

About Sagebrush Corporation

Sagebrush Corporation is a rapidly growing library and information services company focusing on the education market. Sagebrush delivers a powerful array of integrated information resource management solutions to the education world. We are dedicated to providing solutions to enhance educational access to information, to help librarians and students achieve their goals, and to build bridges for educational success. Sagebrush Corporation offers solutions in three main areas: technology, learning resources, and library services.

Technology Solutions

Under the Sagebrush, Nichols, and Winnebago names, we have been bringing information technology solutions to libraries for nearly 20 years. Sagebrush Corporation's core technology solutions, Athena and Winnebago Spectrum, are integrated library automation systems developed for Windows. We also offer a host of complementary products including Athena WebServer and Spectrum Web Catalog, which put a library's entire catalog on the Internet.

Learning Resource Solutions

Sagebrush Corporation is committed to providing schools and libraries with the highest quality products and services through Econo-Clad Books and American Library Publishers. In addition to quality-bound books, Sagebrush also offers reading program software and other education materials to schools and libraries.

Library Service Solutions

Sagebrush Corporation offers book publishers and distributors the highest quality MARC records, cataloging, and processing services. Sagebrush is known for the strength of its Dewey/Sears database, its excellent hit rate for school library collections, and its outstanding customer service.

Through these three distinct but closely related solution areas, Sagebrush Corporation spans the breadth of library and information services for schools and libraries.

For more information on Sagebrush Corporation, visit Sagebrush's website:
www.sagebrushcorp.com.

About Sagebrush's Technical Support

Sagebrush is committed to providing fast, knowledgeable technical support when you need assistance.

Phone 1-800-654-3002

Fax 1-507-725-5530

E-mail support@sagebrushcorp.com

You can also visit our website at www.sagebrushcorp.com for contact and technical support information. Plus, at our website you'll be able to see the most up-to-date company and product information, including documentation that you can download in PDF format (viewable with Adobe Acrobat Reader 3.0 or later).

Customer Support Agreement Plan (CSAP)

With the purchase of Spectrum CIRC/CAT, you receive a Sagebrush Customer Support Agreement Plan (CSAP) FREE, which guarantees you a full year of unlimited technical support. With a Sagebrush CSAP, you'll enjoy:



Call Sagebrush Technical Support toll-free at 1-800-654-3002

- FREE support via phone, fax, modem, or the Internet.
- FREE program enhancement updates.
- FREE documentation updates.
- FREE replacement disks if yours are damaged or lost.
- A FREE subscription to our customer newsletter with news, tips, and ideas you can use.
- A FREE subscription to our customer listserv—the perfect place to share ideas with your peers.

CSAP does not include repairing equipment that is out of warranty or fixing data. If you have any questions about this service, please call our Sales Department at 1-800-533-5430 or e-mail them at sales@sagebrushcorp.com.

Technical Support checklist

To help us assist you more efficiently, please have your customer number or serial number available when you contact our support staff with questions about your program.

Note: You can e-mail your questions to technical support at support@sagebrushcorp.com.

Before you call, follow this checklist:

- Make sure you have current backups.
- Write down the steps you performed before the problem occurred.
- Write down any error messages that the computer displayed.
- Consult your manual or Help for any information related to the problem.
- Make sure you know the operating system that you use and its version number.
- Make sure you know your Sagebrush program's version number.
- Place your phone by the computer and make sure you know its phone number (in case our support staff must call you back).
- Have your customer number ready.
- Write down the following information and store it in a handy place.

Customer number: _____

Date of program purchase: _____

CSAP expiration date: _____

Comments or suggestions?

If you have any comments or suggestions about your Spectrum CIRC/CAT product, we'd like to hear from you! Your comments help us develop products that meet your satisfaction.

There are a variety of ways you can send us suggestions or comments about the Spectrum CIRC/CAT program or its accompanying documentation (the user manual and Help).

You can:

- Send an e-mail to *support@sagebrushcorp.com*
- Call Sagebrush Corporation at 1-800-654-3002
- Fax Sagebrush Corporation at 1-507-725-5530

In your correspondence, please be sure to indicate whether you're commenting about the Spectrum CIRC/CAT software or its documentation. We appreciate your input. Thank you for helping us serve you better.



1-800-654-3002

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