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As professional consultants, we take pride in offering the best possible guaranteed service to you.

Our Company is staffed by committed long standing qualified personnel all of whom have been fully trained to provide a personal and efficient service to libraries.

Our two principals have over 50 years of combined professional experience in library serials and related automation.

Reality check! for transfer consideration.

- **Want to compare Agency prices before transferring?**

Do you know that there is very little difference between Agents' price structures as demanded by commercial market forces through competition? Agents charges are based on the published subscription price and, if applicable, currency conversion rate. A 10% variation between Agents' prices has a minimal effect on the overall value of your account. *Refer example listed towards the bottom of this page.*

- **How do I then compare prices when receiving quotes from more than one Agent?**

Prices generally are the last thing to compare because of commercial market forces. The efficiency of the Agency (obtain references and check with your peers) is the first. No good to have an unrealistic low price if performance lacks. Also remember that all prices are qualified: subject to publishers' increases and currency fluctuation if no forward currency contract exists.

- **But I must get some price comparison. How?**

Ensure that prices quoted are all based on the same facts. Prices comparison at different times will greatly distort the outcome and make true comparison impossible as prices should be updated daily by Agents for publications and currency.

- **What if there is a great variance between supplier (Agents)?**

This should not be possible unless the lower price Agent has quoted an old (previous year's publication base rate) price and or incorrect currency rate. A price on the invoice may have been current at the time it was generated but could well be outdated the next day. Comparisons must be made at the same time with common publishers' base price and currency conversion rate. Also remember prices are qualified by all Agents - subject to currency fluctuation etc. Hence, if you are quoted a low price chances are that you will in due course receive a price adjustment invoice. The adjusted price probably will exceed the higher price originally quoted by an another Agent.

- **Why are there different prices quoted by Agents?**

For many reasons such as not having the current published rate on file or not maintaining their databases in an efficient manner. Furthermore, Agents may also charge a premium for ancillary services. However this should be clarified on enquiry. GST for Australian Consumers may also be a factor. *If you are using an Agent, GST for Australian Consumers should be charged and payable on all titles no matter the source. The administration of GST in this manner will greatly assist in managing your GST liability. Refer to website for full explanation.*

- **If an Agent charges 10% greater than others what is the overall real \$increase on my account?**

Percentage differences are deceiving as the organisation is the provider of a service and not the product (publication). Therefore, only a proportion of the total price charged by Agents to libraries is effected.

Assuming your account is worth \$10,000 and Agent 1 charges 11% markup compared to Agent 2's 10% then the increase is 1% on the cost of the publications not the total of your account.

The publication cost of the example account (\$10000 charged to the library) is \$9090.91 (assumed no publisher discounts granted) if agent' service fee is 10%.

A 11% service fee on cost equates to \$1000.00.

A 10% service fee on cost equates to \$909.09.

That's an extra \$90.91 charged by Agent 1 over the \$10000.00 account. Certainly immaterial if \$90.91 is apportioned over each title and the "higher" priced Agent has a superior service or offers unique procedures / automation.

Because of commercial market forces, prices between Agents should not vary significantly. Without efficient service or supply for the requested titles by the Agent, price becomes irrelevant!

- **Which Agent is best to use? Local or overseas?**

The community at large advocates that a local supplier is preferred to support the economy. Reinvest your funds back into the local economy.

Some overseas Agents do have local offices but most process overseas. These offices are representative offices only and chances are that records are held overseas. The payments made to the overseas Agent finds its way overseas and does not support the local economy albeit they do employ limited support staff.

- **E-title/s authorises single use unless permission granted by publishing source or an appropriate license obtained.**

Care should be taken by libraries not to circulate e-title issues if a single subscription is paid by the library unless the appropriate authorisation is obtained. Generally a license is required otherwise single subscribers may contravene copyright.



What is the function of the Agency?

Our aim is to maximise library efficiency in a cost effective manner, we are here to help. As profession consultants, we take pride in offering the best possible service to you which we guarantee with a 100% refund offer.

We provide a personal cost effective service and ensure that our clients' needs are met in time and at very competitive rates. Our company is staffed by committed long standing qualified personnel.

We are on the approved list of Purchasing Australia to service Australian Government Departments and related libraries for worldwide publications.

We do all the usual routine work associated with the efficient management of your serials, series monographs and more, ask us.

Before you embark on any project relating to serials' management, including automation, contact us for advice. As we are fully automated, perhaps our assistance will save you and your staff time. More often than not our special services or our interfaced serials automated software will carry no additional charge.

What is consolidation and why is one form not recommended?

There are two types of consolidation services around the world. One is the common expiry or billing service and the other, the physical receiving, recording, reporting and despatching of issues.

We DO offer the consolidation service wherever possible to maintain common expiry for titles to achieve a single renewal invoice per annum. However, we DO NOT offer the other type. We believe the other type of consolidation service is counter productive and not cost effective as:

- ***A substantial additional overhead*** is involved which will reduce purchasing budgets.
- ***The service is not within the library's control.*** Its service efficiency including regularity of recording, packing, despatching depends on the efficiency of each organisation involved with serial management before the "box" arrives in the library.
- ***The service causes duplication and therefore extra expense.*** Assuming that the consolidation service organisation and its couriers are efficient and ignoring the extra costs involved for the service, the fact remains that when the library receives the "box" of issues the first thing the library staff does is to check off the list which accompanied the issues. In essence the issues are again accessioned.

Instead of the counter productive consolidation service what's best?

We recommend an in-house serials control system which is integrated with the service provider to regularly maintain library records and allow automatic claiming for paid and gratis titles. We do have a periodical automated subscription system **Globe-Pass** which is free to qualified clients. *For conditions of use and to view screen snaps, please refer to our website*

Some libraries already have a degree of automation so why use Globe-Pass?

Libraries often opt for Globe-Pass as their serials control software "module" eventhough they may have a full library software package.

Why?

- Other systems require the users to maintain their own database and have a purchase price [ours is free to qualified clients].
- Other systems continually require serials' variable information such as expiry, price etc., to be rekeyed to maintain a current database. Not so if you use Globe-Pass.
- The client's database is electronically maintained by Globe with regular digital updates to your in-house system. The currency of your database depends on the frequency of the updates requested. There is no charge for updates.
- Users are quick to recognise our software as a specialist serials management control package and, with its electronic integration with the Agency, as a substantial time saver by reducing repetitive clerical work and minimising keystrokes.
- Our system may also be used in conjunction with bibliographic systems or any other system which contain an inferior serials control module. Furthermore, Globe-Pass can output ASCII files which also simplifies integration with other compatible software.

When developed? Globe-Pass was written and developed by our company in the late 1970's and first installed on a microcomputer in NSW Agriculture library, in October 1980.

How used? An efficient simple to use, yet extremely sophisticated, software evolved over the years with the advent of technology changes such as the availability of larger disk storage, faster CPU processing and better screen presentation.

Globe-Pass, independently operated in the library on its own hardware, will assist staff to better control serials holdings by regular claiming and allow efficient general and financial management of information.

The rekeying of vital data is minimised as the system is unique because of the Library's once a month integration with the Agency to receive updated records relating to titles serviced by Globe.

The ease of serial control and management will be apparent from the outset.

Automation allows a complete view of each serial's status. Single recording updates all appropriate files. The flow of information is quick. Accessioning to circulation, serials data linkage to title, accession register, notes, binding, reporting etc., all available by cross linked access. Modules may be selectively used if part of the system is not appropriate to your library.

Accessioning of periodicals, newspapers, irregulars membership newsletters supplements etc., automates claiming for both paid and gratis copies.

Any title (including the ones received gratis or from another source) is controllable in a number of ways. The choice of control is yours and may be changed at any time without affecting the accuracy of recording exceptions.

Some title reports may be merged with other systems on selection of the ASCII production format.

As previously stated, the power of the system will astound you, the ease of use will surprise you.

Cost? Questions will be asked by your staff... why it has taken so long for the library to select this system which by its screen presentation is so simple to use but by its concept so sophisticated? Why indeed ! ... certainly the price of the software does not inhibit its use. *All our qualified clients are offered Globe-Pass, at no cost.*

Globe-Pass [specification may change without notice please refer to website].

Year 2000 compliant with network (netbios compatible) support.

Windows (registered trademark owner Microsoft) 3.1 / Windows95 or higher.

Features:

- **Time and money saver by substantial reduction of clerical time with full serials control.**
- **Windows based system, independently operated in your library on IBM or compatible.**
- **Eliminates manual claims for ALL titles whether serviced by us or not.**
- **On demand integration with Agency's system, no re-keying of variable information.**
- **Instant recall of updated subscription details.**
- **Easy to operate, with electronic help notes.**

Advantages:

- **Automatic update of subscription details for titles serviced by Globe.**
- **Subscription / title / publisher information on file.**
- **Automatic claiming with e-mail interface to publishing source / Globe.**
- **Accessioning.**
- **Circulation.**
- **Management reports with analytical facilities.**
- **ASCII file production ability to interface with outside database including Inmagic.**
- **Immediate Internet hyperlink to publishing source / Globe**

Please contact us for a demo CD.

How to transfer to us with no break in continuity?

Transfer to our agency is straight-forward whether you are arranging service through an agent for the first time, or changing agents. We do all the clerical work and constantly advise on the status of the transfer.

Our streamlined service over the years ensures that there is no break in continuity. Our mutual goal is to achieve common expiry wherever possible for titles and to produce a single renewal invoice per annum.

The choice of method is yours, but it will depend on the time of year transfer is effected and the state of your records. Select the method which involves the least amount of work at your end.

We suggest the "check list" method (see below) and / or send to us the previous supplier's invoice to action for the next period to common expiry.

Here are several transfer options:

- PREVIOUS SUPPLIER'S / AGENTS LIST.

Copy of the last received master list / renewal / statement from your previous agent listing titles to be renewed would act as a basis for us to produce a renewal invoice for the coming subscription period.

- LIST TRANSFER WITH KNOWN EXPIRIES.

A list of titles is prepared by the library and sent to our office. If transfer is effected early in the year, we proceed to contact each publisher to confirm status. Otherwise, the client's stated expiry is accepted and our invoice is sent. The expiry may require adjustment, upon receipt of publisher's advice after placing the order, and re-invoiced in due course to common expiry.

- LIST TRANSFER WITH UNKNOWN EXPIRIES.

Publishers are contacted requesting title status information and advising them of your library transfer to our Agency. We invoice each title as expiry is confirmed.

- CHECK LIST.

We use the list provided by you as a master check list which is correlated with individual publisher's renewal notices as received by the library, and passed onto us. In due course the outstanding titles, that is the titles not actioned for renewal, are reported and instructions sought whether a new subscription is to be entered. This method is preferred by libraries who may have incomplete records of titles being received.

Publisher's opinion of Agency change?

Publishers in the main are not concerned whether there is an agency change. Their prime consideration is to sell subscriptions and receive payment, no matter the source. It is important however to inform the publisher through the new agent your correct delivery address. Any former address or deviation from the "preferred" name and/or address needs to be advised, otherwise the publisher may not be able to identify your entry on his records when we renew.

Publisher's renewal notices, what to do with them?

At the point of transfer and for the next few months thereafter, these notices are to be sent onto us for scrutiny.

Publishers' standard practice is to send notices to clients. We have no power to eliminate this procedure. Notices are dispatched in cycles -- 2nd request, etc. -- eventhough a paid order may have been received by them. They argue that it is at times uneconomical for the computer system to interrupt cycle runs of notices by accounting for orders received in the interim. Generally, if you have paid your subscription to us these notices may be ignored. If you wish send them to us for checking, especially if they are received some three to four months after renewal.

Agency fee & GST?

Our charges are based on publisher's price which is defined as the total subscription price per annum to the subscriber including postage but net of GST charged by the publishers. Our service fee is added to the published price (net of GST) and the total then is subject to GST. The titles/s on our tax invoice would be priced inclusive of GST. The Australian Tax Office has ruled [ref: GST/CNN/CWMS 44546] that we act in our own right in arranging for subscriptions to be provided by the publishing houses to the client. This service is a "taxable supply" in its entirety (ie. Globe should charge GST on the compound price). Therefore whether the title is Australian or overseas sourced, the price paid to us includes GST. Please note that GST is applicable to Australian consumers only.

Overseas publications too are charged by the same "compounding" method as described above but at the ruling conversion rate applicable at the time of placing the order with the publisher.

What are the Invoicing terms and conditions?

- Australian consumers are subject to GST. All invoices, except the major annual renewal invoices, are sent by email [PDF] unless paper copy requested [sent by traditional mail].

The indicator subscription rate per annum invoiced in Australian Dollars [AUD] is subject to publishers' increases and, currency fluctuations.

This rate is based on the last known published price for title/s ordered and the current exchange cross bank selling rate applicable to the AUD on the day of invoicing. The exchange rates used are quoted by our Australian bankers, Westpac Banking Corporation.

The effective currency exchange cross bank selling rate used is at the time payment or official order is received from the client library and, if applicable, at the time an increase is paid to the publisher. Our orders to publishers are generally dispatched the same day we bank payment or receive an official commitment from our client. Placement of orders for EFT payments vary subject to date of receipt of advice but are usually processed within 1-5 working days.

Currency exchange fluctuations may be avoided by client library if forward cover by selected currency/ies is requested. Publisher increases are beyond our control. We are authorised to pay the higher amount on behalf of the client library upon receipt of payment or official order of the original invoiced price charged by us whether it is for a currency or a publisher increase. Fluctuations in favour of the client library will be credited.

In the event that publishers' increases have been advised after receipt of your payment, we will pay the higher price on behalf of the client library and issue in due course a supplementary invoice seeking reimbursement.

Cancellations are generally not permitted by publishers once order has been placed.

In line with accepted publishers' policy, prepayment is required. However, by arrangement, we will accept an irrevocable official order from the client library to proceed to place subscription/s. No statement is issued.

Should you wish to cancel or change any entry on the invoice, please rule out entry, change total value and return copy (or advise) invoice to us with payment or authorisation to ensure proper instructions are received.

Payment may be made by Visa / Master or Bank card or, by [EFT] electronic fund transfer. Credit card details may be E-mailed or faxed. Online facility is also available.

If paying by EFT we require fax [61 2 9389 9988] confirmation of details on the day of Transfer.
Details for EFT are:

BANK: Westpac Banking Corporation, New South Head Road, Rose Bay NSW. **BSB:** 032.058
ACCOUNT: 41 1343 Globe Subscription Agency Pty. Limited.

Why are there price variations and how can they be avoided?

At the time of processing orders to the publisher, the computer checks our title database for rate increases. A supplementary invoice requesting reimbursement quoting the original invoice number, amount paid, new rate and balance is prepared. The orders are placed at the new rate. A movement in the relationship between the bank's selling rate of the Australian Dollar and other currencies will also vary the subscription rate. It is therefore possible that two increases for the one title may be charged, one at the time of processing the order and another if the publisher requests further payment upon receipt of the order. Depending on the efficiency of the publisher, December expired subscription increases may be charged up to April/May of the following year. Our policy is not to charge nominal increases / currency fluctuations. Wherever possible increases of an unusual nature will be referred to the library for a decision. A currency shift in the favour of the client is noted on the supplementary invoice as a credit.

Supplementary invoices during the course of the year, after major renewal, are accumulated and processed on demand or as instructed by the client. Currency fluctuations are eliminated if forward cover is taken out as requested, either specified for a period of time or for the major renewal only.

Does the Agency offer a guarantee?

- **Yes!** The guarantee is specific to our own performance and not to publishers, distributors or carriers. Our responsibility does not extend to delays caused by postal, air or maritime disputes, nor to publisher's non-performance. If we do not fulfil this obligation we will refund 100% of your payment to us for the title or titles in question.

We undertake to service your order on receipt of your remittance, or as arranged, and provide the necessary follow-up.

If payment received by cheque order will be placed the same day it is received. If received by EFT or credit card your order/s will be processed within 5 working days of receipt of the EFT advice / authorisation to proceed.

What is Common expiry?

During the year titles ordered wherever possible will be invoiced to client's common expiry month, prorata the one year rate. Subscriptions for less than twelve months are normally not accepted by publishers. Many titles are published on a calendar year basis in which case the common expiry allocated to clients [December] is easily maintainable. Titles which are published by restricted periods (fiscal or academic year etc.) as well as series type will be appropriately invoiced.

Publication source?

Wherever possible, orders are placed directly with the publisher. We avoid publishers' representatives and/or intermediaries.

What is the cancellation policy?

Generally publishers do not accept cancellations once a subscription has been entered. However, on request we do attempt to obtain a refund.

What is the refund policy?

Refunds for ceased titles during the currency of the subscription will be given only if a refund is granted by the publisher. In lieu of a refund, the publisher may replace the ceased title with another publication. This policy is beyond our control.

Annual renewal, how and when?

The renewal procedure is simple. The annual invoice / statement lists, in alphabetical order and within recipient's addresses, all titles. Cessations and renamed titles cross referenced are also listed. Invoice/s may be requested by cost centre. The invoice/s is a master list of titles serviced for the library by Globe. Titles due for renewal are priced and the renewal period in month and year indicated. Other titles are either not yet due for renewal (listed by month and year expiry in the "prepaid" column), have expired and renewal invoice remains unpaid [not listed on annual invoice] or, are of a series or standing order nature. Series publications are listed with the notation "T.B.A. last vol/yr invoiced was" and will be invoiced upon receipt of availability advice from the publisher for the next volume/year/issue. Series publications are defined as being published irregularly, by volume / issue etc. unrelated to a period of time or publishing policy is erratic.

The renewal invoice/statement is prepared around July/August of each year, for the following year's supply. The invoice has a PROFORMA total and is designed to be processed after renewal decisions are made. Simply, change the PROFORMA total and pass for payment. Our system eliminates "double handling" and rechecking .. an efficient single step decision and payment document.

At the time of issuing the invoice/s an instruction sheet is included which details method of renewal, how to order new subscriptions and suggests a % allowance for variations to be considered when renewing. *It should be noted that early renewal guarantees continuity and may avoid publishers' price increases.*

How to claim, policy and forms?

Either on paper or electronic on line. For automatic claiming, refer to Globe-Pass.

Publishers' responses are passed to the library as they arrive. As claimed copies are often dispatched directly to the subscriber without the agent being notified, it is important to note that we are unable to repeat the claim (not applicable to Globe-Pass users) if it remains unsatisfied unless further instructions are received from the library.

Please note most publishers will not replace copies gratis outside of six months from date of publication. We have no control over publishers' policy. Therefore, non users of Globe-Pass must claim regularly to avoid disappointment of unavailable copies.

Users of Globe-Pass do not require forms; computer to computer communications will automatically claim. The system notates electronically when issues have been claimed. Repeat claims are automatic. Non Globe-Pass claims may be placed online or sent by any method without the need of a formal paper form.

What proof of payment does the Agency provide to the publishers?

All our records are in Australia. Overseas publishers in the main are paid through our bank accounts in USA, UK, Canada, Germany, New Zealand.

If the publisher requires proof of payment before sending the claimed issues, we can easily provide full order and financial information. Our payment always accompanies orders.

Online processing?

Orders and claims may be placed and confirmed online.

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