Section 1 Description

WorldShare Interlibrary Loan is a resource sharing network to lend and borrow resources which allows users to quickly obtain global library content located in Institution's collections and the collections of other ILL libraries around the world. WorldShare Interlibrary Loan simplifies tasks such as sharing of e-resources, automating request and entry processes, managing ILL fees, analyzing borrowing and lending patterns, and delivering documents easily and securely through Article Exchange.

Section 2 Definitions

All capitalized terms not defined herein shall have the same meaning ascribed to them in the Master Services Agreement.

Section 3 Terms of Use

Subject to this Schedule and the MSA, OCLC shall provide Institution with the Products and Services as specified in the agreed upon pricing document.

Section 4 Service Level Agreement

4.1 **Scope.** This Service Level Agreement sets forth the service level and performance objectives of OCLC in providing the Hosted Services (as listed in Section 2 of this SLA) to Institution (the "Systems"). OCLC will use commercially reasonable efforts to meet the following service level and performance objectives to support the operation of the Systems.

4.2 **Uptime Commitment.**

a) **Availability.** OCLC will use commercially reasonable efforts to ensure that the Systems are available 99.5% of the time (the "**Uptime Commitment**"). Availability will be measured as follows:

(1) Availability = (T-D)/(T) * 100%; where

(2) T = the total number of minutes in the respective month, and

(3) D = the total number of minutes of downtime in the month excluding planned outages for scheduled maintenance, telecommunications or power disruptions caused by third parties, any other causes beyond OCLC's reasonable control, and excluding other times described herein.

b) **Notice Required.** OCLC will notify Institution promptly of any factor, occurrence, or event coming to its attention likely to affect OCLC's ability to meet the Uptime Commitment, or that is likely to cause any material interruption or disruption in the Systems.

c) **Scheduled Maintenance.** Scheduled maintenance may occur any Sunday during a 4-hour window and may occasionally be extended. Notice of scheduled maintenance shall occur 3 days prior to scheduled downtime. In the event planned emergency maintenance is required, OCLC will make commercially reasonable efforts to notify Institution in advance.

4.3 **Systems Management**

a) **Monitoring**. OCLC will monitor and maintain the Systems in working order each day (24 x 7). OCLC will proactively manage and monitor all application server hardware devices and software to ensure optimal performance and reliability as well as to detect abnormal events or exceeded utilization or performance thresholds.

b) **Maintenance**. OCLC will operate, monitor, and administer all servers, applications, and networks supporting the Systems. In order to provide such coverage, OCLC may utilize a mixture of on-site and on-call support staff, automated server monitoring, and automated paging technology.

c) **Change** Control. OCLC will install new equipment, software, releases, upgrades, fixes, patches, and other items necessary to maintain the Systems to industry standards. OCLC will proactively gather information from appropriate server, peripheral, operating system, or database vendors regarding upgrades, defect patches, or fixes.

OCLC Group Services Pricing
Ventura County Community College District

April 16, 2021

Dan Watkins
Associate Vice Chancellor of IT
Ventura County Community College District
255 W Stanley Ave Ste 15
Ventura, CA 93001-1313

Summary	FY22
OCLC Cataloging and Metadata Subscription	$7,238.24
OCLC WorldShare ILL Subscription	$12,353.58
TOTAL GROUP SERVICES	**$19,591.82**

Subscription Renewal Date: July 1, 2021 - June 30, 2022

Billing Frequency: Annual
Billed To: Ventura County Community College District (CAVTA)

Participating Libraries	
Library Name	**OCLC Symbol**
Ventura College	VNTRA
Oxnard College	CAOXN
Moorpark College	P@K

Notes:

Pricing is valid June 30, 2021.

The subscription pricing includes a group discount which was rolled into your subscription in fiscal year 2020.

ILL Fee Management (IFM) Libraries: please note that IFM is not included in the above subscription, as activity for IFM is tracked on a transaction basis and pricing is set by the libraries involved.