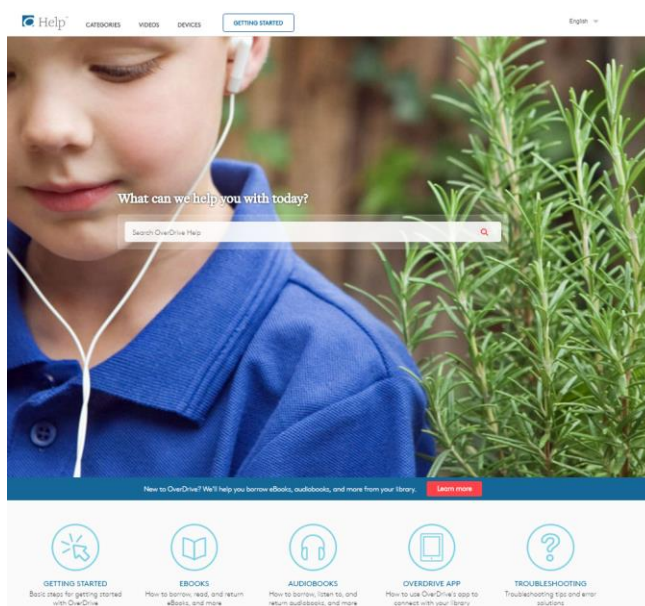
OverDrive also provides content selectors with ample training documentation at the Resource Center, with videos, PowerPoints and PDFs that cover topics such as: Shopping for Titles in Marketplace, Understanding Lending Models, Curating Digital Collections for Your Library, Managing Marketplace Account Settings, Managing Content Access Levels, Managing Holds, and Marketplace Reports.

OverDrive offers all the aforementioned training materials at the OverDrive Resource Center. In addition, OverDrive also has an OverDrive Marketplace User Guide available online at <http://company.overdrive.com/files/CR-User-Reference-Guide.pdf>. The Marketplace User Guide is easily searchable and answers any questions that staff may have in utilizing the tools in Marketplace, including ordering, reporting, administrative permissions, local content management, curating information, support, and more.

Upon request, OverDrive can also coordinate with the library to provide on-site staff or user training sessions with OverDrive trainers.

### **Secondary User Support- OverDrive Front Line Tech Support- is included at no additional cost!**

OverDrive's Front Line Tech Support replaces the library's primary support obligations, as OverDrive becomes the go-to for direct patron support, as Front Line Tech Support is available 24/7, 365 through a designated web form that is created for the library. Whenever a patron requires support and goes to the 'Get support' button on the OverDrive site or app, they will be directed to the link for that library. Also available directly within Libby, patrons can use the Customer Support Form for Libby specific questions through the Feedback tab. This helps library staff free up the time they currently spend responding to any OverDrive-related questions from patrons.



OverDrive Help (<http://help.overdrive.com>) offers patrons immediate assistance with how-to videos, FAQs and tutorials for using the OverDrive service on any device

OverDrive also offers its award winning and frequently updated OverDrive Help (<http://help.overdrive.com>) links on all of its websites. Patrons can easily view the Help website to see FAQs and how-to videos for downloading digital content on their favorite devices.

### **Apps and Device Compatibility**

OverDrive offers Libby, a free, easy to use app in the Google Play (Android) App Store (iOS), and Microsoft App stores. Libby has a groundbreaking eBook reader and a beautiful audiobook player built into one free app. Libby allows patrons to download eBooks and audiobooks for offline reading, or stream them to save space. Libby helps patrons by syncing their positions, bookmarks, and notes across devices. Libby also allows patrons to sample any book with a tap—nothing to download or delete. Patrons can also enjoy zoomable graphic novels within Libby, or a picture book with readalong audio.

OverDrive is compatible with more devices than any other digital library provider, including the Kindle format, ***exclusively available from OverDrive***. Using OverDrive, patrons can download to all Android devices, iOS (iPad, iPhone, iPod), Chromebook, eReaders, Kindle eReaders, Kindle Fire, Kobo tablets, Nook tablet, Windows, Windows Phone, Mac, Windows Phone, and MP3 players.

As OverDrive tests new devices for compatibility as they are released, OverDrive does not anticipate that there are any limitations or devices that are not currently supported.

### **Marketing Support**

OverDrive offers substantial assistance to libraries to promote awareness and increase usage in the community for their digital library service. Included at no cost is free promotional and marketing material from OverDrive's Resource Center. At the Resource Center, there are a wide variety of resource available to the library to increase awareness, promote usage, simplify the process for new and existing users, and more to ensure continued success and growth of the electronic library service. If you can't find a resource here or want additional assistance in promoting your collection, OverDrive offers additional assistance by contacting [partnerservices@overdrive.com](mailto:partnerservices@overdrive.com) or your OverDrive Account Specialist directly.

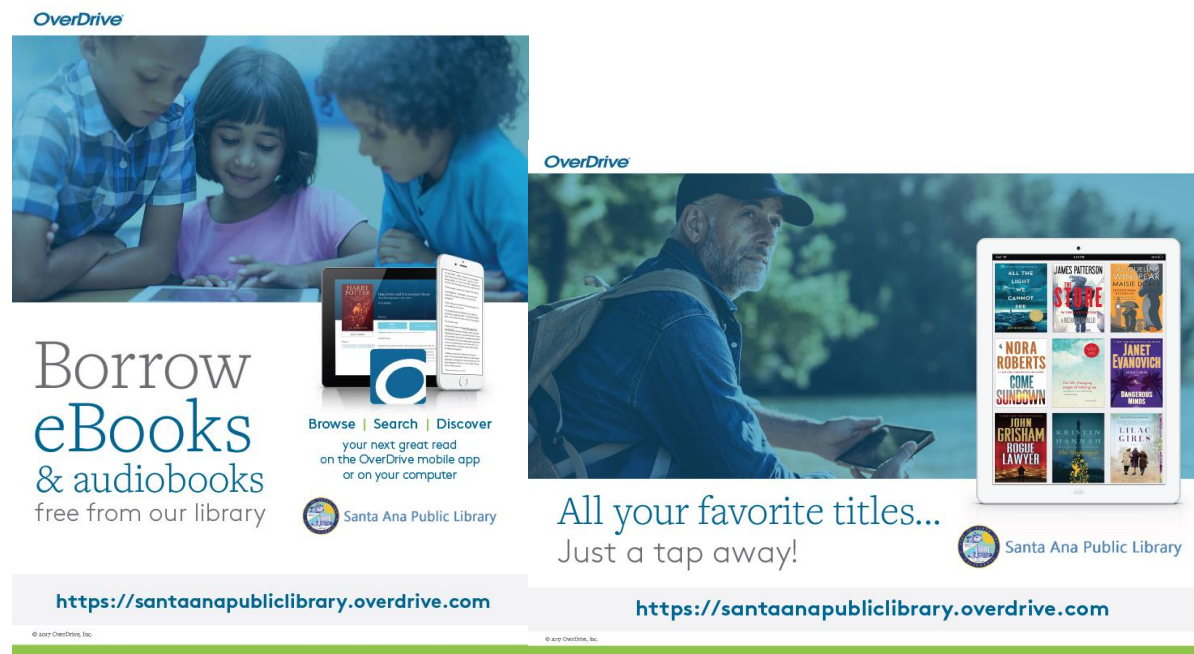
Currently available at the Resource Center, the following items can be generated directly by the library:

**Print-Ready Materials:** Get the word out quickly and easily with these print-ready materials. Santa Ana can add its OverDrive URL to the editable field at the bottom and print in-house or through a local printer. Available materials include: posters, flyers, stickers, New to Rack Cards, eBook Shelf Cards, Summer Reading Promotional Kit, Teen Lit bookmarks, Read-along eBook flyers, audiobook flyers, getting started guides for new users and refreshers for experienced users, and international language marketing kits (currently available in Spanish, French, Chinese and Russian to bring in more users in your community).



**Digital Resources:** Share graphics, videos, and other web images with your users via Santa Ana's website, blog, and other social media accounts to encourage audiences to visit your electronic library service.

**Communication Templates:** Use these templates and audio clips to promote your website to staff, users or news and media outlets to get the word out in the community about your electronic library service. Available resources include: press release templates, newsletter articles, radio ads, social post ideas, getting started email templates.



The advertisement is a horizontal banner for OverDrive. On the left, a photograph shows three children (two boys and one girl) looking at a tablet. Below this photo is the text "Borrow eBooks & audiobooks free from our library" and the Santa Ana Public Library logo. In the center, there is a graphic showing a smartphone and a tablet displaying the OverDrive app interface, with the text "Browse | Search | Discover your next great read on the OverDrive mobile app or on your computer". On the right, a photograph shows a man in a cap and jacket looking at a tablet. To his right is a grid of book covers from the OverDrive collection. Below the man's photo is the text "All your favorite titles... Just a tap away!". At the bottom, the URL <https://santaanapubliclibrary.overdrive.com> is repeated twice. Small copyright notices for OverDrive, Inc. are visible at the bottom left and center.

OverDrive

Borrow eBooks & audiobooks free from our library

Browse | Search | Discover your next great read on the OverDrive mobile app or on your computer

Santa Ana Public Library

All your favorite titles... Just a tap away!

Santa Ana Public Library

<https://santaanapubliclibrary.overdrive.com>

<https://santaanapubliclibrary.overdrive.com>

© 2017 OverDrive, Inc.

**Programming and Events:** Even more ideas available here to help spread the word and engage more users with suggested activities and programming ideas designed to spark interest in your electronic library service.

In addition to the Resource Center, OverDrive can also work with Santa Ana Public Library to establish book clubs or special reading programs with your digital resources.

OverDrive runs a regular Big Library Read, where all participating libraries have access to a particular title for unlimited simultaneous access so that all users can borrow the book without the library needing to purchase it during the Big Library Read period. While the Big Library Read is essentially a worldwide book club, OverDrive can also work with Santa Ana to promote a county-wide book program by working with the library and utilizing our relationships with publishers to find a title that will be of high interest in the community and affordable to the library to make available in this model.

## Big Library Read



### American Sniper

by Chris Kyle

Borrow

Sample

The #1 New York Times bestselling memoir of U.S. Navy Seal Chris Kyle, and the source for Clint Eastwood's blockbuster movie which was nominated for six Academy Awards, including Best Picture. From 1999... [More...](#)

The logo for 'Big Library Read' features a stylized book icon with the text 'BIG LIBRARY READ' next to it.

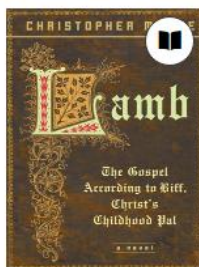
- Title available through March 31 (midday US EST).
- Learn more about this worldwide program.
- Listen to an interview with Taya Kyle.
- This title is also available as an audiobook.
- **Note:** Contains mature themes/language.

Previous Big Library Read programs have included titles such as American Sniper while it was in the theaters

By working with Santa Ana to promote the service to the various community groups and across all age ranges, OverDrive is confident it can see a surge in usage of the digital library service and bring great value to Santa Ana in its continued usage of the OverDrive platform.

OverDrive also offers book club models, where OverDrive can work with the library and specific publishers to obtain permission to loan a title with simultaneous use access. This allows all library patrons to access the selected title an unlimited number of times during the set book club time period. Successful book club programs that OverDrive has worked with library partners on include the London City Read, the One Book One Community (Kitsap Regional Library), and the 16 in '16 Book Club with Sno-Isle Libraries.

## 16 in '16: Read a Funny Book



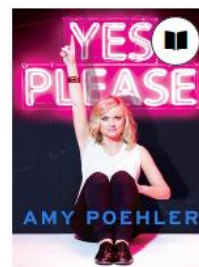
### Lamb

by Christopher Moore

Borrow

Sample

The birth of Jesus has been well chronicled, as have his glorious teachings, acts, and divine sacrifice after his thirtieth birthday. But no one knows about the early life of the Son of God, the... [More...](#)



### Yes Please

by Amy Poehler

Borrow

Sample

Do you want to get to know the woman we first came to love on Comedy Central's Upright Citizens Brigade? Do you want to spend some time with the lady who made you howl with laughter on Saturday Night... [More...](#)

OverDrive works with libraries to create book clubs and promote the simultaneous use titles to their community

## NEW: Get a Library Card

OverDrive's new app, Libby, is currently offering an exciting new feature, "Get a Library Card". Currently offered in several libraries around the country, the Get a Library Card feature in Libby will allow new patrons to sign up for a library card using their smartphone or tablet, confirming

their residency without requiring a visit to their library branch. By utilizing a potential new patron's name and mobile phone number, the pilot test system relies on zip code to determine the new patron's service area. When a new patron is added through the Libby app, the patron record is then available to the library for new patron reach out so that they can be set up with a full library card. This service is available for an additional fee of \$0.90 per successful patron.

### **Business Plan**

OverDrive's will have 3-5 individuals who work on this contracted service for Santa Ana Public Library, including Meghan (Collection Development Specialist I) and Sarah (Account Specialist I) listed above as the primary individuals who work with the library. In addition, Emma Dwyer (Collection Development Analyst), Karen Estrovich (Director of Collection Development), and Leslie Prusinski (Manager, Library Partner Services) may assist in working with Santa Ana Public Library for any needs that may arise with their OverDrive service.

Meghan and Sarah visit California at least once a quarter to visit library partners and plan their trips throughout the year around the different areas of the state. During their visits, they typically will plan time for a meeting with the library around major OverDrive updates, a Partner Analysis Review, and any outstanding issues the library may have. For smaller library systems, they will also hold staff and/or user training sessions surrounding Marketplace, the OverDrive app, and Libby.

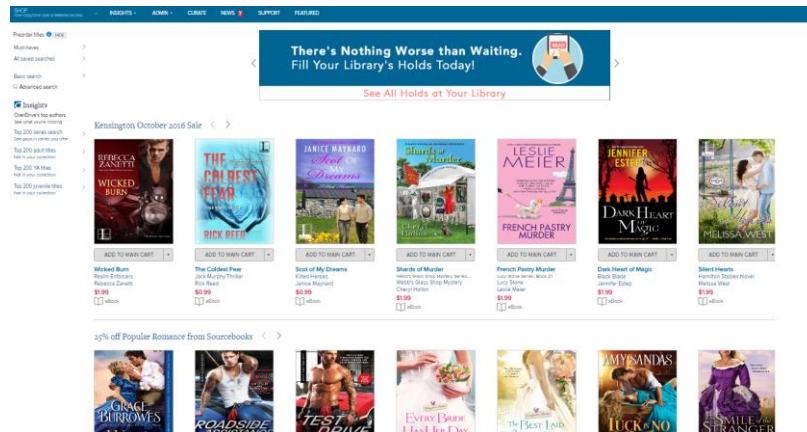
There will be no subcontractors utilized for this service.



## **Attachment 3-7: Content Selection**

### **OverDrive Marketplace Features**

OverDrive's administrative portal, the OverDrive Marketplace, is a robust website that allows customers to not only preview, select and purchase content, but also run reports, provide support, curate collections, and much more and works on modern web browsers for Mac, PC, and tablets, including iPad. There is no charge for using Marketplace or any of the services offered within the site, including customized lists and collection development assistance by OverDrive's in-house staff of over 25 trained librarians.



**OverDrive Marketplace home page, where customers start searching for new content, run reports, curate content, etc.**

Upon logging into the Marketplace, customers will see a banner with current featured sales and promotions, as well as highlighted sale or popular titles. Also along the left side, a customer can instantly view smart lists such as Top 200 series search (to see gaps in series you currently offer), Top 200 adult titles not in your collection, Top 200 YA titles not in your collection and Top 200 juvenile titles not in your collection. Also available on the top left corner is a Preorder Titles tab, where content selectors can select titles that are not yet released to be added to their website to generate interest and holds, but will not be invoiced until the title is set live for lending. OverDrive also features the Must-haves along the left side, providing custom lists of content that includes current sales, as well as weekly New York Times Bestseller lists, USA Today Bestseller lists, and other highlights.

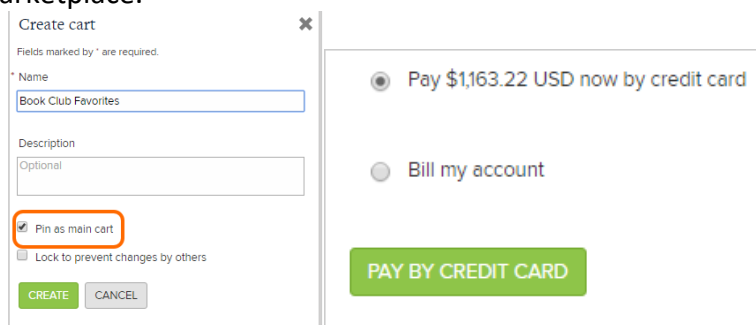
### **Searching for the Right Content**

Searching for the right content is also vital when browsing the Marketplace, so OverDrive has developed a robust Advanced Search feature to allow content selectors to run and save searches for future use.



Once a customer finds the titles it wants to purchase, it can build carts within Marketplace. OverDrive's robust cart features allow content selectors to pin carts to easily add titles to existing carts, or create brand new carts for select types of content. Carts can be named, pinned, locked, edited, merged, etc. to ensure the right content is purchased. Once you decide to purchase a cart of titles, the library is given the option of paying by credit card, having their account billed, or using content credit on file.

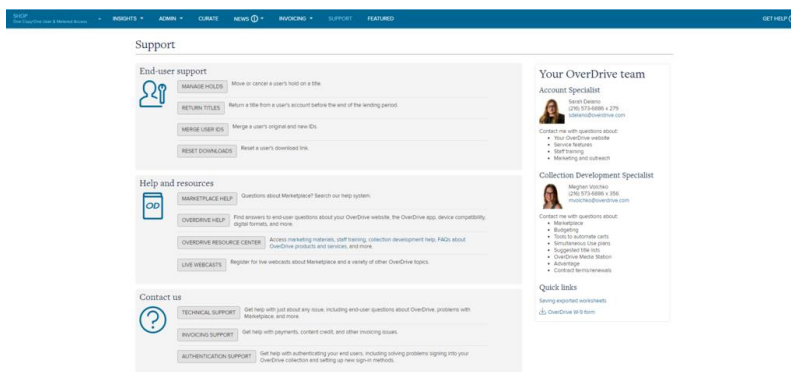
Also now available within Marketplace is brand new Invoicing functionality. This includes allowing authorized staff to view open invoices, paid invoices, and pay directly for selected invoices within Marketplace.



**Create carts with custom names, pin them, lock them and purchase them directly within OverDrive Marketplace**

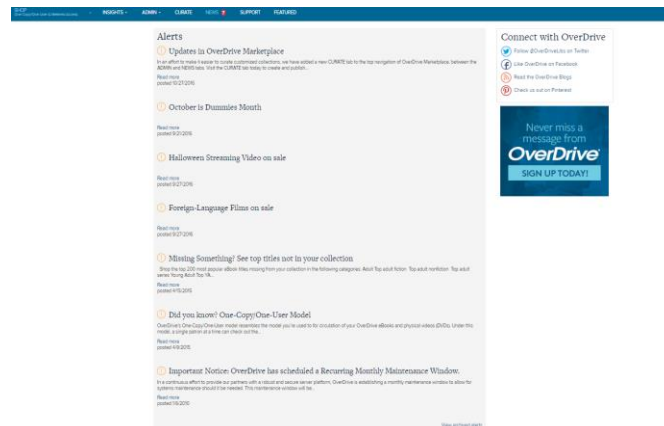
The OverDrive Marketplace also features role-based access, so permissions can be set up for various patrons within the Marketplace to ensure only authorized individuals can purchase content, run reports, etc.

Also available within the Marketplace are support features for libraries to help manage their digital collection. Under the Support tab, authorized staff can manage holds, return titles from a patron's account before end of the lending period, merge patron IDs, reset downloads, view the Marketplace Patron Guide, OverDrive Help, register for live webcasts, and contact OverDrive for technical support and invoicing support. Your dedicated OverDrive Team and contact information is also displayed so the library will always know who to contact for any OverDrive-related questions.



**Support tab within Marketplace allows for staff to run administrative features on the digital collection, as well as instantly view their OverDrive representatives to quickly get in touch for any issues that may arise**

The News tab within Marketplace will keep customers informed on any planned maintenance, new blog posts, social media features, etc.



OverDrive's News tab in the Marketplace keeps customers up-to-date on all things OverDrive, including sales and planned maintenance

In the Best of Marketplace, under the Featured tab, OverDrive offers recommended lists of premium content in Marketplace and money-saving offers on titles from our leading catalog of publishers, such as highlighted lists, staff picks, and seasonal title lists to highlight titles that selectors may want to add to its current collection.

## **Reporting**

OverDrive offers 24/7/365 reporting capabilities within the OverDrive Marketplace that can be exported via CSV format for use within Excel. OverDrive Marketplace offers numerous tools for staff and content selectors to utilize to ensure success of the digital collection, such as tracking circulations, holds, year-to-year expenditures, and popular titles. Using the available tools in the OverDrive Marketplace, libraries can run reports on the following items:

- **Merchandising Management:** View all saved featured lists, used in Marketplace merchandizing. As needed, rename, edit or delete lists.
- **Collection Usage Reports:**
  - **Current Waiting List:** View titles your users have on hold.
  - **Circulation Activity:** View One Copy/One User, Metered Access, and/or Simultaneous Use circulation data.
  - **Project Gutenberg Activity:** View circulation data for any Project Gutenberg titles that were not added to your collection as part of the Project Gutenberg Simultaneous Use plan.
  - **Recommendations:** If you're using RTL, at your OverDrive website, use this report to review your user's recommendations and convert recommended titles into a cart in one click.
  - **Title Status and Usage:** View details and circulation data for all titles in your collection. Includes One Copy/One User, Metered Access, Cost Per Circ, and/or Simultaneous Use titles.
  - **Library Statistics Report:** View an overview of your digital library, including overall and current checkouts, holds, and users.
  - **Most Viewed Titles:** See the 50 most-viewed titles (based on visits to titles' details pages) at your OverDrive website.
- **Purchases & Subscriptions:**

- *Purchased Titles*: View details for all titles purchased within a specific date range. Includes One Copy/One User and Metered Access titles.
- *Purchase Order History*: View all purchase orders placed by library, including Holds Manager, RTL Manager, and Smart List purchases.
- *Content Credit Order History*: View all content credit purchased.
- *Simultaneous Use Orders*: View your library's Simultaneous Use subscriptions.
- *CPC Invoicing History*: View past invoices for Cost Per Circ checkouts.
- *MARC Records Orders*: View all MARC record orders to date.
- *Recalled Content*: There may be occasions when purchased content is recalled (for example, if the digital rights for a title were incorrect). View details on recalled content, including titles, purchase details, and credits issued.
- *User Statistics*:
  - *Search Checkouts*: Search your users' checkouts by barcode, title, or checkout ID. IF needed, reactivate download links.
  - *New User Registration*: View new user registration by day, month or branch.
  - *User Traffic*: View user traffic statistics, including active visits and page views.
  - *Unique User Activity*: View unique users' checkouts by day, month, and/or branches.
- *Website Statistics*:
  - *Top Referrer URLs*: See how users are finding your site. View the top 50 referral URLs from which your users access your digital library.
  - *Most Viewed Pages*: See the 50 most-viewed pages at your OverDrive website.

## **Digital Content Available from OverDrive**

### **English Language eBooks**

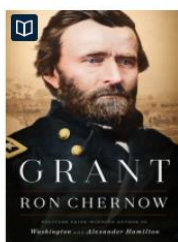
OverDrive strives to have the largest collection of eBooks available to libraries, from new bestsellers to well-loved backlist. OverDrive offers top publishers, including Penguin Random House, HarperCollins, Hachette, Macmillan, W.W. Norton, Simon & Schuster, Scribner, and more. In addition, through Smashwords, OverDrive can provide new, upcoming authors that self-publish.

#### **New York Times Bestsellers**

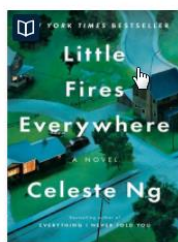
Adult Fiction and Nonfiction, updated weekly



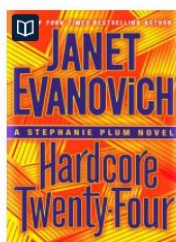
The Last Black Unicorn  
Tiffany Haddish  
(2017)



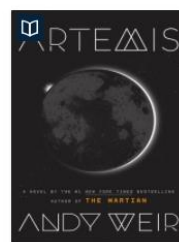
Grant  
Ron Chernow (2017)



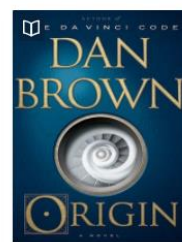
[Little Fires Everywhere](#)  
Celeste Ng (2017)



Hardcore Twenty-Four  
Janet Evanovich  
(2017)



Artemis  
Andy Weir (2017)

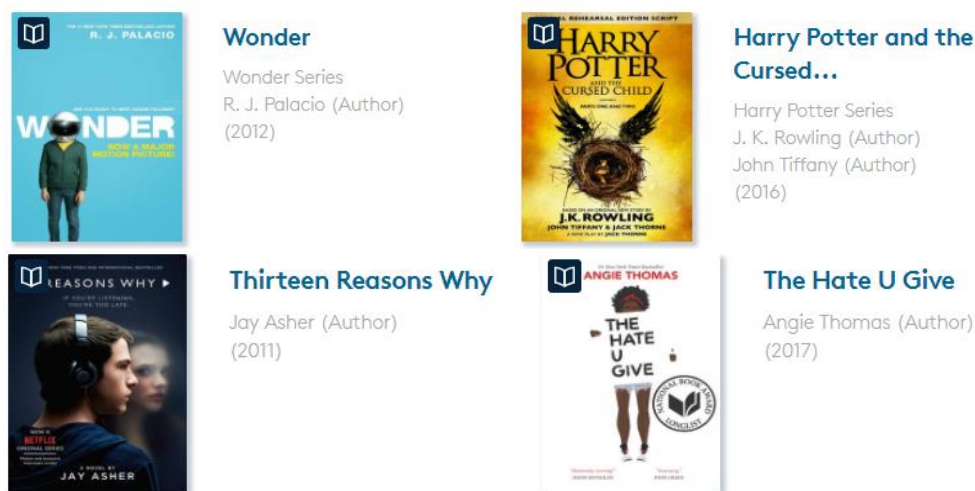


Origin  
Dan Brown (2017)

In addition to the current bestsellers, OverDrive also offers access to the titles that patrons are going to be clamoring to read. Preorder purchasing by the library allows patrons to put those must-read titles on hold and lets libraries know how demand will run for the title.



Our digital catalog includes titles for patrons of all ages, as we have extensive collections of eBooks for YA and Children.



Titles are available for purchase in different lending models, as decided by publishers, and include One Copy/One User, Metered Access, Cost Per Circ, and Simultaneous Use. Also, many of these titles are available in Kindle format, in addition to EPUB and OverDrive Read.

### Spanish Language eBooks

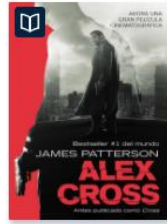
As a global company, OverDrive works with publishers from around the world to offer digital content in many different languages. OverDrive is concentrating on working with Spanish-language publishers and it has enabled us to provide libraries with a wide variety of content options, reflected in the over 77,000 Spanish eBook titles available for purchase in Marketplace, from publishers such as Penguin Random House Grupo Editorial España, Grupo Planeta, Harlequin, Pottermore, Roca Editorial de Libros, HarperCollins Ibérica S.A., and more.





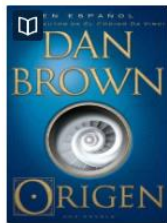
### Cien años de soledad

Gabriel García Márquez  
(Author)  
(2014)



### Alex Cross

Alex Cross Series  
Book 12  
James Patterson (Author)  
(2012)



### Origen (En español)

Dan Brown (Author)  
(2017)



### Ready Player One

Ernest Cline (Author)  
(2015)

We also offer Spanish-language read-alongs, a format which shows the words and pictures of a book, while reading the story to the patron.



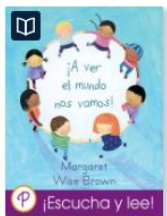
### ¡Merceditas, cómo creces!

Preescolar Series  
Mar Pavón (Author)  
Sara Palacios (Illustrator)  
(2016)



### ¿Dónde está Juan Perol, el...

Preescolar Series  
Alonso Núñez (Author)  
Claudia Legnazzi (Illustrator)  
(2015)



### ¡A ver el mundo nos vamos!

Parragon para escuchar y leer Series  
Margaret Wise Brown (Author)  
Christine Tappin (Illustrator)  
(2016)



### Al conejito le encanta escribir

Parragon para escuchar y leer Series  
Peter Bently (Author)  
Deborah Melmon (Illustrator)  
(2013)

Titles for all age levels are included in our Spanish-language collection, including bi-lingual titles, and are sold in different access models One Copy/One User and Metered Access.

We also have a dedicated librarian, Elissa Miller, formerly of DC Public Library, who works to ensure that our Spanish content is up-to-date and relevant to readers.

## English Language Audiobooks

Audiobooks are OverDrive's fastest growing format, and with an ever growing catalog of titles, they will continue to grow in popularity. With access to the top Audiobook publishers, such as Books on Tape, Blackstone Audio, Tantor Media, Simon & Schuster, Recorded Books, HarperCollins, AudioGO and more, there is something for everyone to enjoy.



### **Into the Water**

Paula Hawkins (Author)  
Laura Aikman (Narrator)  
(2017)



### **Little Fires Everywhere**

Celeste Ng (Author)  
Jennifer Lim (Narrator)  
(2017)



### **Before We Were Yours**

Lisa Wingate (Author)  
Emily Rankin (Narrator)  
(2017)



### **A Man Called Ove**

Fredrik Backman (Author)  
George Newbern (Narrator)  
(2014)

In addition to content for adults, we offer titles for readers of YA and Children's audiobooks, to round out any collection.



### **Miss Peregrine's Home for...**

Miss Peregrine Series  
Book 1  
Ransom Riggs (Author)  
Jesse Bernstein (Narrator)  
(2011)



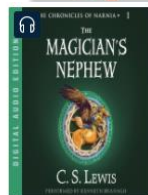
### **Turtles All the Way Down**

John Green (Author)  
Kate Rudd (Narrator)  
(2017)



### **The Hammer of Thor**

Magnus Chase and the Gods of Asgard Series  
Book 2  
Rick Riordan (Author)  
Kieran Culkin (Narrator)  
(2016)

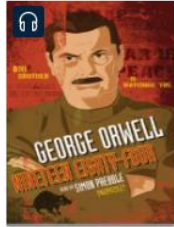


### **The Magician's Nephew**

The Chronicles of Narnia Series  
Book 1  
C. S. Lewis (Author)  
Kenneth Branagh (Narrator)  
(2005)

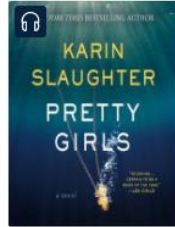
Along with One Copy/One User and Metered Access, we have Simultaneous Use plans for Audiobooks, including popular content from Blackstone Audio and Tantor Media. These are great to reduce holds and allow patrons to have unlimited access to the Audiobooks that they want, without having to wait and at a low, set price for the library.





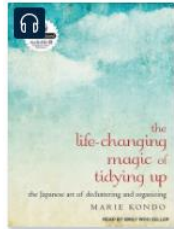
### 1984

George Orwell (Author)  
Simon Prebble (Narrator)  
(2007)



### Pretty Girls

Karin Slaughter (Author)  
Kathleen Early (Narrator)  
(2015)



### The Life-Changing Magic of...

Marie Kondo (Author)  
Emily Woo Zeller (Narrator)  
(2015)



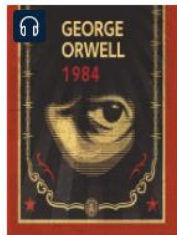
### Orange Is the New Black

Piper Kerman (Author)  
Cassandra Campbell (Narrator)  
(2012)

Titles are available to borrow in MP3 and OverDrive Listen formats, and can be downloaded to devices or streamed for convenience.

## Spanish Language Audiobooks

Audiobook popularity is not just limited to English language titles, as OverDrive also has an extensive collection of Spanish language audiobooks, over 2,000 titles, that is growing along with patrons desire to access this content from their libraries. Major publishers include Audiomol, Editorial Fonolibros, Recorded Books, Sonolibro, Penguin Random House Grupo Editorial, S.A.U, and Harper Collins Español.



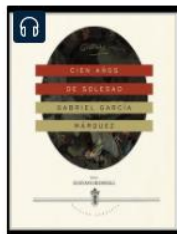
### 1984

George Orwell (Author)  
Arturo López (Narrator)  
(2015)



### La Casa en Mango Street

Sandra Cisneros (Author)  
Liliana Valenzuela (Narrator)  
(2005)



### Cien años de soledad

Gabriel Garcia Marquez (Author)  
Gustavo Bonfigli (Narrator)  
(2015)



### La casa de los espíritus

Isabel Allende (Author)  
Javiera Gazitua (Narrator)  
(2014)

Our Audiobook content includes popular titles that are translations of English-language bestsellers and original Spanish-language content.



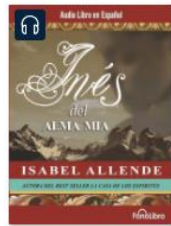
### Como agua para chocolate

Laura Esquivel (Author)  
Yareli Arismendi (Narrator)  
(2015)



### El Zahir

Paulo Coelho (Author)  
Full Cast (Narrator)



### Ines del Alma Mia

Isabel Allende (Author)  
Isabel Varas (Narrator)  
(2007)



### El Codigo Da Vinci

Dan Brown (Author)  
Raul Amundaray (Narrator)

## Streaming Video in Multiple Languages

OverDrive offers nearly 30,000 streaming video titles for patrons to stream to their devices and enjoy. We have titles from such publishers as Weston Woods, Dreamscape Media, Live Oak Media, The Great Courses, Virgil Films, Music Box Films, Cindeigm, PBS, Selectmedia Entertainment, Magnolia Pictures, and more. We also have Streaming Video titles in many other languages, including Spanish, Korean, Chinese, French, and Japanese. Our collections of beloved children's titles are some of our most popular for those young and young at heart.



### The True Story of the Three...

Jon Scieszka (Author)  
Lane Smith (Illustrator)  
(2003)



### Knuffle Bunny

Mo Willems (Author)  
Mo Willems (Illustrator)  
(2001)



### Mari Winsor's Lower Body...

Mari Winsor: Lower Body Pilates Series  
Gaiam (Director)  
Mari Winsor (Actor)  
(2012)



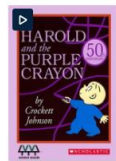
### Rodney Yee's Core Centered...

Rodney Yee's Core Centered Yoga Series  
Gaiam (Director)  
Rodney Yee (Actor)  
(2012)



### There Was an Old Lady Who...

Simms Taback (Author)  
Simms Taback (Illustrator)  
(1998)



### Harold And The Purple Crayon

Crockett Johnson (Author)  
(1969)



### The FIRM: Cardio Dance Club

The FIRM Series  
Gaiam (Director)  
Jennifer Ray (Actor)  
(2015)



### Lower Body Cardio Toning

Gaiam (Director)  
Tanja Djelevic (Actor)  
(2014)

Some of our other best circulating collections are those of our instructional and exercise videos, allowing patrons to learn new skills and find greater health.

## Additional Foreign Language Content

OverDrive is committed to offering a wide breadth of content in languages other than English, as we currently offer content in over 70 languages. As we expand globally, we have had more opportunity to work with publishers around the globe to sell their content in Marketplace. We offer content in most of the major world languages, with large collections of Spanish, German, Chinese, Japanese, French, and Russian. We also want to represent these collections to as many readers as possible, so we have many languages in both eBook and Audiobook format, and have customizable marketing kits available to libraries to advertise their languages other than English collections.

### **Attachment 3-8: Cost of Services**

OverDrive's offer is for an annual platform fee of \$7,000 (a discount of 30% off the current platform price) with no annual minimum content commitment. The platform fee includes all system-wide updates, maintenance of library-branded website, hosting, training and support services, promotional assistance, collection development assistance, user-friendly multilingual intuitive interfaces, support for all major devices, bandwidth for all collection downloads from OverDrive, configuration and license fee, and third-party licenses for digital rights management. All other requested services in the Scope of Services are also included at no additional cost. The individual items are unable to be itemized, as they are all included and there is no breakdown for each component. OverDrive personnel will spend as many man hours as necessary to assist Santa Ana in providing a successful digital collection for its patrons.

This proposal also includes the Front Line Tech Support, direct patron support, offered at no additional cost. Additional information on Front Line Tech Support is available in Attachment 3-6.

#### **Additional optional services:**

**Get a Library Card option:** This feature allows individuals to sign up for a temporary library card directly within Libby. The cost is \$0.90 per successful patron. Additional information is available in Attachment 3-6.

**EXHIBIT B**

COMPENSATION  
Order Form



## OverDrive® Digital Library Reserve Order Form

<b>Library Information</b>	
Name of Library: Santa Ana Public Library	
Address:	
City, State/Province, Postal Code:	Country: USA
<b>Primary Contact</b>	
Name:	Title:
Telephone:	Email:
<b>Accounting Contact</b> <i>(all invoices will be emailed to the contact listed below):</i>	
Name:	Title:
Telephone:	Email:
Bill To Address:	
City, State/Province, Postal Code:	Country:
<b>Term Schedule and Term Fee (USD)</b>	
February 1, 2021 to June 30, 2021	\$ 41,010 (includes \$2,500 platform fee and \$38,510 allocated for the purchase of digital content)
July 1, 2021 to June 30, 2022	\$ 70,000 (includes \$6,000 platform fee, \$56,000 allocated for the purchase of digital content, \$5,000 for an annual subscription to OverDrive's magazine subscription service, and \$3,000 allocated to Library's Reserved content credit for SVOD and Universal Class)
July 1, 2022 to June 30, 2023	\$ 70,000 (includes \$6,000 platform fee, \$56,000 allocated for the purchase of digital content, \$5,000 for an annual subscription to OverDrive's magazine subscription service, and \$3,000 allocated to Library's Reserved content credit for SVOD and Universal Class)
July 1, 2023 to June 30, 2024	\$ 70,000 (includes \$6,000 platform fee, \$56,000 allocated for the purchase of digital content, \$5,000 for an annual subscription to OverDrive's magazine subscription service, and \$3,000 allocated to Library's Reserved content credit for SVOD and Universal Class)

- All payments due to OverDrive under this Agreement are due within thirty (30) days of presentation of invoice.

☐ OverDrive sends emails about promotions, new products and services. By checking this box, you consent to receiving OverDrive's communications and promotional emails to your Primary Contact email address. These emails also include an easy method to manage your subscription(s), including unsubscribing to future emails.

### **OverDrive Terms and Conditions:**

The Term of this Agreement shall be for **forty-one (41) months**, commencing on February 1, 2021.

OverDrive Digital Library Reserve is licensed pursuant to the OverDrive Digital Library Reserve Access Agreement, available at <http://www.overdrive.com/dlr-aa.pdf>, the terms of which are incorporated herein and may be modified from time to time. OverDrive agrees and understands that continuation of this Agreement is contingent upon the Library obtaining available funding for these services. Should funding not become available, the

Agreement is subject to termination as detailed in Section 3.2 of the OverDrive Digital Library Reserve Access Agreement.

Upon the start of the Term, this Agreement shall supersede and replace any and all previously executed OverDrive Digital Library Reserve Order Form(s) entered into by and between the Parties.

**Acknowledgement and Acceptance:**

On behalf of my Library, I represent and warrant that I have the authority to enter into this Agreement and my signature below indicates my Library's agreement and acceptance of the OverDrive Digital Library Reserve Access Agreement.

By (signature) \_\_\_\_\_ Title \_\_\_\_\_

Name (Print) \_\_\_\_\_ Date \_\_\_\_\_

**OverDrive Digital Library features included with Annual Fee:**

<b><i>Collection</i></b>
Thousands of classic eBooks from Project Gutenberg – free
Web-based staff training to use collection development tools in OverDrive’s Marketplace catalog of 700,000+ popular & educational eBooks, audiobooks, & video
<b><i>Services</i></b>
Library-branded website plus system-wide updates
Authentication options
Web-based staff training – lead by expert trainer (live)
Web-based staff training – access to online Learning Center (recordings)
Reporting module
Customizable marketing resources to promote service to staff and community both inside & outside the library
Secondary-level user support
<b><i>Technology</i></b>
OverDrive Media Console™ apps for eBooks, audiobooks, video
Support for Kindle® (US only), and iPad®, plus all major devices
Configuration and license fee
Third-party licenses for digital rights management
Maintenance, hosting & support services
Bandwidth for all downloads

Please complete this order form and return by fax to +1 216-573-6889 or email to [sales@overdrive.com](mailto:sales@overdrive.com).

Thank you for your order!