Request for Proposal No. SW16012
Statewide Contract for Books

Due Date: July 19, 2016

Submitted By:

INGRAM LIBRARY SERVICES INC.
One Ingram Blvd.
La Vergne, TN 37086-1986
Federal ID # 62-1746696

Throughout this proposal, we will refer to the State of Oklahoma and authorized users as the Library or Libraries. Ingram Library Services Inc. will be referred to as Ingram.

A. GENERAL PROVISIONS

Ingram has read and understands the General Provisions. We would like to elaborate upon the following specific items:

A.9. Legal Contract
Any contract resulting from Ingram's response to Solicitation SW16012 shall fully incorporate by reference this entire bid response as part of said contract. Ingram's proposal constitutes our entire offer based on the specifications available at time of drafting the proposal. Any item not covered under the resulting contract will need to be added via written addendum.

A Letter of Award should be sent to the attention of Bids and Contracts before ordering under this contract. Please note the importance of sending the award to the attention of Bids and Contracts at the following address, so that there is no delay in establishing accounts under the accepted terms and discounts.

Ingram Library Services Inc.
Attn: Bids and Contracts (MS # 623)
One Ingram Blvd.
La Vergne, TN 37086-1986

After initial contract set-up, it is the responsibility of each Library to inform Ingram's Account Services Department that they wish to set up a new account under the terms of this contract. Ingram cannot issue credits for accounts failing to follow the proper notification and account set up procedures.

Ingram cannot backdate contracts, so notification of intent to award must be received a minimum of two working days prior to the anticipated start date to allow time to execute the proposed discounts and terms. Any item ordered prior to the start date of this contract will not receive the discounts offered herein. This includes standing orders, continuations, and previous backorders. Should a library receive a previously ordered item after the new contract is in effect, previous discounts and terms will apply.

A.10. Pricing
Ingram's discount schedule is based upon award of vendor status across a mix of categories. These discounts are not offered for single binding type awards, i.e.: an award of only small press books. Discount is taken on the individual title, and not on the total order. With Ingram, these contract discounts also apply to our Continuations and Standing Order Programs.

In drafting a contract, Ingram bases pricing upon several factors including dollar value of commitment, actual expenditure, number of accounts and shipping locations. Ingram reserves the right to offer pricing and services to any customer based solely on Ingram management criteria.

In determining which titles receive less than full trade discounts, Ingram has utilized its best efforts to categorize books for pricing purposes by considering the binding, publisher's discount, cost of acquisition, cost of maintaining inventory, general marketing categories, and other factors.

Ingram reserves the right to be the sole and final determinant of the pricing category. Discounts are applied to the publisher's current list price at the time of shipment and publisher's list price is subject to change without notice.

A.17. Delivery, Inspection and Acceptance

Orders will ship FOB Destination with Ingram-paid freight from your primary and secondary distribution centers. Ingram defines FOB Destination as Ingram being responsible for the products until they are actually delivered to the library. Once the items have been delivered, liability lies with the receiving agency. Shipping will be via best method, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice.

Substitutions

Ingram does not substitute titles unless the ISBN/EAN has been forwarded to a new edition. Only those items ordered will be shipped. Please see Section C.5.2.4. for turnaround times.

A.18. Invoicing and Payment

Payment terms under this offer shall be 1% 10 Days/Net 30 Days. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped. Ingram offers a 1% cash discount on payments made by check within 10 days of statement date. Payments must be postmarked by the 10th of the month to qualify for the 1% discount. For payments submitted via ipage or Automated Monthly EFT Draft, the 1% discount is extended to the 25th of the month. Credit card payments are not eligible for this discount. This discount is shown on your invoice and must be taken at the time the invoice is paid and cannot be taken retroactively. These additional savings can be substantial when you take advantage of the prompt payment discount.

For Opening Day Collections projects, orders may be boxed and placed in storage after receiving cataloging and processing per the Library's account profile(s). Invoices are generated when items are moved to storage at an Ingram facility, and are payable within 30 days EOM. Ownership and title of said product passes to the Library upon invoice.

While other vendors demand payment from invoice date, Ingram's terms are calculated on statement date at the end of each month. With payment due 30 days from statement date, the customer's payment is due an average of 45 days from invoice (30-59 days).

A.19. Tax Exemption

Libraries wishing to establish a new account will be asked to complete an Ingram New Account Application and Terms of Sale Form and provide a copy of their tax exemption certificate if one is not already on file.

A.20. Audit and Records Clause

Ingram Content Group's standard audit policy is that we shall maintain for at least three (3) years following delivery to the Library, records sufficient to demonstrate our compliance with reporting and invoice obligations under the contract. We request that our standard audit policy be followed in the event that the State believes that there is a discrepancy between actual sales and what has been charged by Ingram. Under that policy, the State may request, once per calendar year, that Ingram engage its parent company's internal audit division to perform the agreed procedures and provide a written report to the Library. In the event that the State is not satisfied with the results of the audit, the State may, at its discretion, hire an independent public accounting firm to conduct an audit of the accounts arising under this contract. If in the written opinion of such auditors there has been an over charge by Ingram, then Ingram shall pay the reasonable costs of such audit (up to the amount of the over payment) in addition to promptly refunding all overcharged amounts. In addition, the State may request that Ingram furnish appropriate documentation so that the State may do spot check audits of Ingram's records pertaining to the contract.

A.24. Termination for Cause

A.25. Termination for Convenience

Ingram agrees that both parties have the right to terminate the contract with thirty days' written notice of intent. Any individual Library may cancel their account if it is determined that funding is not available to extend the contract. The Library is responsible for canceling any open items, and is responsible for payment for any items ordered until receipt of written request for cancellation. Any items invoiced to the Library are due and payable upon termination.

A.26. Insurance

Ingram has provided a Certificate of Insurance with our proposal. Ingram does not issue separate additional insured endorsements; instead we have blanket additional insured provisions. The blanket additional insured provisions grant additional insured coverage wherein Ingram is contractually obligated to provide such coverage.

B. SPECIAL PROVISIONS

Ingram has read and understands the Special Provisions. We would like to elaborate upon the following specific items:

B.1. Contract Period

Ingram understands the contract period is one year from date of award, with the option to renew up to four additional one-year periods upon agreement of both parties. We would ask that that a request to renew be submitted in writing a minimum of 90 days before the contract year is due to expire, if possible, to avoid any possible disruption in service.

B.4. Authorized Users

The terms of this proposal are offered to State Agencies, public libraries, and academic libraries in the State of Oklahoma. We no longer establish new academic accounts, but can continue to serve those accounts already established with Ingram. We do not sell to individuals. Staff accounts and Friends group accounts must ship and bill to the Library, and the Library is responsible for paying invoices and seeking reimbursement from staff members for their individual orders. Staff accounts do not receive Ingram-paid freight.

B.6. Ordering
As Ingram accepts orders via phone and fax, we will accept orders without a written purchase order. If an official purchase order number is required, the Library should provide this number to Ingram's order entry personnel when phoning orders, and include the purchase order number when faxing, mailing, or submitting electronic orders. Ingram will reference this purchase order number on packing slips and invoices when provided by the ordering library.

B.9. Contract Usage Reporting Requirements
Ingram will continue providing quarterly usage reporting to Central Purchasing.

C. SOLICITATION SPECIFICATIONS

Ingram has read and understands the Solicitation Specifications. We would like to elaborate upon the following specific items:

C.2. Categories
Ingram understands the Solicitation categories. We are submitting a No Bid on the "Encyclopedia" and "Periodical and Other Serial Subscriptions" categories.

Ingram is pleased to offer the following discounts to the State of Oklahoma.

Trade Hardcover	45.9%
Trade/Quality Paperback	40.0%
Mass Market Paperback	40.0%
Library Bindings	20.0%
Prebound Books	35.0%
Short/Non-Trade Discount	8.0%
University Press	16.0%
Spoken Word Audio, Trade	45.0%
Spoken Word Audio, Non-Trade	10.0%
DVD /Blu-ray	28.5%
Music CD	5 – 45.0%
Net Titles	0%, with no service charges

Definitions of Binding Types and Presses
Discounts are applied to the publisher's current list price at the time of order entry. Prior to placing an order, the Library can determine a title's estimated discount by utilizing the "Price this List" feature on ipage.

Trade Hardcover: High demand fiction and nonfiction books published with a glued binding and a hardcover. These titles are typically for the general consumer and produced by widely distributed publishers. Trade bindings may also be referred to as retail trade editions, trade books, hardbound books, hardback books, cloth bound books or cloth cover books. Publishers normally produce these titles in larger print runs. *

Quality Paperback: High demand fiction and nonfiction books with paper covers and generally no size restriction. Any illustrations or graphics may be placed throughout the book; both paper and printing are high quality. These titles are typically for the general consumer and produced by widely distributed publishers. This binding may also be referred to as trade paper or trade paperback. *

Mass Market Paperback: High demand books with paper covers that are produced in a size to fit a standard retail store display and generally deal with subjects of mass appeal. Any illustrations are grouped together in one section of the book. *

Library Bindings: Books of higher quality publisher bindings, usually fanned and glued, and may also be sewn. Books may be identified as Library Bindings on ipage.

University Press: The binding types may vary for these titles (i.e. Hardcover and/or Paperback), but all are published by a University Press.

Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes legal, technical, reference, scientific, and medical titles as defined by Ingram subject categories. Titles are generally published by small or university presses. Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram's purchasing requirements. Ingram is pleased to make this broad base of titles available to our customers with no service charges.

Large Print: Ingram does not recognize the large print title as a separate binding type for discount purposes. Large print titles will receive discounts according to the binding/press assigned to the ISBN ordered as outlined above.

Graphic Novels: A narrative work in which the story is conveyed to the reader using comic form. The term is employed in a broad manner, encompassing nonfiction works and thematically linked short stories as well as fictional stories across a number of genres.

Picture Books, Board Books, Easy Readers, and Big Books: These juvenile genre categories are not discounting categories used by Ingram. These books will receive the discount appropriate to the specific binding/press ordered as outlined above. We estimate that at least 80% would receive the full trade discount.

Prebound Books: Paperback books bound into a hardback edition. Our inventory also includes over 17,500 prebound titles from Perfection Learning and San Val (Turtleback Books), and are identified on ipage as Prebound-Sewn or Prebound-Glued

World Language Materials: Ingram does not recognize Spanish language (or any world languages) as a discounting category. These books will receive the discount appropriate to the specific binding/press ordered as outlined above.

Spoken Word Audio: Audiobooks produced for the general consumer and dealing with subjects of mass appeal. Spoken Word audio may be abridged or unabridged and are generally sold by publishers at full trade discounts, however some titles may be short discounted by the publisher. Ingram does not differentiate between MP3 CD and Audio CD formats for discounting purposes.

Book and spoken word audio kits will receive discounts based upon classification of the title, typically by the publisher, as a book or as a spoken word audio. If classified as a book, it will receive the discount appropriate to the specific binding/press assigned to the ISBN ordered.

DVD and Blu-ray: Currently, Ingram provides pre-recorded titles in these categories under a single discount. However, should a new format of DVD emerge in the industry for which studios apply different purchasing terms, Ingram will notify the Library of the discount applicable to that new format.

Net: Low demand, small print run books in various binds upon which Ingram receives minimal or no purchase discount. This category of book will receive a 0% discount. Ingram is pleased to make this broad base of titles available to our customers with **no service charges**.

**See Short Discount for explanation on titles that may fall outside of this discount category.*

C.3. Account Management

Stephen Casey serves as Senior Sales Representative for Ingram Library Services for the State of Oklahoma. Stephen is very familiar with Ingram's programs and policies, and will contact the Library on a regular basis to monitor progress, discuss new programs and provide training as well as gather feedback from Library staff. **Tom Graziosi**, Inside Sales Representative, will also be assigned to the libraries, providing an additional level of sales support.

Libraries of the State of Oklahoma have toll-free telephone access to any Ingram point of contact. To reach Ingram Library Services dial **(800) 937-5300.** Your call will be answered by an automated voice system that will offer several prompts to assist you in reaching the correct department, or you may contact your Sales Representative directly at:

- Stephen Casey, Senior Sales Representative ..... (214) 952-6310
  Email: stephen.casey@ingramcontent.com
- Tom Graziosi, Inside Sales Representative..... Ext. 31313
  Email: tom.graziosi@ingramcontent.com
- Customer Care..... Press Option 1, then 1
  Email: ILSCustomer.service@ingramcontent.com
  To discuss concerns or issues regarding your account
- To Place an Order ..... Press Option 1, then 2
- Account Services..... Press Option 1, then 3
  Email: requirements@ingramcontent.com
  To Set Up / Update an Account
- To Check Stock Status..... Press Option 1, then 4
- Toll-Free FAX Ordering 800-677-5116
- Credit Department 800-937-8100
- Technical Support..... 800-937-7978

For any system issues like outages, login problems, Site Help etc., Customer System Technical Support can be contacted at (800) 937-7978 or email us at ics-techsupport@ingramcontent.com. Technical Support is available via this 800 number Monday through Friday, 8:00 AM – 5:00 PM Central Time.

Ingram's team of Customer Care Support Specialists is available Monday through Friday, 7:30 AM – 8:30 PM and Saturday, 9:00 AM – 5:30 PM (Central Time).

C.5. Service Level Requirements and Expectations
Ingram meets all Requirements outlined in Sections C.5.1.1 – C.5.1.5. We are pleased to provide the following details on each requirement below.

C.5.1.1.
For those staff members who may be unfamiliar with Ingram, we are pleased to provide this brief background and company history.

Ingram Content Group Inc. is part of the long tradition of successful companies built by the Ingram family of Nashville, Tennessee. Dedicated to helping content reach its destination by providing a broad range of physical and digital services to the book industry, Ingram Content Group has been a partner to librarians, educators, publishers, and booksellers for nearly five decades.

Publishers rely on Ingram Content Group as a key provider of demand-driven printing, digital, and marketing solutions. We provide secure, cutting-edge solutions to the questions our publisher partners have about the changing opportunities in the book industry. No single source other than Ingram has the comparable experience, expertise, and connectivity in bringing supply chain management, and print and digital solutions to the market.

Ingram's operating units are Ingram Book Company, Lightning Source Inc., Vital Source Technologies, Inc., Ingram Periodicals Inc., Ingram International Inc., Ingram Library Services Inc., Spring Arbor Distributors Inc., Ingram Publisher Services Inc., Tennessee Book Company LLC, and ICG Ventures Inc.

To better support the unique needs of libraries, Ingram Library Services grew from a specialized department of Ingram Book Company in 1970 to a full-service library vendor. Because of our growth and success, Ingram Library Services incorporated in 1998 as a subsidiary of Ingram Industries Inc. Today we offer "one-stop shopping" for our library customers.

Ingram provides librarians with immediate access to the largest selection of books, spoken word audio, DVD/Blu-ray titles, music CDs and other book-related products in the industry. Our full range of library value-added services includes comprehensive Collection Development support, Standing Order and Continuations programs, as well as shelf-ready cataloging and processing services customized to the library's specifications. For a video overview of Ingram Library Services, please see http://bit.ly/1Lkz18f.

Inventory
Ingram leads the industry in maintaining an **on-hand inventory of over 14,000,000 unique titles**, **representing over 50,000 book publishers and imprints.** Our unmatched nationwide inventory of over **20,000,000 books** ensures the highest fill rates in the industry.

Our on-hand inventory represents the largest range of publishers in the wholesale distribution business today including all binding types and formats. Ingram stocks not only new best sellers, but also the deepest inventory of midlist and backlist titles of any vendor. Ingram can provide adult, young adult, and juvenile fiction and nonfiction titles in all subjects in a variety of bindings, including trade hardcover, trade paper, mass market paper, large print, short discount and small press, university press, single library editions, publisher's library editions, graphic novels, board books, easy readers, picture books, pre-bound books, and big books.

Our spoken word audio inventory includes **109,000+ titles**, including abridged and unabridged editions including CD, MP3 and Playaway formats. We also inventory more than **500,000 music titles** on Compact Disc, from classical to popular titles.

With **79,000+ DVD** and **12,000+ Blu-ray titles**, Ingram offers one of the most comprehensive inventories of DVDs in the country. Ingram represents more than 500 video suppliers with titles in categories such as popular box office, foreign and independent films, and family films. We also provide an extensive line of nonfiction and children's titles. Through our supplier, Ingram Entertainment, we provide access to nearly **1,000,000 DVD volumes**.

C.5.1.2.
As an Ingram Content Group company, Ingram Library Services enjoys the benefit of being part of one of the largest wholesale distributor of book-related product in the world, including physical book distribution, print on demand, and digital solutions. As such, we have established publisher relationships, inventory, and infrastructure in place to provide our customers with an unparalleled speed of delivery.

Ingram Publisher Services Inc.
Ingram Publisher Services Inc., an Ingram content company, represents more than 151 publisher clients from around the world, which agree to allow Ingram to be the exclusive distributor of their product. Built on a longstanding tradition of Ingram quality, IPS provides our customers with a wide variety of books and book related product from an outstanding roster of publishers, with easy ordering options, fast delivery, and excellent service. The advantage this brings to our library customers is the guaranteed availability of current titles from these publishers at Ingram distribution centers. As the exclusive distributor of these publishers, even other vendors source these purchases from Ingram.

Print on Demand through Lightning Source
With facilities in the US, the UK, France and Australia, Lightning Source, an Ingram Content Group company, has a virtual inventory of over 13,500,000 titles representing more than 51,000 publishers. We print only what is needed to meet our customers' current demand-whether that's a single book order or 10,000. We not only give you access to titles that were once extinct or hard-to-find, but also make it possible for low-volume titles to stay in print and for new titles to be released. All this translates into wider title selection and better customer service for your patrons and your community.

Once an order is placed, we have all the electronic data necessary to print and deliver the book to its intended destination. The distance between book-maker and book-reader has never been shorter. Print on demand allows for a book to be printed in order in a range of formats within 24 hours, even if the order is for one book. On average we print 2,770,000 books per month.

Lightning Source titles are listed on ipage and are ordered through the same methods you usually use with Ingram - by telephone, fax, mail, or electronically. Lightning Source titles will be printed especially for you once the order is placed.

C.5.1.3.
Ingram understands that defects inside a book may not be detected until it has circulated, so there is no timeframe for returning product with publisher defects. Please see our Returns Policy as outlined in Sections C.5.2.12. and C.5.2.13., below.

C.5.1.4.
Discounts apply to the list price of the title at the time of order entry. Ingram's discount schedule will remain firm during the term of the contract. List price is set by the publisher and not by Ingram as distributor, therefore we cannot guarantee that the list price of any item will not change.

C.5.1.5.
Ingram acknowledges. Ingram will not assess a service charge for titles requiring prepayment from the publisher, nor will Ingram assess a service charge for special orders for this project. Ingram does not charge fees beyond those associated with book pricing or with cataloging and processing services. We do not charge customers for setting up technical services, getting shipping records, downloading brief MARC records for ordering, accessing ipage features, or for any customized reporting services. Our standard collection development programs and services are free of charge.

C.5.2. Desirable Service Level Expectations
Ingram meets all Desirable Service Level Expectations outlined in Sections C.5.2.1 – C.5.1.22, as outlined below.

C.5.2.1. Response Time
Every attempt will be made to respond within 24 hours (during normal working hours) from phone call or receipt of correspondence. However, some issues may necessitate additional research in order to provide the best service and most complete response to the Library.

C.5.2.2. Fill Rate
Ingram's senior and executive leadership constantly monitor fill rate reports across all market segments. Ingram Library Services is proud to state initial fill rates are usually 85-90%, with a fill rate of 95 to 100% shipped or reported within 90 days, on items in Ingram's database. Fill rates for certain specific libraries are monitored periodically and we have programming in place to accurately calculate fill rate for any customer upon request. Note that our fill rate includes over 14,000,000 available titles.

Fill Rates	Initial Order	60 days	90 days
Print	91.78%	98.92%	99.02%
Spoken Audio	92.53%	99.30%	99.44%
DVD/Blu-Ray	77.85%	97.25%	97.60%

Ingram's average fulfillment rates listed above are for in-print library material. Fill rates were calculated for Ingram public library customers for items available through Ingram at the time of order, excluding items not yet available or not currently available from the publisher.

C.5.2.3. Invoice Accuracy
Ingram acknowledges. We strive for 100% invoice accuracy.

C.5.2.4. Delivery Standards
In-stock, non-processed and non-cataloged orders are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. In-stock processed books not requiring custom cataloging services will ship within two to five days of receipt of order. Our turnaround time for in-stock, shelf-ready, custom cataloging orders is 10-14 working days from receipt of order to shipment.

Continuations and Standing Order Programs require a backorder period, as titles are ordered on a pre-publication basis to allow Program customers to be the first to get these titles. Items that do not require cataloging services will ship within 24 – 48 hours after the title is received into the designated Ingram distribution center.

After receiving an order, Ingram will ship all titles currently in stock. Any remaining titles normally available through Ingram will then be placed on backorder for a period of time specified by the Library. For titles inventoried by Ingram that are temporarily not in stock, Ingram will attempt to place an order with the publishers within three (3) business days of receipt of order. Our ability to obtain out of stock titles is based upon the item's continued availability from the publisher with whom Ingram buyers have an established relationship.

One of the parameters set at the account level is Backorder Cancellation Date. This is the number of days to wait for a backorder to be filled, and if it has not been filled by that date, Ingram cancels the order. For titles not yet published, the Library has a choice to either have these items cancel at the end of the account's established backorder period, or for the backorder clock to start only after the titles is first received by Ingram. The first option may result in a lower fill rate.

We recommend that the Library set this cancellation date to be the same on their automation system so the backorders will cancel automatically at the same time. It is up to the local automation system to delete any bibliographic records that are associated with order records that are canceled.

Ingram does not substitute titles unless the ISBN/EAN has been forwarded to a new edition. Only those items ordered will be shipped.

Should the Library order books not currently stocked by Ingram, we will attempt to order the book if available on the open market through normal U.S. wholesale channels. Turnaround time will be dependent upon publisher availability, however, due to our long-standing relationships with publishers, we estimate one to three weeks on available items and sixty to ninety days on special order items not currently in stock at the publisher.

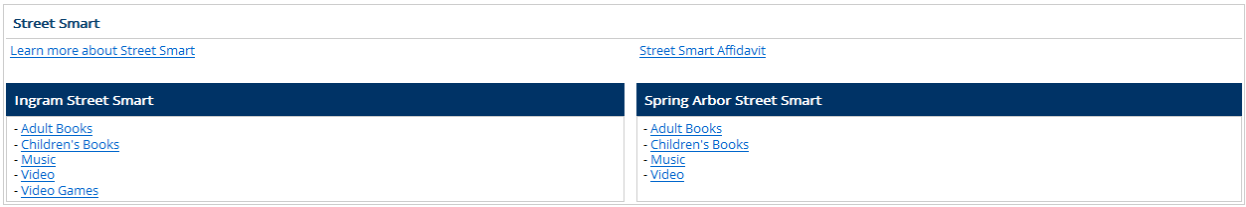
Ingram can provide titles that are in print and available from the publisher. Some publishers choose to sell only directly to end users such as schools or libraries. These direct-only publishers are defined as those publishers whose titles are not available on the open market to distributors.

Street Smart

Ingram acknowledges the importance of shipping titles in a priority manner to accommodate the Library's patrons. The **Street Smart** program helps libraries receive inventory of high visibility book titles on or before the on-sale date. Titles included in the program typically have large print runs and major publicity scheduled. A minimum purchase may be required to participate in the early delivery program. The publisher of a title designates it as a Street Smart title by assigning an on-sale date for a new title.

We require a signed affidavit in which you agree not to display, sell, or loan for advanced reading any title before the publisher-assigned on-sale date. Without this agreement, Ingram will not ship Street Smart titles until the published on-sale date. Delivery within the allotted time frame is contingent upon the publisher providing books to Ingram in a timely manner. Ingram is a distributor, and not a publisher, and so does not control street date.

Publishers designate releases as affidavit titles for Ingram at their discretion. If the publisher designates a title as such, by law Ingram cannot ship titles to arrive before their street date. Ingram will make every available effort to ship non-affidavit titles to arrive on the street date; however we cannot guarantee arrival on street date due to late shipment by publishers. Publishers often change street dates, so check ipage as the scheduled street date approaches to ensure no change has been made.



Some titles may be designated by Ingram as **Street Smart Select**. Ingram will send advance notification of these titles, including order deadlines via email or fax.

The Street Smart list page includes a drop-down box with sort options. When you select **Initial Buy** in the drop-down box, ipage re-sorts the titles in the Street Smart list by largest quantities initially purchased by our buyers. This helps you see immediately what items Ingram professionals believe will be in demand. The list sorts in descending order, with largest quantities at the top of the list.

Street Smart titles can be shipped processed to arrive by street date, with a holding record available from ipage as soon as the order drops. The holding record would provide basic information such as ISBN, author and title. A MARC record would be available within 10 days of Street Date.

Ingram makes every effort to deliver pre-ordered titles on or before street date. Occasionally our ability to comply may be compromised on a title by title basis due to circumstances outside of our control such as weather delays or delay in receipt from the publisher.

C.5.2.5. Non-Delivery

After receiving an order, Ingram will ship all titles currently in stock. Any remaining titles normally available through Ingram will then be placed on backorder for a period of time specified by the library. At the end of the backorder period, all unfilled titles will automatically cancel, except for titles Not Yet Received from the publisher. Status Reports and the ipage Order Status tab, described in Section C.5.2.18. keep users informed on the status of backorders.

C.5.2.6. Overall Customer Satisfaction

Ingram would be happy to participate in quarterly surveys of end users, upon request, to evaluate customer service satisfaction.

C.5.2.7. Ordering Methods

Ingram can accept orders by toll-free phone, toll-free fax, mail, electronically, (email and/or EDI – Electronic Data Interchange), or through our web-based tool ipage. All orders receive immediate online order entry; phone and electronic orders receive title and stock verification. For ease and efficiency, we can confidently claim to be the best in the business in order entry.

Mail orders should be sent to:

Ingram Library Services Inc.
Attention Order Entry
One Ingram Blvd.
PO Box 3006
La Vergne, TN 37086-1986

The toll-free number for FAX ordering is 800-677-5116. The toll-free number for telephone orders is 800-937-5300.

Emails with attached orders should be sent to ILS.orders@ingramcontent.com.

ipage
ipage is Ingram's web-based title selection, ordering, and account management tool. Customers with a current, active Ingram account are eligible for a free subscription to ipage, which offers libraries easy-to-use ordering capabilities and other features **at no cost for unlimited concurrent users**. Libraries recognize ipage as an integral timesaving tool whose collection development and acquisitions capabilities, along with its various account management tools, make day-to-day ordering and receiving tasks virtually hassle-free. ipage can be accessed at https://ipage.ingramcontent.com.

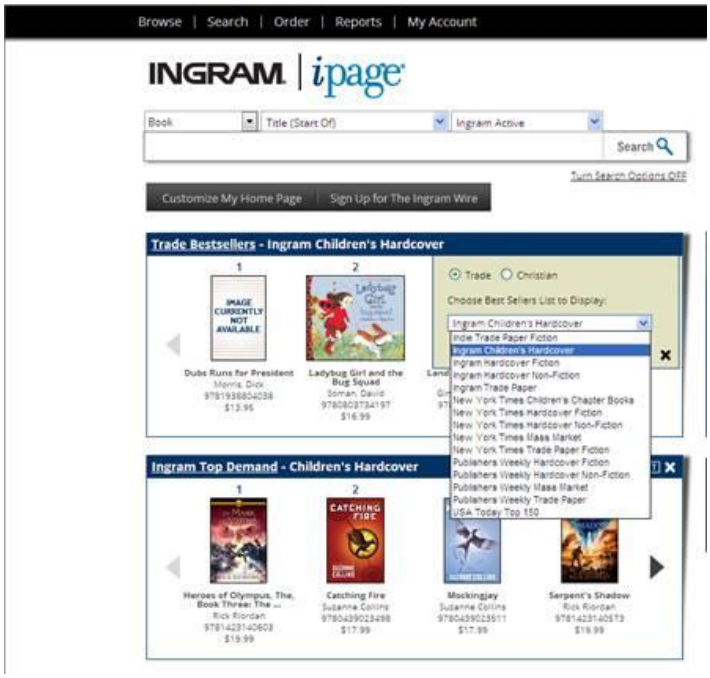
As a web-based tool, ipage offers 24/7 real-time inventory information, the ability to search by thousands of categories, as well as a robust array of publicity and product news sources. Here are just a few ipage features:

- Simple search by Title, ISBN, Author, Keyword, Series, Dewey®, and more
- Ingram stock information and real-time stock check
- Title descriptions
- Physical Information, LC Subjects, LCCN, Dewey
- Ability to create, edit, download, and/or order lists by clicking titles within ipage, importing a document to ipage, or pasting EANs into ipage.
- Sort by Author, Title, Binding, Dewey, ISBN, Price, Pub Date, Publisher, Standard Retail Price, Ingram Demand, and more
- List sharing options
- Download brief MARC order records
- Ordering and order status information
- Account management and reports
- ipage selection lists created by Ingram staff librarians
- Current publicity information
- Online catalogs
- Annotations and citations
- Cover images for selected titles
- Power search
- Boolean search
- Saved search
- Access to all titles in our Extended database
- Additional publicity information

- Excerpts for selected titles
- Review Citations
- Full text reviews for selected journals for a nominal annual fee

The Library's ipage accounts are created so that an Administrator designated by the Library has oversight capabilities to aggregate lists and manage users. The Administrator can add additional ipage users as required by the Library. Each user will be assigned a unique login and users can set their own password.

ipage is customer-driven, and **allows users to individually customize their ipage experience**. Users have even better tools to assist in prioritizing the critical information they need to search, order, and deliver more content to more patrons. ipage focuses on personalization and intuitive functionality. Customizable widgets allow users to design their own homepage with the tools they use most. Users can easily track bestsellers, access online catalogs, view custom lists, and bookmark favorite destinations in and outside of ipage.



Benefits of ipage home page include:

- A simplified menu structure that allows our customers to find what they are looking for faster.
- Roll-over drop-down menu options for each functional area of ipage that enable users to get to content with less effort.
- More suggestions from Ingram product experts in our Ingram Lists & Picks area on the Browse menu.
- More ability to customize the homepage, including the ability to remove widgets and the ability to choose a background theme.
- Enhanced Simple Search options, including the ability to search across multiple product types.

Additional information on ipage can be found at the end of our proposal.

EDI

Ingram supports EDI Transaction types and formats based on the capabilities of the library automation system. Ingram EDI offerings include:

- Electronic ordering using the X12 format and FTP for communications.
- Enriched EDI ordering.
- Text format full order confirmation via email from Ingram email to user-specified email address.
- Electronic invoicing using the X12 format and FTP for communications.

EDIFACT Order, Order Response and Invoice

- Purchase orders are created in acquisitions and sent to Ingram via FTP.
- Ingram processes the orders and places electronic confirmation files on the Ingram FTP server for customer retrieval.
- For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and greatly reduce the amount of effort used in the manual posting of invoices. Ingram continues to provide paper invoices to e-invoice users.

Enriched Edifact Order

This enhanced order transaction allows users to send additional distribution information in the EDI order record that provides Ingram with all the information necessary to create complete holdings records to match the items shipped. The holdings records are loaded with MARC bibliographic records and overlay the on-order items. When the materials arrive from Ingram, they are shelf and circulating ready. Also with Enriched EDI we offer the ability to drop ship to branches as well as simplify account management through ordering on a single account and having Ingram separate orders based upon the enriched data that allows us to process orders per the library's specifications and route them to the correct branch.

The following matrix shows capabilities by vendor and system:

Vendor	System Name	EDI Format	Purchase Order (PO)	Purchase Order Acknowledgment (POA)	Electronic Invoice	Enriched EDI	Advance Ship Notice (ASN)
Auto-Graphics	Verso	X12	✓	✓	✓		
Biblionix	Biblionix	X12	✓	✓	✓		
ExLibris	Aleph	EDIFACT	✓	✓	✓		
Innovative Interfaces	Millennium	EDIFACT	✓	✓	✓	✓	
(Open Source)	Evergreen	EDIFACT	✓	✓	✓	✓	
(Open Source)	Koha/GetIt	X12	✓	✓	✓		
Polaris	Polaris	X12	✓	✓	✓	✓	✓
Sirsi-Dynix	Symphony	X12	✓	✓	✓	✓	
Sirsi-Dynix	Horizon	EDIFACT	✓	✓	✓	✓	
The Library Corporation	OSA	X12	✓	✓	✓	✓	
The Library Corporation	CARL · X	X12	✓	✓	✓	✓	
(Open Source)	ALMA / ExLibris	EDIFACT	✓		✓		
(Open Source)	KOHA/ByWaterSolutions	EDIFACT	✓		✓		

Custom MARC
Ingram's ipage features an option available in all levels of ipage called Custom MARC. Custom MARC gives libraries the ability to create and map a custom MARC record profile for downloading brief order records for loading to their Integrated Library System (ILS).

Libraries can use grids to allocate multiple copies of an item across their funds, locations, etc. The grid features are an addition to the Custom MARC functionality, with the Custom MARC mapped fields and values feeding the grid.

Once Custom MARC data has been added to an account by the administrator, a user can create a grid template, selecting which Custom MARC mapped data elements to use. After a template is created, it can be applied to an entire selection list or at a line item level within a list. As a template is applied, quantities for each item are increased as necessary and individual allocations are made across the library's funds and locations. The selection list is then downloaded in Custom MARC format, and subsequently uploaded into the library's acquisition system for order placement via EDI. Unlike other library book vendors, Ingram offers grid creation capabilities free of charge.

9XX
The Custom MARC feature allows the user to create a list in ipage, and then add local data (like fund, location, collection code, requestor, etc.) in 9xx tags and subfields per the specifications of their ILS for each title to be exported in a brief MARC record. The list is then exported in brief MARC format, and the ILS system loader is used to load the records to the ILS. Upon loading to the ILS, an order record and a brief cataloging record are created.

Grid Summary
We have a Grid Summary option available for our Library customers who use grids. Users are able to select two of their Custom MARC (9XX) tags as fields used to sum a "gridded" selection list. After the ipage administrator selects which 9XX tags they want as part of their grid summaries, the Grid Summary button will appear for selection lists that have a grid attached, and when the button is clicked from the List of Lists page, the View Selection List page, or the Edit Selection list page, the user is taken to a page containing quantity, extended list price, and customer discount price totals by the Grid Data elements associated with that selection list.

Exporting Grid Information in Excel
Library users can now set their Excel downloads to pull in grid information. Under Template Preferences on the User Settings page, users will see the option as a yes/no toggle. This option is set to No by default. Any user wishing to include grid information in his/her downloads should set this option to Yes.

Applying Grids to Standing Orders
Standing order enrollments used to require that customers create an enrollment for each grid template used. For example, if a library wanted to send a certain number of copies of popular titles in our Graphic Novel (Adult & Youth) Standing Order Program to its branches but a different number of copies for less popular titles, they would need to establish two grid templates and set up two separate enrollments, one for each grid template. Libraries can now apply multiple grids within a single enrollment, greatly reducing time spent on setting up and managing new title notifications / standing orders.

C.5.2.8. Payment Options
Ingram will accept payment for invoices under the following methods:

Procurement Card – Ingram can profile your accounts to receive payment via your MasterCard or VISA procurement card. Please note that an account must be established specifically for procurement card purchases. Your Procurement Card information should be provided when setting up accounts under this contract. Purchases on these accounts will automatically charge the procurement card. Ingram can only accept procurement cards that are either MasterCard or VISA. The Library may have an additional account with Ingram's standard 30 day billing terms.

Electronic Funds Transfer – EFT is a method by which ipage customers can pay invoices online by direct bank draft. All data transferred to your browser is encrypted using the Internet protocol, Secure Socket Lay (SSL.) SSL is a protocol designed to provide privacy between a Web client and a Web server by encrypting all data sent between your Web Browser and the ipage server.

EFT allows you to pay your entire statement online, or you can pay specific, individual items. You can view information on any electronic payment detail for the last 45 days.

Only the ipage Administrator and the Accounts Payable designate have access to this function. EFT is set up to allow one person at a time to use the function. When the other user leaves the EFT function, you will be able to use EFT.

Check **–** Ingram will accept payments by check. Please include your account number and invoice number on the check to ensure proper credit to your account. All payment checks should be sent to the following address. Please note that this is a remittance-only address, and no other correspondence should be sent to this Post Office Box.

Ingram Library Services Inc.
PO Box 502779
St. Louis, MO 63150

Monthly Statement
Ingram provides a monthly statement, which serves as an open item register and monthly summary report. The statement contains, among other information, the transaction type, date of transaction, due date, account number, total amount due, and total account balance. You can also view your last statement online through ipage.

C.5.2.9. Freight Policy
As stated above in Section A.17, orders will ship FOB Destination.

Inside Delivery
When requested by a customer, and if the carrier's operating conditions permit, the carrier may perform inside delivery. This service is provided to ground floors and those floors where elevator or escalator service is available. Please note that the carrier's only obligation is to get the freight inside the door or onto a dock. It is the Library's responsibility to transfer the material to other desired destinations. If inside delivery is desired, the Library must specify this when establishing/updating their account(s). Where inside delivery is not provided, the carrier's only obligation is to move the freight to the back of the truck. Inside delivery will be clearly designated on the shipper's bill of lading but not on the Ingram shipping label.

C.5.2.10. Rush Delivery

Ingram defines a “rush” order as one that requires immediate turnaround and special shipping. These orders differ from a regular order in that they do not receive processing or cataloging services, are generally very small orders, and are placed “fill or kill” with no backorders accepted.

Ingram can accept book "rush" orders via toll-free telephone. All orders receive immediate online order entry, as well as instant title and stock verification. Rush orders will be shipped via UPS or other Ingram selected freight method.

Ingram does not charge additional freight for orders that ship with your regularly scheduled shipments via standard transportation. Only rush orders that require next day delivery will incur a freight charge; however, it is our experience that the need for next day delivery is extremely rare with our customers.

C.5.2.11. Shipping

In preparing books for shipment, our standard procedure is to stack the books on a cardboard base as a tight cube shape. The books are then wrapped in plastic and placed in a high test-weight box. Ingram is known for using the best boxes in the industry with the highest test weights. Paper and/or air pillows as dunnage may be placed as needed in the carton before the box is closed and sealed. The shipping cartons Ingram uses have the highest recycled content allowed to maintain burst strength.

Packing Slip

For your convenience, Ingram will include a packing slip with each shipment which can be cross-referenced to the invoice. The packing slip is enclosed in the last box of a multi-carton shipment that crosses the shipping manifest.

Ingram’s Packing Slip contains the following information:

- Library shipping and billing address
- Date
- Quantity ordered
- Quantity shipped
- Title
- ISBN
- Binding Code
- Purchase Order Number
- Discount Percentage
- Unit List Price
- Extended Price after Discount

Packing slips can be sorted by author, title, or purchase order number. The box containing the packing slip is marked. Note that if an account is profiled to receive invoice in shipment, a packing slip will not be included.

C.5.2.12. Return of Product

C.5.2.13. Returns Due to User Error

Ingram's Returns Policies provide for prompt and efficient resolution for reporting and returning materials that are damaged, defective, or shipped in error.

- Ingram Customer Service associates are happy to assist with issues including shortages, damages, or defects, and to provide returns authorizations as required.
- Customer Service hours of operation are Monday through Friday, 7:30 AM – 8:30 PM and Saturday, 9:00 AM – 5:30 PM (Central Time.)
- Through ipage, the Library may create Hassle-Free returns, report shortages, track status of a return, and view credit memos. ipage is available 24 hours a day, 7 days a week.

Unprocessed Print Material

Any unprocessed book ordered in good faith that is found to be damaged or unsuitable, whether it is due to Ingram's error or the Library's error, may be returned under the Hassle Free Returns Policy.

- Unprocessed materials may be returned up to **60 days** after the invoice date.
- A copy of the Hassle-Free Returns form (the back of your packing slip or printed from ipage) should be included in each carton shipped to Ingram.
- **A return authorization number is not required for unprocessed print material.**
- Ingram will not charge a restocking fee for items returned in accordance with our Hassle Free Returns Policy.

Product with Defects

Ingram understands that defects inside a book may not be detected until it has circulated, so there is **no timeframe for returning product with publisher defects,** including the following:

- Missing pages
- Contents out of sequence
- Book bound upside down
- Contents different than the cover/title
- Ink or printing issues
- Crooked pages
- Blank pages

Please note that due to the wear and tear caused by circulation, we will only accept defective books where the binding is falling apart up to 60 days after the invoice date.

Processed Materials

Items that have received cataloging or processing per the Library's specifications are no longer in resalable condition, and therefore can only be returned due to an Ingram error or if defective or damaged.

- The Library is asked to report any cataloging and processing errors as soon as they are noticed, so that Ingram can research and resolve the issue in a timely manner.
- Processed material returns require return authorization from our Customer Care Department. To request authorization, please call **(800) 937-5300 Ext.27665.**

Audiovisual Materials
Unprocessed audiovisual materials that are damaged, defective, or shipped due to Ingram error may be returned up to **60 days** after the invoice date.

- Audiovisual returns require return authorization from our Customer Care Department. To report defective or damaged product and request authorization, please call (**800) 937-5300 Ext.27665.**
- Playaway® accepts return of defective products within one year of the invoice date. The Library should contact Playaway directly.

Non-Returnable Materials
Each publisher decides if their product is non-returnable. This may be on a product-by-product or binding-by-binding basis, or as items go out of print. Therefore, Ingram does not assign a non-returnable status to a publisher.

- Non-returnable items are indicated as such on ipage.
- Ingram cannot accept return of any product that we do not stock or items that were not originally purchased from Ingram.

Items Damaged in Shipping
For materials damaged in transit, the Library is asked to always accept delivery of materials. Damage should be noted on the carrier delivery receipt, and the Library should call our Customer Care Department for instructions on making a return.

Ingram does not stock replacements for single discs in a multi-disc title. For damaged or defective titles reported to Ingram, we would replace the entire product or issue a credit if the title is no longer available.

Individual replacements for discs lost or damaged after receipt by the Library may be available directly from the title's publisher. For example, Brilliance Audio Library Edition audiobooks have a guarantee of free disc and vinyl case replacements. Publisher contact information for every title is easily obtained on ipage at the Library' convenience, 24/7.

Overstock Returns
Return of unprocessed materials sent after the 60-day window will be handled as Overstock Returns.

- Overstock returns for libraries may not exceed 10% of purchases made during the preceding 12 months.
- Overstock returns will have a 10% restocking fee applied.
- All product returned to Ingram must be in a condition that it could be resold. Therefore, we cannot accept return of processed items as overstock returns.
- Ingram reserves the right to send back, at the Library's expense, all products returned to us that is not in resalable condition.

Credit Memo
Upon receipt of the returned titles in our distribution center, Ingram will credit the Library for the cost of the item(s) plus freight charges calculated at the standard UPS rate for the weight of the items returned that are damaged, defective, or shipped in error by Ingram.

- A credit memo will be mailed listing the item(s), dollar amount, and purchase order number credited.
- Credits will be reflected on the monthly statement with reference to the purchase order number.
- For items with an Ingram error, when Ingram requires the Library to return the physical product to our distribution center, a Call Tag may be issued.
- The Library is responsible for shipping and carrying charges on items that are not damaged, defective or shipped with Ingram error.

No Charge Replacement

As an alternate to a credit, libraries may call our Customer Care Department for a No Charge Replacement for any item that is damaged, defective, or shipped with Ingram error.

- If a replacement title is available, the Customer Care Representative will either email or fax a No Charge Replacement Return Authorization form to your library.
- The Library must mail this form along with the returned item and the original packing slip for a replacement copy.
- For Libraries that provide cataloging and processing information as part of their orders, Ingram may issue a credit for a No Charge Replacement and the Library would be required to submit the reorder via EDI or whatever method was used for placing the original order.

Claims

Please notify us if you have not received an anticipated publication or if an order is short shipped. Any anticipated publication may have a slightly delayed release that will be reflected on ipage. If an order is shipped and materials do not arrive, claims will be directed to our Customer Care Department to ensure tracking and replacement is handled as quickly as possible.

Cancellations

Ingram can currently accept cancelations through phone, mail or fax request. The Library can also cancel individual open line items through ipage. If an entire purchase order is open and no line items have been filled, the Library may request that Customer Care cancel the purchase order in its entirety rather than the Library cancelling each title individually. This will be done at no charge to the Library.

Returns Reporting

ipage features the following returns reporting options. You can:

- Report overstocks or shortages.
- Determine the date your return was received.
- See whether a return is still in process.
- View credit memo information.

Returns Status Results

Product Sales		Total Overstock Returns (13 month)	Current Return Percentage as of 04/22/2010
MTD	Last 12 Months		
14,145.06	193,421.12	0.00	0.00

Returns Status For Items at Ingram

Ingram Ref.No	Date Received	Customer Ref. No	Cartons Received	Return Type	Status	Credit Memo No.	Date Credited	Units Credited	Amount Credited
03854237	04/08/2010	04/08/10	1	HASSLEFREE	In Process			0	0.00
00906269	04/02/2010	50465959	0	HASSLEFREE	Credited	50639457 50639457	04/02/2010	1	21.89

C.5.2.14. Post-Order Customer Service

Tom Graziosi, Inside Sales Representative, will serve as your day-to-day contact. Tom will coordinate with all Ingram Departments, including Customer Care, Credit, and Accounts Services. Our Inside Sales Team is supervised by **Lisa Johnson**, who has over 24 years of Ingram experience in Customer Care and Sales. Additionally, Customer Care Support Specialists trained specifically on the requirements of the library contracts are available Monday through Friday, 7:30 AM – 8:30 PM and Saturday, 9:00 AM – 5:30 PM (Central Time).

C.5.2.15. Price Verification

Books are discounted from the publisher's suggested list price. Discount is taken on the individual title, and not on the total order. Discounts listed are offered for both Adult and Juvenile titles, and apply to firm orders, standing orders and continuations orders.

Price this List Feature

ipage shows current list price. Libraries can submit selection lists for product pricing based on the library's specific discount structure. On the *Orders*, *Selection List* page, the Library will see a button labeled *Price this List*. Clicking this button will send the list as a pseudo-order using the active ship-to account of the ipage user. The total estimated price of product on the selection list will display. This pricing will disappear from the site if the selection list is changed or edited in any way. Additionally, the Library can view stock levels in each distribution center for each item in your selection list by clicking on the *Stock Availability* link.

Online Quotations

ipage subscribers can set up a selection list of titles and then request a price quotation for that list. ipage will display the quote within the *Order* section under a function labeled *View Quotes*. From the *View Quotes* area, all ipage users on an account can review existing quotes and print the quote. Those users who have ordering capability on ipage can delete the quote if desired or release it as an order. Quotes are valid for 60 days. To revise a list (including changing quantities) and request that it be re-quoted, simply return to the *Selection List* function, edit the list they want quoted, and resubmit it for quotation.

Quote Totals

Total Units in Order:	174	Total List Price:	2,209.63
Estimated Shipping Weight:	147 lbs	**Grand Total:**	**2,209.63**

P.O. Number: REQUOTE **Request Date:** 09/22/2009 **Cancel Date:** 11/22/2010

Delete | Release/Ship

Next> Last>>

Page 1 of 7 2 3 4 5 6 7

Print Version

Qty	Title	EAN/ ProductCode	Author	Publisher	Format	List Price	Disc. %	Disc. List	Disc. Extension
1	A IS FOR AIRPLANE	9781585363582 9781585363582	Riehle, Mary Ann McCabe	Sleeping Bear Press	HARD COVER BOOKS	16.95	43.50	9.58	9.58
1	ABIGAIL SPELLS	9780375956171 9780375956171	Alter, Anna	Alfred A. Knopf Books for Young Readers	HARD COVER BOOKS	19.99	13.00	17.39	17.39
1	ABRAHAM LINCOLN -LIB	9780761428398 9780761428398	Aronson, Billy	Benchmark Books (NY)	HARD COVER BOOKS	34.21	43.50	19.33	19.33
1	ADIOS OSCAR	9780545071598 9780545071598	Elwell, Peter	Blue Sky Press (AZ)	HARD COVER BOOKS	16.99	43.50	9.6	9.60
1	AFRICAN ACROSTICS	9780763636210 9780763636210	Harley, Avis	Candlewick Press (MA)	HARD COVER BOOKS	17.99	43.50	10.16	10.16
1	AL CAPONE SHINES MY SHOES	9780803734609 9780803734609	Choldenko, Gennifer	Dial Books	HARD COVER BOOKS	17.99	43.50	10.16	10.16
1	ALL STAR FEVER	9781599533155 9781599533155	Christopher, Matt	Norwood House Press	HARD COVER BOOKS	22.6	43.50	12.77	12.77
1	ALL THE WORLD	9781416985808 9781416985808	Scanlon, Liz Garton	Beach Lane Books	HARD COVER BOOKS	17.99	43.50	10.16	10.16
1	ALLIE FINKLE STAGE FRIGHT	9780545040457 9780545040457	Cabot, Meg	Scholastic Press	HARD COVER BOOKS	15.99	43.50	9.03	9.03
1	ALSO KNOWN AS HARPER	9780805088816 9780805088816	Leal, Ann Haywood	Henry Holt & Company	HARD COVER BOOKS	16.99	43.50	9.6	9.60
1	ALWAYS IN TROUBLE	9780545024532 9780545024532	Demas, Corinne	Scholastic Press	HARD COVER BOOKS	16.99	43.50	9.6	9.60
1	AMAZING TRAIL OF SEYMOUR SNAIL	9780805086980 9780805086980	Hazen, Lynn E.	Henry Holt & Company	HARD COVER BOOKS	16.99	43.50	9.6	9.60

C.5.2.16.
Ingram extends special publisher incentives and discounts to the State as they become available.

C.5.2.17. Quality Assurance and Warranty Guarantee
Please see our Returns Policy as outlined in Sections C.5.2.12. and C.5.2.13., below.

C.5.2.18. Notification of Back Orders
Status Reports come in the form of our Packing Slip and our Title Status Report.

The packing slip will supply you with the status of any book shipped, backordered, or is out of print. The packing slip will be alphabetized by title. Titles that were not included in the initial shipment will have a "B" in the "BO" column if they have been backordered. An "S/W" will identify those titles that will be shipped from your secondary distribution center.

Company Name
Chattanooga, TN

INGRAM

1210 INGRAM DRIVE
CHAMBERSBURG, PA. 17202

20D3261

BILL TO
Company Name
Chattanooga, TN

20D3261-
SHIP TO NUMBER

756	81.15#
PL RUN #	WEIGHT

2/28/2014	N 91G1Z	EO	1
DATE	OE #	OT	PAGE

LIBRARY PROC

CUSTOMER SERVICE # 800-937-5300 OPT 1

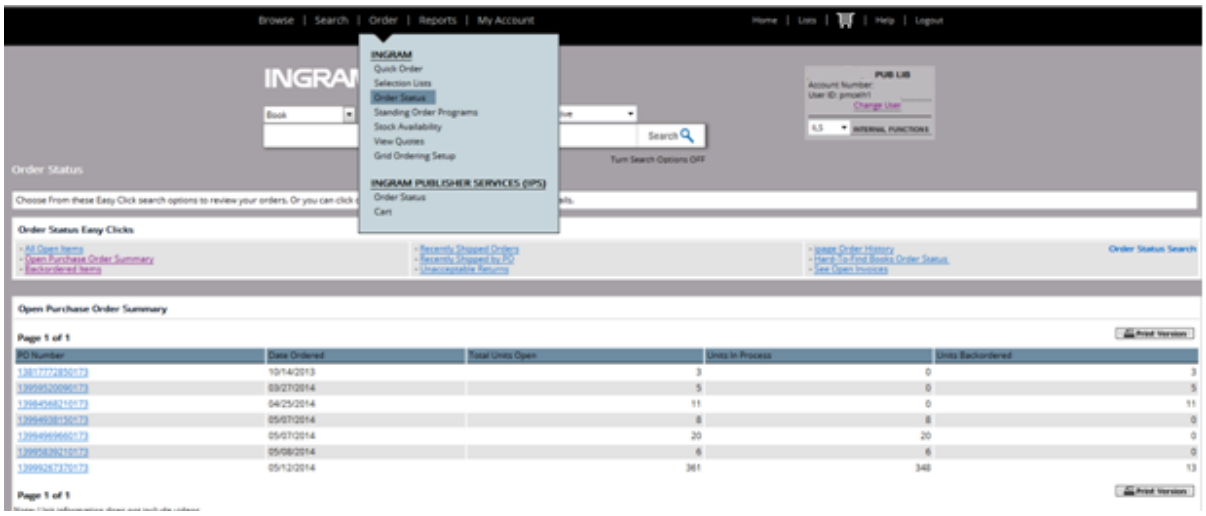
LINE NO	QTY SHIP	QTY ORDER	BO	TITLE \SORTED BY TITLE / TITLE CODE	PROD I.D.	DEPT	P.O. NUMBER	DISC PCT.	BASE RETAIL	EXT. BASE
0001	5	5	B	ASHEN SWARM 012983286	1463772653	Q	14Ipage0224	25.0	1399	5245
0002	2	2	B	BUILDING AN AQUAPONICS SYSTEM 017152794	1481148516	Q	14Ipage0224	25.0	1695	2542
0003	9	9	B	CATCH & RELEASE 018720101	1492811785	Q	14Ipage0224	25.0	1499	10116
0004	6	6	B	CHOOSING AMER NEXT SUPERSTAR 016397950	1613727593	Q	14Ipage0224	5.0	1499	8544
0005	4	4	B	COLOR OF HEAVEN 012428080	0986842222	Q	14Ipage0224	25.0	1299	3896
0006	2	2	B	FANCY NANCY & THE LATE LATE LA 006851001	0606123121	R	14Ipage0224	40.0	1355	1626
0007	4	4	B	HANDMADE 013998318	061561583X	Q	14Ipage0224	25.0	889	2668
0008	5	5	B	HE WAS HER BROTHER (PART ONE) 020027636	1475006543	Q	14Ipage0224	25.0	1497	5615
0009	5	5	B	HE WAS HER BROTHER (PART TWO) 020027634	1475006624	Q	14Ipage0224	25.0	1497	5615
0023	4	4	B	HT EXPECT WHAT YOURE NOT EXPEC 017893139	1771510218	Q	14IPAGE0128	41.0	1995	4708
0010	3	3	B	IT SHOULD HAVE BEEN YOU 018244310	1623805872	Q	14Ipage0224	5.0	1499	4272
0011	4	4	B	KALISH METHOD 015544407	1477612726	Q	14Ipage0224	25.0	1495	4484
0012	2	2	B	LAZARUS TRAP 002489535	0849944856	Q	14Ipage0224	30.0	1499	2098
0013	5	5	B	NEW TAKE ON ABCS S IS FOR SMIL				41.0	1695	5000

The Title Status Report is sent to customers on a monthly basis. This report will provide you with current backorder status information as well as indicate which titles could not be supplied within your normal backorder period. Listed below are the most frequently used stock abbreviations that will appear on the Title Status Report:

B/O	=	Out of stock at this time and on backorder for you
NLS	=	Title is no longer stocked by Ingram
NYR	=	Title is not yet received by Ingram into the distribution center
OSI	=	Out of stock indefinitely by the publisher
PPD	=	Title has been postponed by the publisher
OP	=	Title is now out of print at the publisher
CANC	=	Title has been cancelled at this time by the publisher

Additionally, Order Status information is available on ipage under the Order drop down menu. Under the Order drop down menu, simply click Order Status for a listing of Order Easy Clicks, including:

- All Open Items
- Open Purchase Order Summary, which includes the PO number, date ordered, total units open, units in process, and units backordered
- Backordered Items, which includes date ordered, product code, product name, format, PO number, quantity, and warehouse
- Recently Shipped Orders, which includes date shipped, order entry number, number of cartons, and shipping tracking number
- ipage order history, which shows order date and time, PO number, and who placed the order. It also provides a link to an Order Confirmation which gives a detailed summary of the order, including title, author, ISBN, whether the item is shipped or backordered, and retail price.



C.5.2.19. Receiving Procedures and Order Inspection

Ingram acknowledges. Please see our Returns Policy as outlined in Sections C.5.2.12. and C.5.2.13., below.

C.5.2.20. Invoice Requirements
Ingram can provide multiple copies of invoices, and they can be mailed or included with the shipment.

Title data on invoices is listed in the following order: (1) quantity ordered and shipped, (2) author, (3) title, (4) publisher, (5) ISBN/EAN, (6) unit list price, (7) discount, (8) unit net price, and (9) extended price. Items on invoices are listed alphabetically by either the author or the title per the Library's request. Ingram does not invoice for an item until it ships, or moves into storage for opening day collection projects.

All invoices have an invoice number and date, order entry number, and Ingram's Federal ID number. Library name, ship to and billing account addresses and numbers, purchase order number (can be up to 22 characters in length), and remittance address are all listed on the invoice. Order data includes shipping warehouse and location, carrier, ship date, number of cartons, and total weight of order.

Also included on the invoice is a code for each binding type. Please refer to the list below for the product class codes. If a title is a Library Binding, it may be designated as such by the notation LIB after the title.

R = Trade Hardcover
Q = Trade "Quality" Paperback
P = Mass Market Paperback
W = Spoken Word Audio
X = Music
K = DVD

Ingram can invoice for cataloging and processing on the same invoice as materials or on a separate invoice, per request of the Library. Processing charges appear as separate line items when billed on the same invoice as materials. For example, if an account is profiled for barcodes, and the Library orders four unique titles, the invoice would have four lines listing the relevant book data, and the fifth line would be for a quantity of four barcodes.

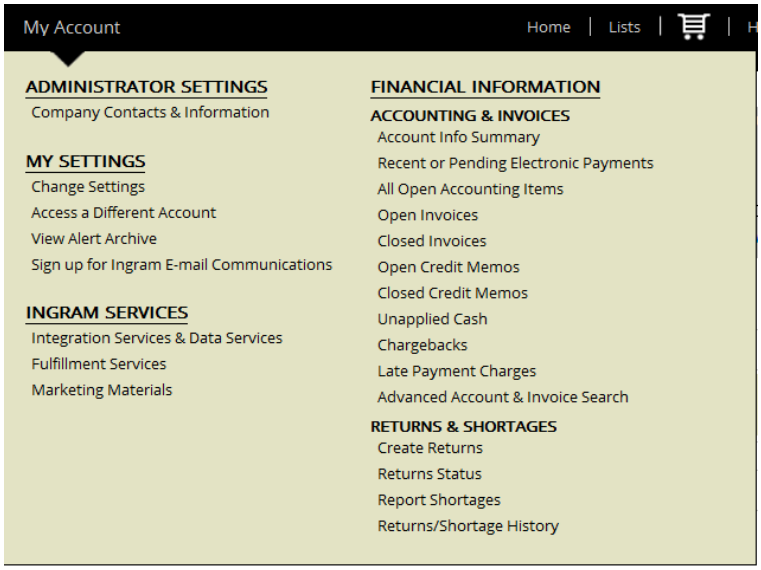
"Invoice in the Box"
Ingram also has the option available to libraries to have their invoice put inside the box of shipped items. This invoice is in a modified, easy to read format. With "Invoice in the Box", libraries can check in items against the invoice and do not have to wait for the invoice to arrive in the mail. The library still has the option to have multiple copies of the invoice. Please note that if invoices are included with the shipment, they cannot be mailed separately.

EDI Invoicing
EDI invoicing is available. We support daily or weekly summary invoices. For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and greatly reduce the amount of effort used in the manual posting of invoices. Ingram continues to provide paper invoices to electronic invoice users.

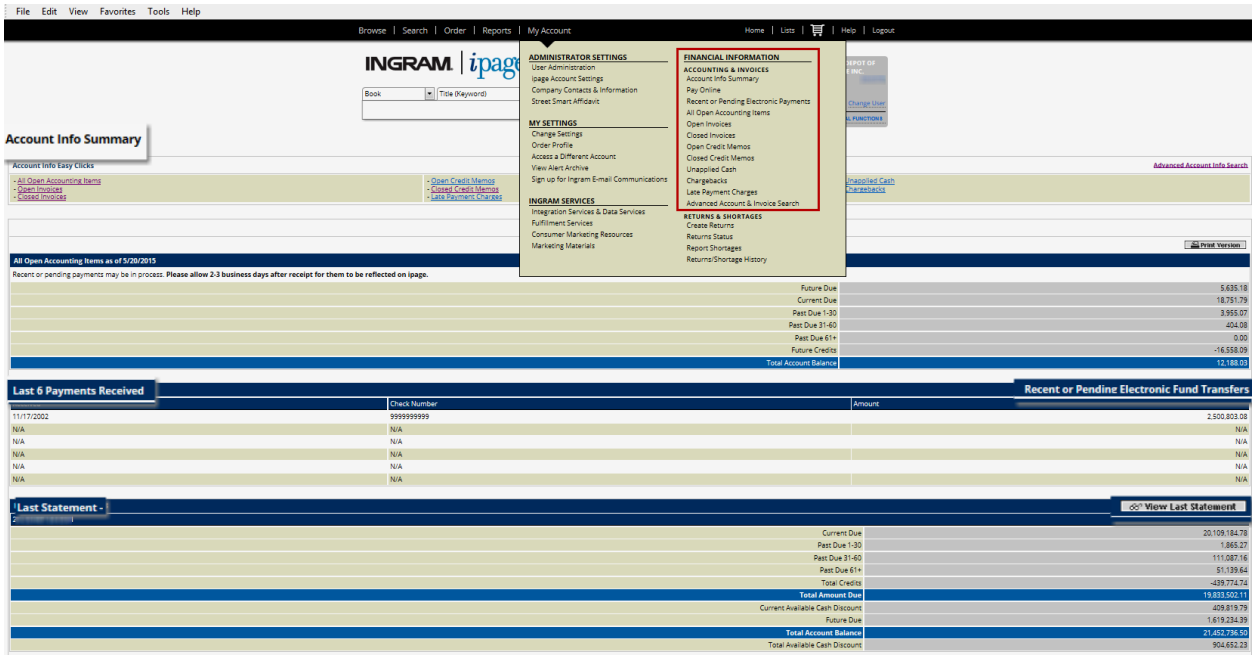
ipage Invoices
Ingram offers the convenience of having invoices available to our customers online via ipage our web-based selection, ordering, and account management tool. With ipage, invoices are available to view and print on demand the moment they become available.

Financial Information on ipage

The Library's ipage Administrator can designate which staff members have access to view account-specific accounting items such All Open Accounting Items, Open Invoices, and Open Credit Memos. Using the Advanced Search feature, the Library can further refine their search results for these accounting items by entering one or a combination of Customer or Ingram Reference Number, Purchase Order, Product Code, and Transaction or Due Date Ranges. Closed invoices and credit memos are available for viewing for 90 days.



Through ipage, the Library can also look at its last statement and view the last six payments received by Ingram plus review recent and pending electronic payments.



C.5.2.21. Complaint Resolution Procedure

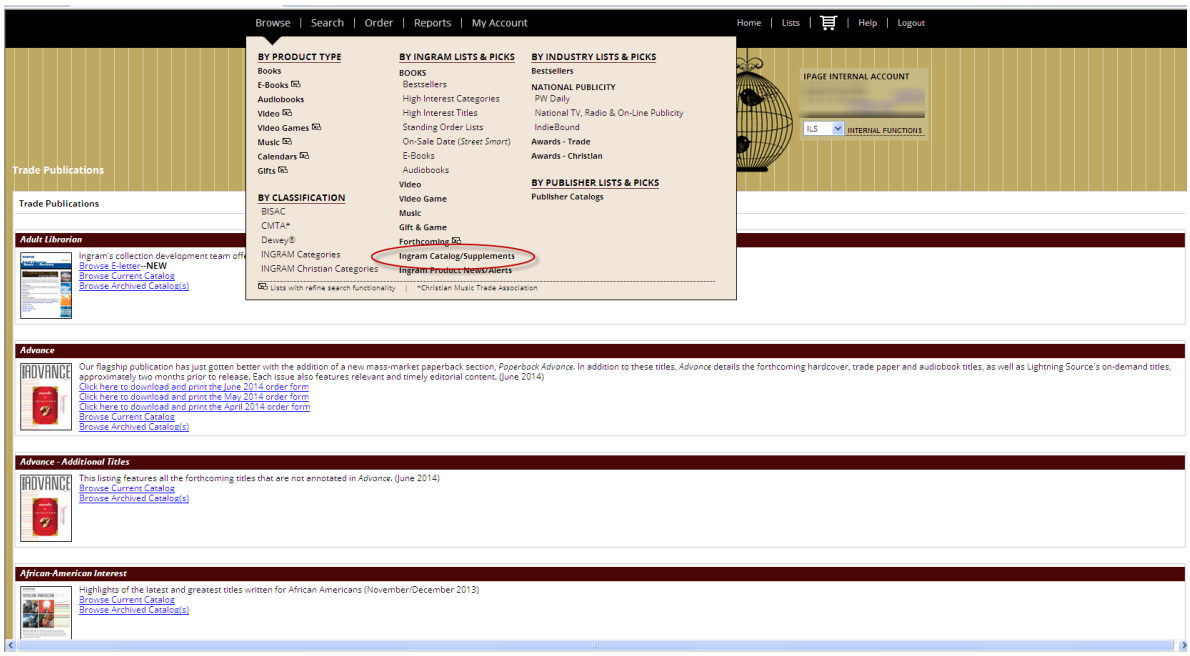
Nina McClain, Vice President of Customer Care, has been with Ingram for over 25 years, and is based in our Tennessee headquarters, where she has immediate access to all Executive Staff for any service issues that require escalation and further research and discussion. By combining our Library Customer Care team under the overall Ingram Content umbrella, we are able to best utilize our systems, training and experience. From a Customer Service perspective, the team has a full support infrastructure, whereby other Customer Service Representatives within the team can cover for each other as required, i.e. during vacations. Ingram's team of Customer Care Support Specialists trained specifically on the requirements of the library contracts is available Monday through Friday, 7:30 AM – 8:30 PM and Saturday, 9:00 AM – 5:30 PM (Central Time).

C.5.2.22. Catalogs

Our entire database of titles is available online, free of charge, via **ipage**, Ingram's web-based title selection, ordering, and account management tool. Through ipage, libraries may search for book, spoken word audio, DVD and music titles and get a real-time stock check of Ingram inventory. We consider ipage to be our online catalog and print catalog prices should be checked against ipage for the current price at time of order. ipage is updated nightly.

Trade Catalogs on ipage

Ingram's comprehensive family of trade catalogs showcases forthcoming and recently published titles in an attractive and easy-to-follow layout. Our catalogs also feature relevant and timely editorial content including author interviews, merchandising tips, and product news to help librarians stay abreast of trends in the book world. For those who like to shop from their computer, online access to catalog content is available to all ipage subscribers. E-Catalogs transform existing print publications into enhanced web versions with multiple browsing options and interactive features including keyword search, zoom and magnifier functions, sticky notes, e-mail options, and easy ordering. Simply click any of the E-Catalog links on ipage to start browsing.



D. EVALUATION

Ingram understands the criteria to be used in evaluating bids. We have answered the bid point-by-point to assist you in evaluating our proposal, and are happy to provide any additional information that may be requested. Please contact Patrick McElhiney, Contract Management Specialist, with any questions and follow-up regarding Ingram's proposal at (800) 937-5300 extension 35721, or via email at ilsbids@ingramcontent.com.

E. INSTRUCTIONS TO BIDDER

Ingram acknowledges the Instructions to Bidder.

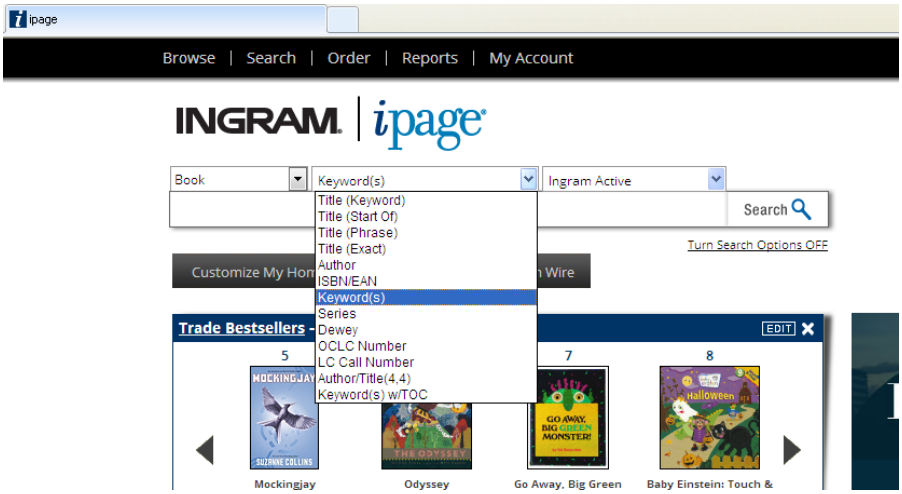
ADDITIONAL INFORMATION

Ingram is pleased to provide the following additional information on services not otherwise covered in our proposal.

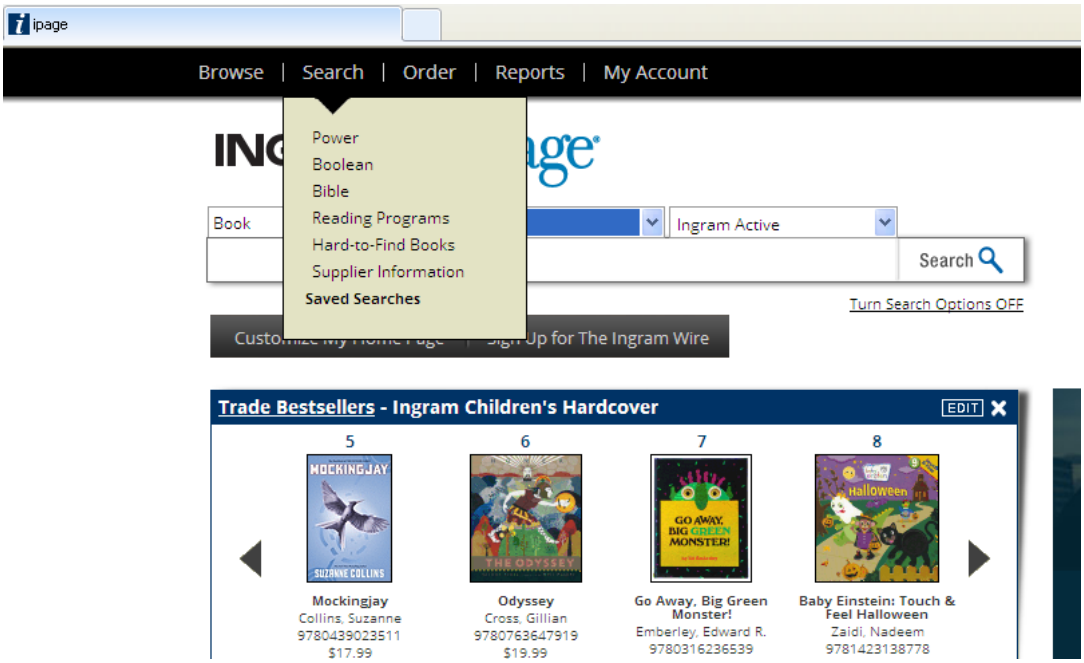
Additional ipage Information

ipage Searching

ipage users do a fast and quick search for items using Simple Search. Simple Search is displayed at the top of every page within ipage.

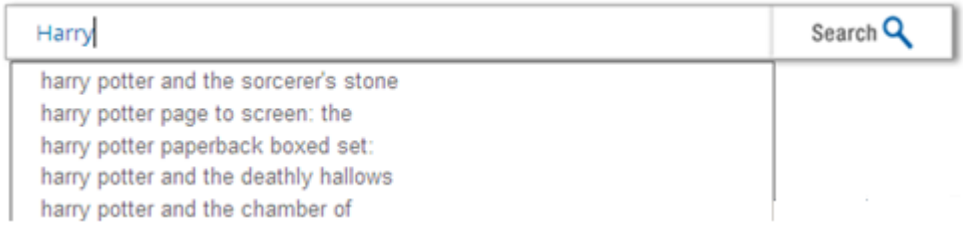


Boolean Search and Power Search are also available. Power Search allows ipage users to focus their search to a much narrower list of titles by using some or all of a specific set of search criteria. This feature is invaluable when the user has only limited information about a specific title, or when the user wants a set of titles that fit within certain parameters.



Predictive Searching

Predictive search functionality is now available on ipage, allowing for more accurate and efficient searches across our entire database. This technology uses our top-demanded product data to offer suggested completions of the search term you are typing into the search bar:



Search within Results

To the left of your results, you will see a box for searching within your results. Enter your search words and click the **Search** button. You can further refine your results as needed using the options and search feature located on the left.

Search Filters provide a better search experience for customers who do not purchase compilations, collections of public information, or reproductions of previously published public domain titles. This filter allows you to hide these product types from your search results.

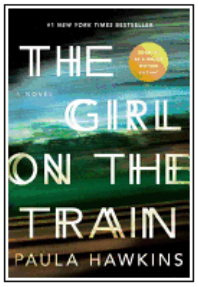
Title Details

A Title Detail page on ipage includes title, contributor (author, illustrator, editor, etc.), ISBN/EAN, publisher, suggested retail price, binding, pub date, and copyright date. Details may also include any of the following as provided in the publisher metadata: BISAC categories, LC subjects, themes, OCLC number, Dewey, LC subjects, series, awards, features (Index, Price on Product, Excerpt), initial print run, target age group, physical information (dimensions, weight, number of pages), carton quantity, annotation, description, publisher marketing, review citations, review quotes, biographical notes, and full text reviews. Children's titles may include Accelerated Reader®, Scholastic Reading Counts!™ and Guided Reading Level information.

Product Detail (3 of 20)

<previous product in list | return to list | next product in list>

The Girl on the Train - **Accelerated Reader**
Contributor(s): Hawkins, Paula (Author)



ISBN: 1594633665 **EAN:** 9781594633669
Publisher: Riverhead Books (View Publisher's Titles)
US SRP:$ 26.95 US - (Discount:REG)
Binding: Hardcover
Pub Date: January 13, 2015
Copyright Date: 2015
Annotation: "Rachel takes the same commuter train every morning. Every day she rattles down the track, flashes past a stretch of cozy suburban homes, and stops at the signal that allows her to daily watch the same couple breakfasting on their deck. She's even started ...
Show More

Formats:

Binding/Format		Priced From
Hardcover	More Hardcover >	$26.95
Paperback	More Paperback >	$18.00
Audio	More Audio >	$40.00
View All Formats		

This item is Returnable

Additional Information

BISAC Categories:
- Fiction | Thrillers | Psychological
- Fiction | Thrillers | Crime
- Fiction | Thrillers | Suspense

LC Subjects:
-Railroad travel
-Strangers
-Psychological fiction
-Commuters
-London (England)
-Suspense fiction

INGRAM Categories:
- Sex & Gender | Feminine
- Topical | Library Reads

Dewey: FIC

LC Call Number: PR6108.A963

LCCN: 2014027001

Lexile Level: 760

Lexile Code: HL High-Low

Features: Movie/TV Tie-In, Price on Product

Target Age Group: 18 and UP

Physical Info: 1.3" H x 9.4" L x 6.1" W (1.2 lbs) 336 pages

Carton Quantity: 12

Reports: Sales/Demand History - internal use only

Department: HARD COVER BOOKS (R) - internal use only

Accelerated Reader® Info

Quiz # (Quiz Name): 174146 (Girl on the Train)

Reading Level: 5.1 **Interest Level:** Upper Grade **Point Value:** 15.0

Descriptions, Reviews, Etc.

Library Journal Prepub Alert (08/01/2014):
A featured title at Day of Dialog's Editors' Picks panel, this debut thriller has a decided "Rear Window" feel, but the window in question belongs to the commuter train Rachel takes to London. From the train she always sees a couple peacefully breakfasting on their roof deck, a real stab in the heart after the breakup of her marriage. Then the woman of the house disappears. DreamWorks has acquired the film rights. Copyright 2014 Library Journal, LLC Used with permission.

Library Journal (10/15/2014):
Every day, Rachel takes the same London commuter train and passes the same suburban scenery, yet one house catches her eye--mainly because of the married couple she glimpses living there. This leads Rachel to conjure up an entire dream life for this husband and wife, even naming them and giving them make-believe careers. Rachel's life has been spiraling downward, and her fantasy about this couple gives her a little joy. But all is not what it seems and Rachel is soon embroiled in a murderous thriller. Each chapter is narrated by either Rachel or Anna, who's married to Rachel's ex-husband, or, Megan, the woman Rachel sees from the train, but, unfortunately, by using this format, debut author Hawkins confuses the reader. With only a brief look into backstory, undeveloped characters offer no reason or motivation for their actions, and none of them is likable. VERDICT This disappointing psychological thriller is being touted as the next "Gone Girl" and has already been purchased for film adaptation. So while it may not be the best, it will be popular. For fans of Sophie Hannah or S.J. Watson. [See Prepub Alert, 7/21/14.]--Marianne Fitzgerald, Severna Park H.S., MD Copyright 2014 Library Journal, LLC Used with permission.

Publishers Weekly (11/10/2014):
Rachel Watson, the principal narrator of Hawkins's psychologically astute debut, is obsessed with her ex-husband, Tom. She's having a hard time putting the past behind her, especially since she confronts it daily, during the hourlong commute to London from her rented room in Ashbury, Oxfordshire, when her train passes the Victorian house she once shared with Tom. She also frequently spies an attractive couple, four doors down from her former home, who she imagines to be enjoying the happily-ever-after that eluded her. Then, suddenly, the woman, pixie-ish blonde Megan Hipwell, vanishes only to turn up on the front page of the tabloids as missing. The police want to question Rachel, after Anna, Tom's new wife, tells them that Rachel was in the area drunkenly out of control around the time of Megan's disappearance. Hawkins, formerly deputy personal finance editor of the" Times "f London, deftly shifts between the accounts of the addled Rachel, as she desperately tries to remember what happened, Megan, and, eventually, Anna, for maximum suspense. The surprise-packed narratives hurtle toward a stunning climax, horrifying as a train wreck and just as riveting. "Agent: Lizzy Kremer, David Higham Associates (U.K.). (Jan.)" Copyright 2014 Publishers Weekly Used with permission.

Booklist (11/15/2014):
Starred Review Melding the voyeurism of Rear Window with the unreliable narration of Gone Girl (2012), Hawkins delivers a riveting thriller. Rachel commutes to London each day, pretending to go to a job she got sacked from months ago for being drunk. Her ex-husband left her for Megan, and now they have a baby and are living in the home Rachel so lovingly decorated. Almost every day, from the train window, she sees Anna and Scott, who live two doors down from her old home. Rachel vividly imagines Anna and Scott's perfect life (she calls them the golden couple), giving them elaborate backstories; however, one day she sees Anna kissing a

Reviews on ipage

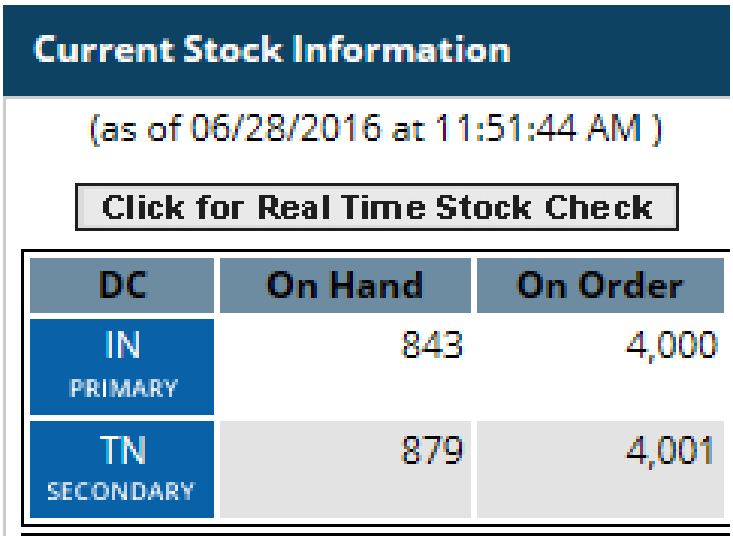
ipage includes review citations and full text reviews from:

- *Booklist*
- *The Bulletin of the Center for Children's Books*
- *Criticas*
- *Foreword Magazine*
- *Hornbook Guide*
- *Hornbook Magazine*
- *Library Journal*
- *Kirkus Adult*
- *Kirkus Children's*
- *School Library Journal*

- *Publishers Weekly*
- *VOYA*
- *Shelf Awareness*
- *BookPage*
- *BlueInk Review*

While not all titles on ipage have reviews, we display the review information for print titles where it exists. If a Library wishes to view full-text reviews, there is a nominal fee of $300.00 per year for that additional service. The Library also has the option of paying in installments of $30.00 per month.

Real Time Stock Check
ipage provides a real time stock check of Ingram inventory directly on the Title Detail screen. The Library's assigned primary and secondary distribution centers will be displayed.

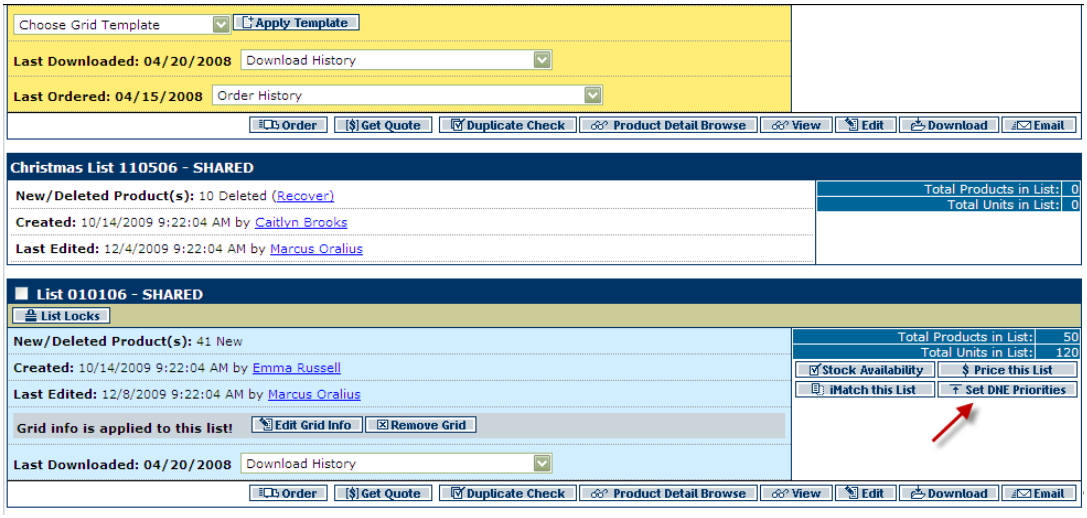


DC	On Hand	On Order
IN PRIMARY	843	4,000
TN SECONDARY	879	4,001

In addition, stock check is available when looking at lists of titles either through search results or on selection lists, without having to go to the detail page for individual titles. Note that "On Order" stock for DVD titles shown on ipage reflects the inventory level in the Tennessee Ingram Entertainment distribution center. Upon order, they are received in our distribution center in 24 hours.

Do Not Exceed
ipage includes an easy way to let you put a spending/ordering cap on a specific order. Simply create a selection list or Quick Order on ipage and proceed to order it. At the Order Method screen, you are given the option to input an optional Do Not Exceed whole dollar amount that serves as your maximum cost allowed on that order. As Ingram processes your order, the running total on the cost (including your specific discounts, value-added services, and anticipated applicable shipping charges) will be calculated. If the estimated cost of your order reaches this amount, remaining items over the dollar amount will be cancelled from the order.

ipage will give you a way to set a priority for the titles in your selection list. Do Not Exceed funds are applied to titles in the order in which they appear on the selection list. The priority you assign will determine the order of the titles on the selection list. Funds will be applied to in-stock, First Priority titles first, followed by in-stock, Second Priority titles and finally in-stock titles without an assigned priority. Within each priority group, funds will be applied in alphabetical order by title. If funds remain after in-stock items are ordered, First Priority backordered items will be added to the order, followed by Second Priority backordered items, and finally backordered items without an assigned priority. If you do not assign a priority to any of the titles in the selection list, funds will be applied to the titles in their original selection list order.

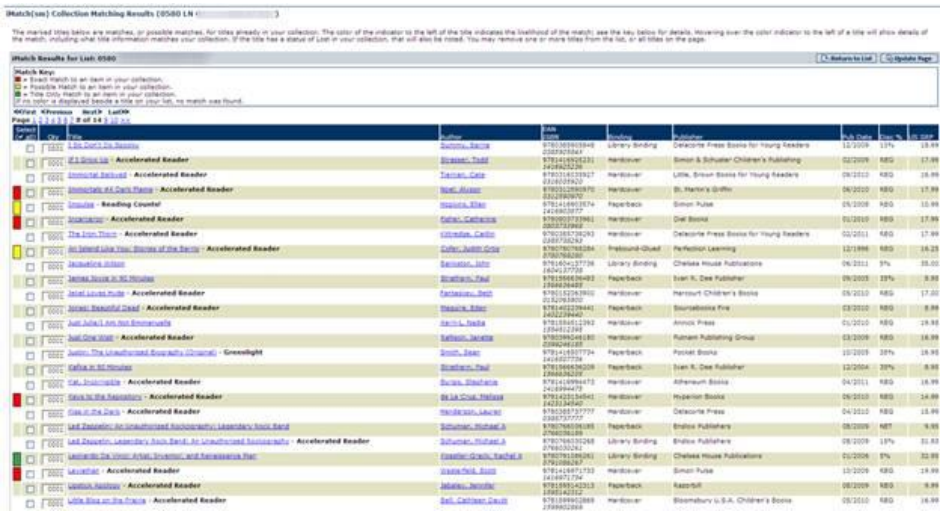


Duplicate Checking

ipage offers multiple duplicate order checking methods, including iMatch, OPAC View and Selection List Duplicate Checking. With iMatch, the Library is able to search their entire collection. As described below, Ingram's duplicate order check methods do not automatically prevent duplicate orders. Conversely, they will allow duplicate copies when needed.

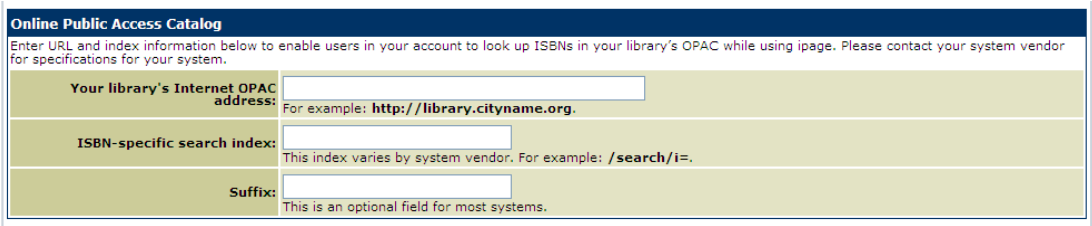
iMatch - Ingram's iMatch collection matching service on ipage matches titles in a selection list with the titles already in your library collection, saving you time comparing potential purchases. This powerful tool utilizes the industry standard Z39.50 protocol to access your library's catalog and retrieve your collection information. Then it works with ipage to identify title matches within your selection lists. iMatch matches at the branch level enabling users to check just their collection in a shared database.

Results are color coded to show where matches were found. If no color appears to the left of a title, no match was found. A red bar indicates an exact match, yellow a possible match, and green a title-only match. Hovering over a color bar indicator will display details about the match. The details will include which criteria were matched, and whether or not the edition matches your collection. For an exact match, the status of the title in your collection will also be shown.



OPAC View - Libraries also have a feature that allows them to look into their Online Public Access Catalog (OPAC) from titles within ipage. The feature requires a one-time setup by the administrator of the account. The administrator needs to provide the following information in this setup:

- OPAC web address
- Their vendor's specific ISBN search index
- For some vendors, a search suffix is also required



Online Public Access Catalog

Enter URL and index information below to enable users in your account to look up ISBNs in your library's OPAC while using ipage. Please contact your system vendor for specifications for your system.

Your library's Internet OPAC address:	For example: **http://library.cityname.org**.
ISBN-specific search index:	This index varies by system vendor. For example: **/search/i=**.
Suffix:	This is an optional field for most systems.

Once the administrator of the account has set up this feature, users in the ipage account will start to see a button/graphic attached to titles in search results and selection lists. Clicking this button will open a new browser window and point to this ISBN within the customer's web-based OPAC system. Since this feature is ISBN driven, the button will not appear with titles that do not have ISBN's (videos, music, etc.).

Selection List Duplicate Check - The selection list functions in ipage allows the user to check for duplicates. This is customizable so that the user can check for duplicates only within the current list, against the user's Private lists, against Shared lists, or against all lists to which that user has access. The user can set a default for how they want the selection list duplicate check feature to work or can choose this option each time the selection list duplicate check feature is invoked.

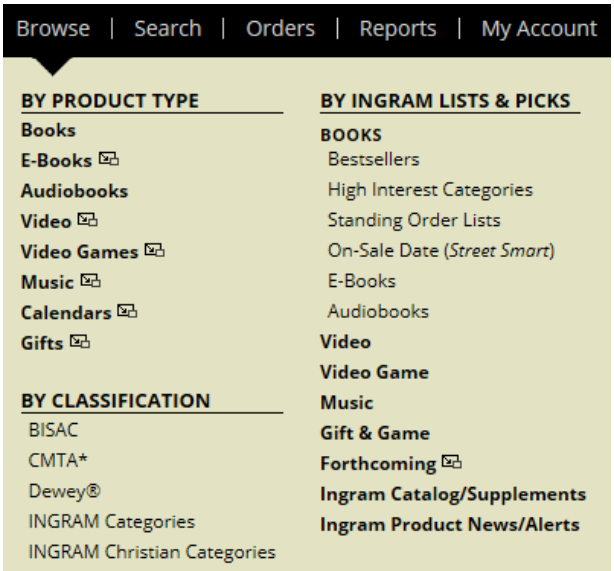
Additionally, users can check for duplicates as they are adding titles to a selection list. This feature checks for duplicates only within the current list.

Complimentary Curation Services for Collection Development

Ingram's MLS-degreed Collection Development librarians provide a wide array of lists **at no charge** to Ingram customers on ipage under the Browse menu, including everything from African American lists, to Youth High/Low Popular Reading titles, to Spanish resources, to replenishment lists by Dewey® and end-of-year spending lists, and more. These lists are regularly updated and can be added to an existing or new selection list with a click of a button for ordering.

The Browse tab also lists resources and information on products of interest to librarians, including lists of products in various categories, such as award winning books, bestsellers, and items that receive media exposure. You can also access innovative and creative lists of products you may wish to stock. Browse features in ipage include:

- Browse by Product Type
- Browse by Classification
- Ingram Lists & Picks
- Ingram Catalogs

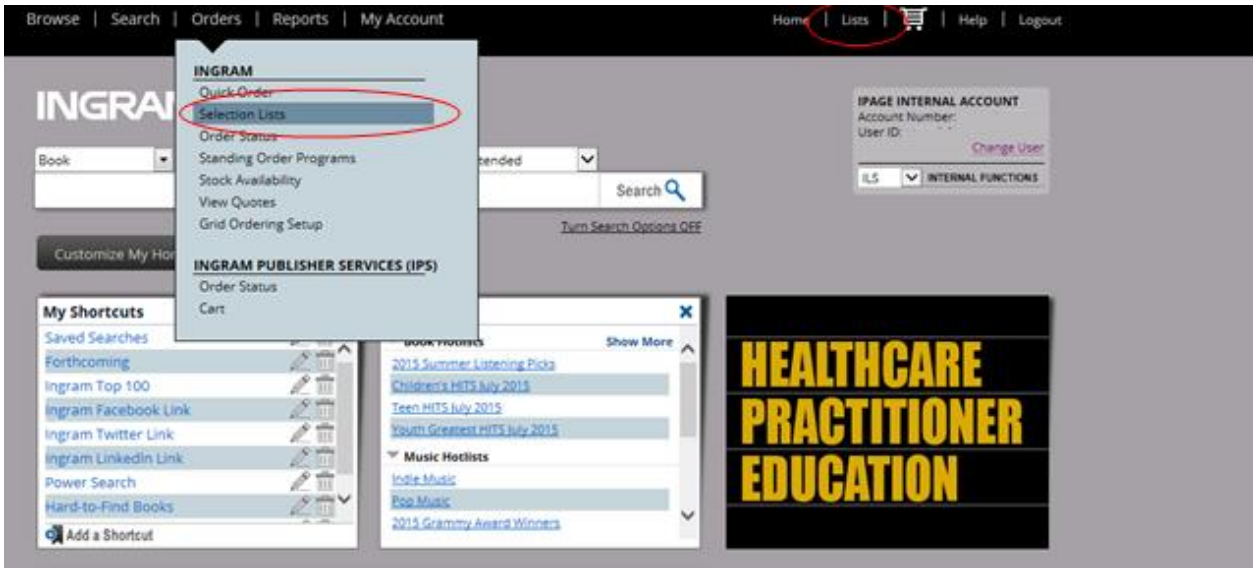


ipage Selection Lists

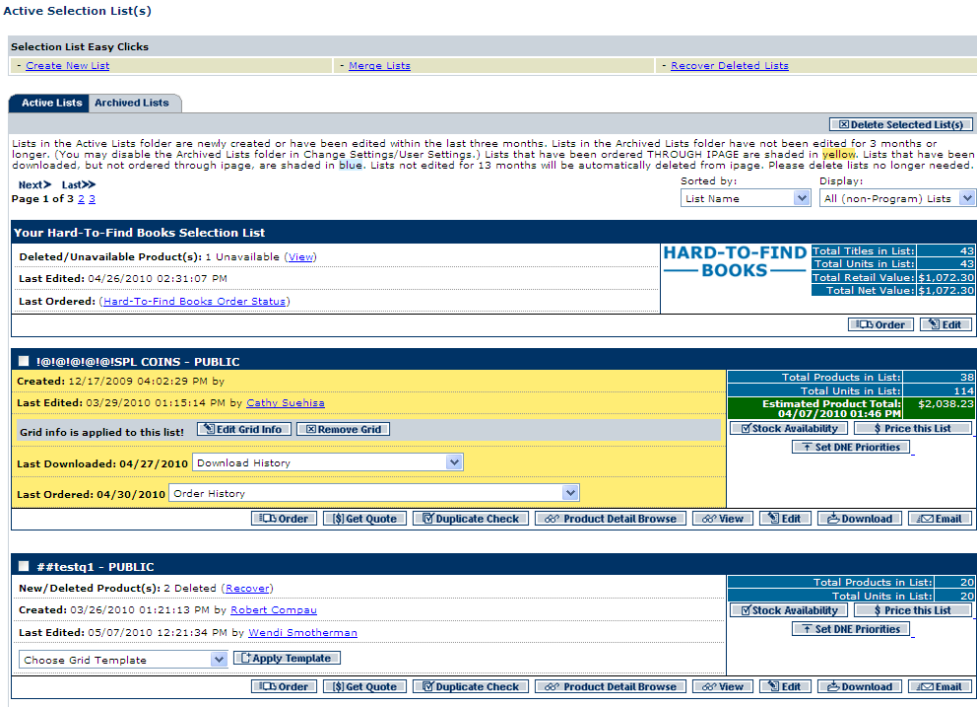
ipage selection lists, similar to the shopping cart functionality found in other Internet sites, are among the most versatile features on ipage. They're the starting points for using ipage for ordering. Once you create a list, you may add products, delete products, move products to other selection lists, or send it as an online order.

Ordering online using our selection list functionality enables the Library to create multiple title lists. These can be downloaded in a variety of formats such as BISAC, FlashBack®, or brief MARC order records for import into your ordering or library automation system, provided that one or more of these formats is compatible.

Selection lists can be easily accessed in ipage in two ways: the **Lists** drop down menu, or via the **Selection Lists** link under the **Order** drop down menu.



An **Active Selection List(s)** page appears. This page is the starting place for you to navigate to your selection lists or orders, or to manage your selection lists.



At the **Active Selection List** page you can:

- ✓ create a new list
- ✓ merge lists (from two to ten lists at a time)
- ✓ recover deleted lists (within a specified timeframe)
- ✓ view or edit lists

- ✓ check stock availability
- ✓ utilize the "Price this List" feature
- ✓ set "Do Not Exceed" priorities
- ✓ Product Detail Browse
- ✓ E-mail lists
- ✓ download lists
- ✓ check for duplicates
- ✓ delete or archive selected list

Clicking the **View** button displays all titles on a selection list. To change the sort order, click the arrow in the **Sorted By** box and then click the sort option you want. Users can sort by title, author, ISBN or product code, binding, publisher, pub date, and US SRP (U.S. suggested retail price).

ipage allows you to create the following types of selection lists:

- For a **Private List**, only the user who created the list and the user's ipage Administrator can view or edit it.
- For a **Public List**, only users who are in the same ipage account as the user who created the list can view or edit it.
- For a **Shared List**, only users who are in the same Ship to account as the user who created the list can view or edit it.

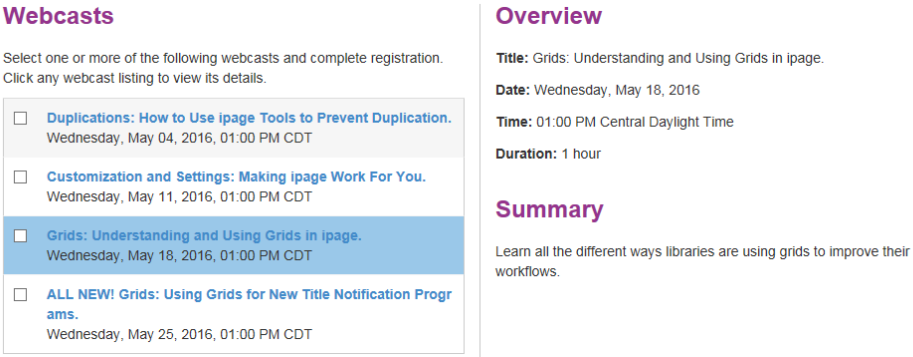
The creator of a selection list also has the ability to lock lists to prevent others in the account from making various changes. There are two levels of list locking:

- **Title Lock:** Other users in the account can view the existing list and can add notes, quantities, or grid information. Users other than the creator or administrator cannot add or takeaway titles from the list. This includes the ability to "see" this list name when adding items from search results or title detail.
- **List Lock:** No edits can be made to the list at all, including the changing of quantities, adding or taking away items from the list, etc.

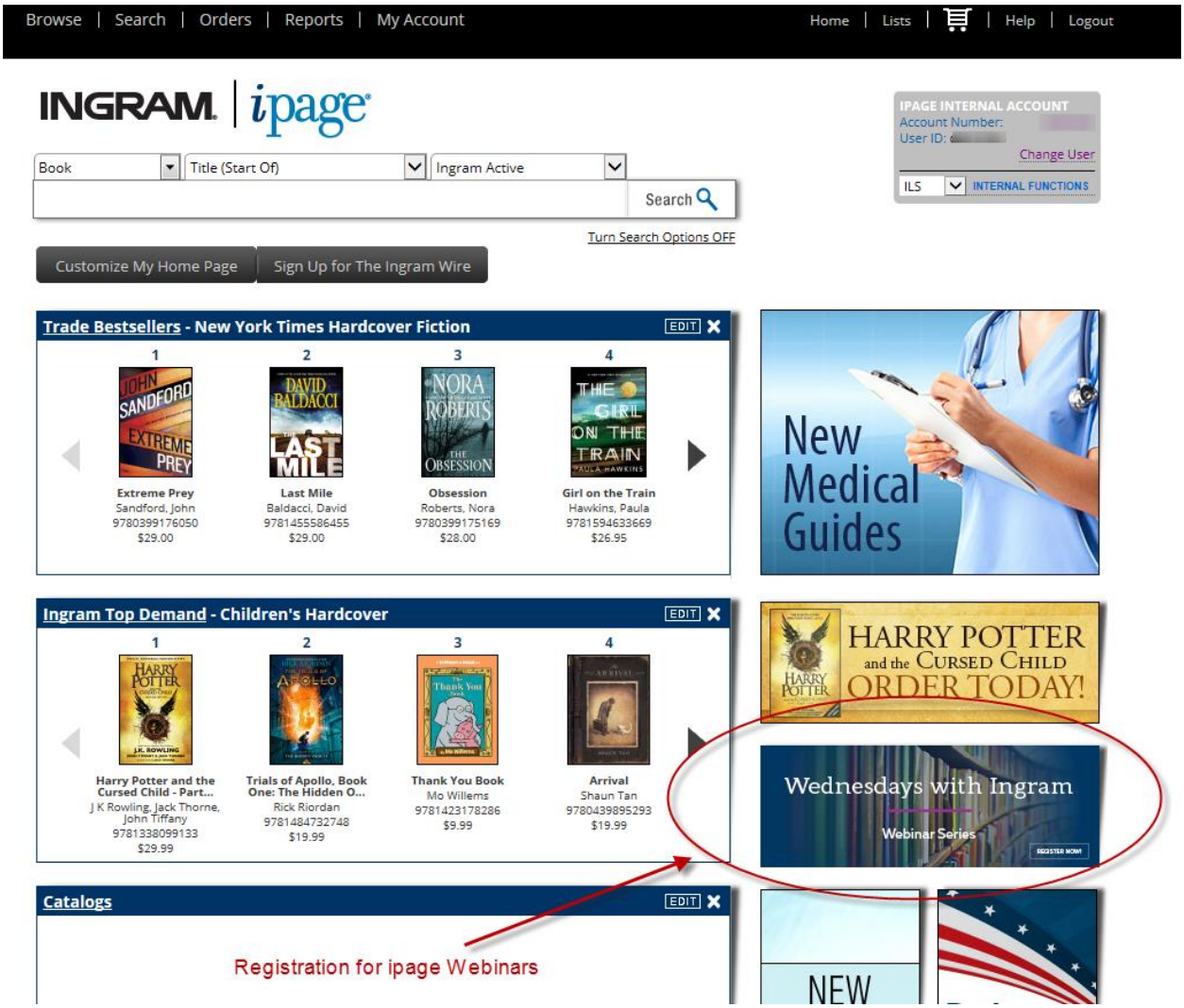
ipage Training

ipage training will be provided **free of charge** for library staff who are unfamiliar with ipage or who would like a review of ipage functions. Excellent, remote delivery "WebEx" training can be provided by Tom Graziosi, your Inside Sales Representative. WebEx provides very flexible, user-friendly training, allowing libraries to request training sessions for individual library staff or for groups. In addition, we have a regular, ongoing webinar series called Wednesdays with Ingram. These one-hour webinars are held most Wednesdays throughout the year, from 1:00 p.m. – 2:00 p.m. CST. The Inside Sales Team hosts these ipage tutorials, which cover topics from basic functionality to high-level navigation.

Recent sessions included:



You can find registration information on ipage Home page:

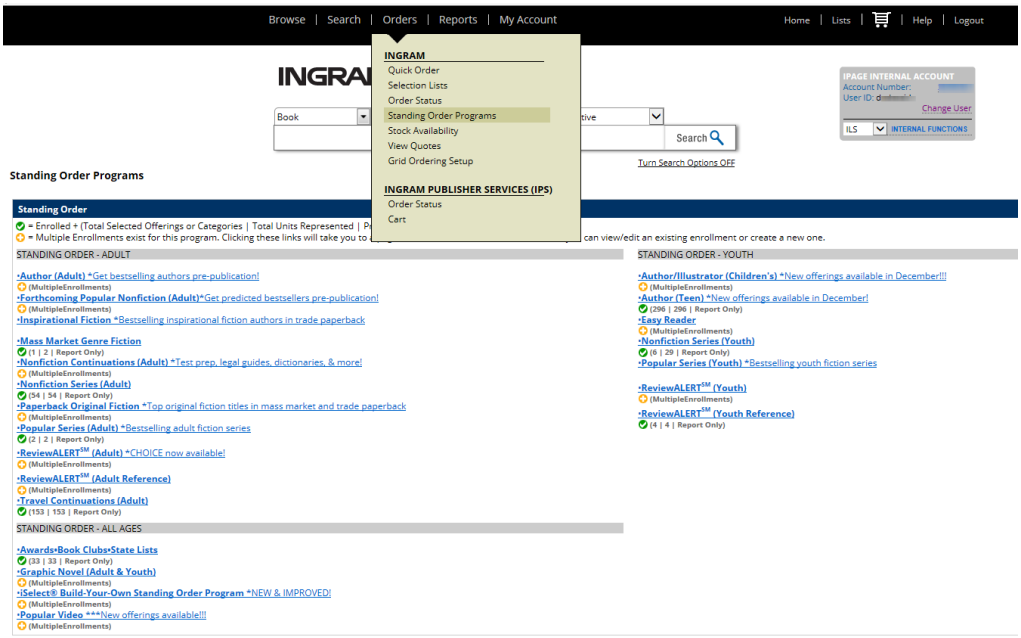


Standing Order New Title Notification Programs

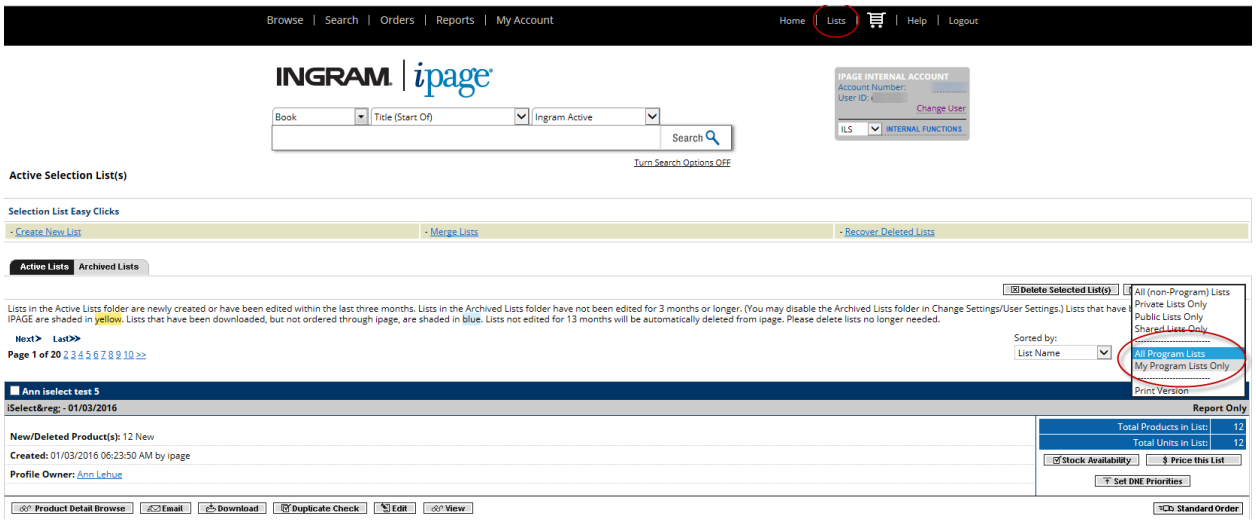
Ingram Library Services can help ease the burden of keeping up with popular titles and series titles for all ages. With our no-commitment Standing Order Programs, you are assured of having high demand materials on your shelves *before* patrons come looking for them. We offer a choice of 22 customizable programs that cover popular fiction and nonfiction with regularly updated titles in all subjects for all ages, including popular series programs in adult and youth fiction, easy readers, graphic novels, adult and youth nonfiction, and travel and nonfiction continuations for new editions, including test prep, computers, cooking, business, medical, and more. Our dedicated programs customer service team is here to help you with everything from deciding which programs and offerings meet your needs, to helping you with those enrollments. Our experts can also make transitioning to Ingram easy. They'll work with you to ensure a seamless transition with nothing missed and no duplication.

Our MLS-degreed librarians manage each program, so you know they will contain the materials that will generate high circulation. Each program has a specific focus. These Programs allow libraries to keep important portions of their collections up-to-date automatically and to more fully develop other parts of the collection to meet community needs. Each Program is specially designed to provide the latest releases with full customization, minimum hassle, and the Library's discounts. All of Ingram's 22 programs are **complimentary** for our customers—there are no hidden costs.

To participate, a customer completes an online enrollment profile, letting us know the offerings, quantity, and in some cases, the binding type for the titles they wish to receive.



Based on this profile, we place the titles on backorder (on average 3 months before release). The Program lists will appear in ipage under *Lists/All Program Lists* each month, and the library will receive email notification that a list has been created.



With the options of enrolling as "Report Only" or "Auto-Ship", **Ingram standing order programs are designed to provide the ultimate flexibility.** Libraries enrolled under the Auto-Ship option have two weeks to edit quantities or delete titles before the list is automatically ordered. **With Ingram, you never receive titles in your library unannounced**. We recognize that many libraries prefer to place their own orders, either through ipage or their Integrated Library System, and so we offer a Report Only option. The Library can review the title lists, upload final selections to the ILS and place orders solely at their convenience. With this Report Only option, **our programs serve as a new title notification system**.

Libraries can mix and match program enrollments to suit their needs. For example, a library may have one profile for test prep titles in the Continuations Program and can make it Auto-Ship if they know they always want these titles and don't want to have to think about them, and also in the Continuations Program, create another profile for NOLO's legal titles as Report Only if they want to see the list and carefully consider what they'll order.

All of the offerings in our Standing Order Programs are available to libraries regardless of whether or not they are enrolled. These lists can be found under "Standing Order Lists" in the Browse section of ipage. The lists may be easily viewed, exported or downloaded in a variety of formats. For those libraries that are enrolled in programs, the customized selection lists that are generated based on their profiles are also always available to view, print, export or download.

Ingram's ipage catalog is a one-stop shop. Program enrollments can be managed online via ipage 24/7 at the Library's convenience, and Ingram Customer Service is available during business hours to provide support and help whenever needed. Changes take effect immediately so there is no wait-time.

Standing Order Programs

Ingram provides a **build-your-own, customizable standing order program called iSelect®**. The iSelect Program is based on Ingram's buying level of pre-publication titles.

Our other Standing Order Programs include:

Adult:
- Author
- Forthcoming Popular Nonfiction
- Inspirational Fiction
- Mass Market Genre Fiction
- Nonfiction Continuations
- Nonfiction Series
- Paperback Original Fiction
- Popular Series
- ReviewALERT
- ReviewALERT Reference
- Travel Continuations

Youth:
- Author/Illustrator (Children's)
- Author (Teen)
- Easy Reader
- Nonfiction Series (Youth)
- Popular Series (Youth)
- ReviewALERT (Youth)
- ReviewALERT Reference (Youth)

All Ages:
- Awards*Book Clubs* State Lists
- Graphic Novel (Adult & Youth)
- Popular Video

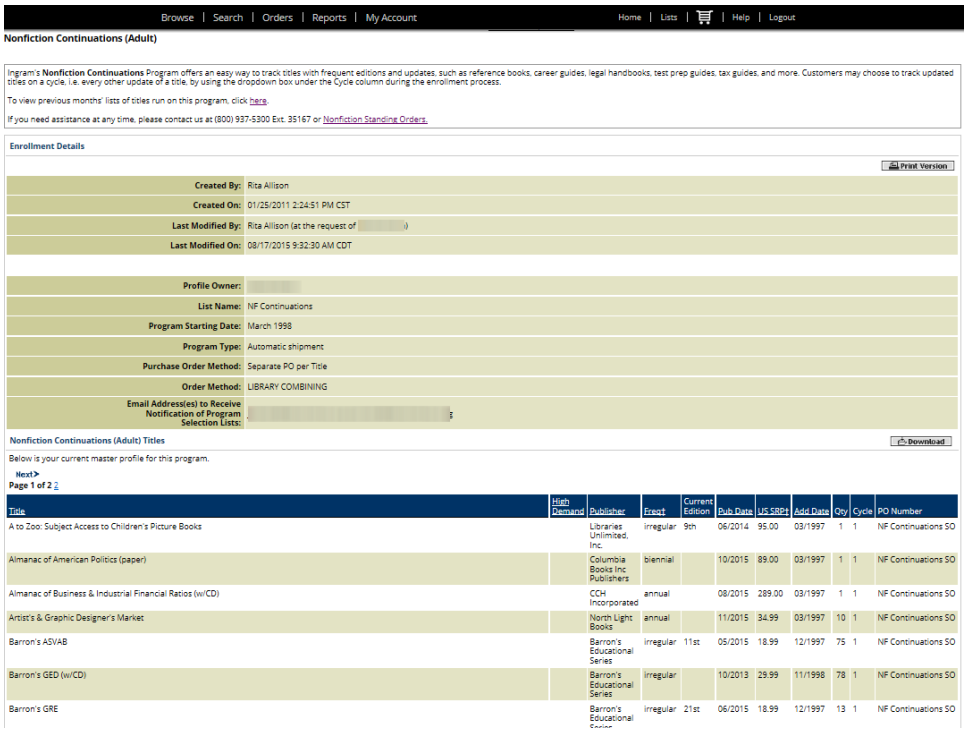
Titles Covered
New titles are added to Ingram's database several months in advance of publication. Our Standing Order Program automatically places these titles on selection lists for your library based on your completed profile. For customers who have selected the Auto-Ship feature, major hardcover titles will ship as soon as they are received in order to arrive by the street date. Otherwise, titles will consolidate with your next shipment or ship within 15 days of receipt, whichever comes first. You will receive a monthly (or weekly for Popular Video and iSelect) report on ipage detailing standing orders placed on your account. This advance notice provides both convenience and control, allowing you to adjust orders before they are shipped.

Ingram monitors more than 13,655 of the industry's best series and continuations offerings. We maintain these programs so that we only offer *active* series and continuations in order to save libraries time and to prevent budgeting headaches.

Managing Standing Orders

Ingram's ipage catalog is a one-stop shop. Program enrollments can be managed online via ipage 24/7 at the Library's convenience, and Ingram Customer Service is available during business hours to provide support and help wherever needed. Changes take effect immediately so there is no wait-time.

Libraries can view master profile reports of ongoing standing orders on ipage. The reports contain item information including title, author, publisher, quantity, PO number, etc. Some reports also have program-specific information like frequency, cycle, and series title. Note: These reports are only available to those accounts that subscribe to the corresponding standing order programs and to those users who have been given access to reports by their ipage administrators.



The *Collection Development* e-newsletter provides monthly updates to programs, including new additions, publisher cessations, exception reports, special title notes, and title/series changes. When an offering ceases unexpectedly because of a publisher decision and there is a viable alternative option, Ingram often contacts enrolled libraries directly to see if they want to transfer their enrollment to the active offering. An edition of the Collection Development e-newsletter can be located at the following link: Collection Development E-newsletter

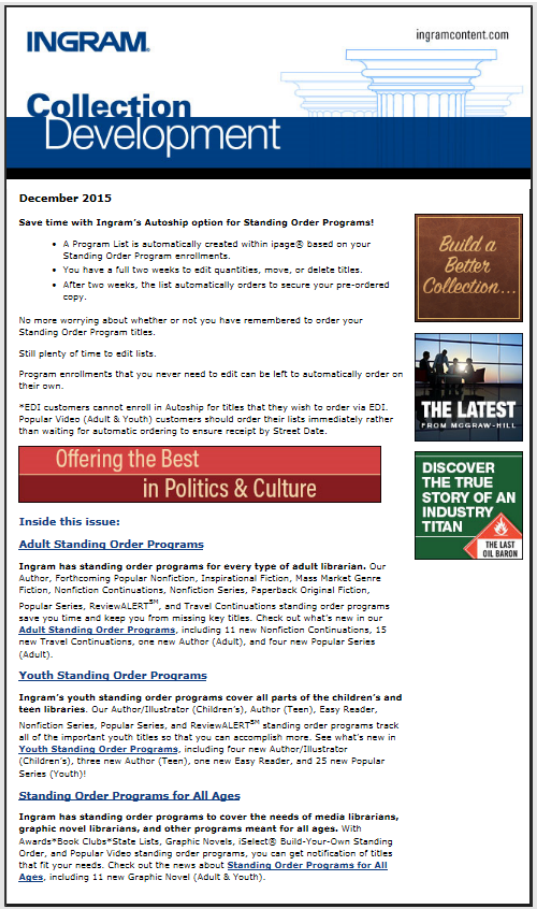
Standing Order Customer Service

Ingram provides two dedicated staff members with a combined 50 years of Ingram experience to provide customer service for our Standing Order programs. They may be reached at standing.orders@ingramcontent.com, a dedicated email address that is always monitored. In addition, the Collection Development Programs Manager and Internal and Field Sales Representatives partner to provide comprehensive service for each region. These internal/field partnerships allow us to ensure we can respond quickly to your needs despite things like travel schedules. Ingram is happy to take your current title lists or lists of titles you may wish to order and provide a price quote.

Please notify us if you have not received an anticipated publication or if an order is short shipped. Any anticipated publication may have a slightly delayed release that will be reflected on ipage. If an order is shipped and materials do not arrive, claims will be directed to our Customer Care Department to ensure tracking and replacement is handled as quickly as possible.

E-Communications

Ingram Library Services Inc. offers a host of free electronic newsletters designed to inform, entertain, and offer ideas and resources for collection development. Examples of these newsletters are *Adult Librarian News & Reviews, News and Reviews for the Youth Librarian,* and our *Collection Development* newsletter including important information on Ingram's Standing Order programs.



INGRAM

ingramcontent.com

Collection Development

December 2015

Save time with Ingram's Autoship option for Standing Order Programs!

- A Program List is automatically created within ipage® based on your Standing Order Program enrollments.
- You have a full two weeks to edit quantities, move, or delete titles.
- After two weeks, the list automatically orders to secure your pre-ordered copy.

No more worrying about whether or not you have remembered to order your Standing Order Program titles.

Still plenty of time to edit lists.

Program enrollments that you never need to edit can be left to automatically order on their own.

*EDI customers cannot enroll in Autoship for titles that they wish to order via EDI. Popular Video (Adult & Youth) customers should order their lists immediately rather than waiting for automatic ordering to ensure receipt by Street Date.

Offering the Best in Politics & Culture

Inside this issue:

Adult Standing Order Programs

Ingram has standing order programs for every type of adult librarian. Our Author, Forthcoming Popular Nonfiction, Inspirational Fiction, Mass Market Genre Fiction, Nonfiction Continuations, Nonfiction Series, Paperback Original Fiction, Popular Series, ReviewALERT℠, and Travel Continuations standing order programs save you time and keep you from missing key titles. Check out what's new in our **Adult Standing Order Programs**, including 11 new Nonfiction Continuations, 15 new Travel Continuations, one new Author (Adult), and four new Popular Series (Adult).

Youth Standing Order Programs

Ingram's youth standing order programs cover all parts of the children's and teen libraries. Our Author/Illustrator (Children's), Author (Teen), Easy Reader, Nonfiction Series, Popular Series, and ReviewALERT℠ standing order programs track all of the important youth titles so that you can accomplish more. See what's new in **Youth Standing Order Programs**, including four new Author/Illustrator (Children's), three new Author (Teen), one new Easy Reader, and 25 new Popular Series (Youth)!

Standing Order Programs for All Ages

Ingram has standing order programs to cover the needs of media librarians, graphic novel librarians, and other programs meant for all ages. With Awards*Book Clubs*State Lists, Graphic Novels, iSelect® Build-Your-Own Standing Order, and Popular Video standing order programs, you can get notification of titles that fit your needs. Check out the news about **Standing Order Programs for All Ages**, including 11 new Graphic Novel (Adult & Youth).

The Ingram Wire

Relevant book news and collection development information is delivered directly to your desktop with the Ingram Wire. Through this user-friendly downloadable desktop app, built on Adobe® AIR™ and compatible with both PC and Mac, librarians receive stock news on fast-moving products specific to their assigned distribution center, alerts on top awards and breaking events, as well as "backorder now" messages to ensure they are among the first for allocations. From the desktop, users can click directly to ipage to place orders. Libraries can download the application at www.ingramwire.com.

Ingram Sendr

Ingram Sendr is an email marketing tool that allows you to create, send and track beautiful emails to your Library patrons. You can announce events, send staff picks, create an e-newsletter, or advertise a promotion or sale. Ingram Sendr can also be used to push messages to all your social media networks or create a print-ready flyer to distribute by hand.

Features:

- Sendr is easy to setup and use with our step-by-step instructions.
- Sendr provides ready-made templates waiting to be customized with your Library's news, events, staff picks, book reviews, photos, and more.
- Sendr emails can be branded with your Library's logo, information, website and social media links.
- Sendr emails can easily be sent to the Library's contact list, shared on social media, or printed.
- Sendr currently has 20,000 sends per month.
- Sendr emails allow you to remain in contact with your readers even when they're not in your library.
- Best of all, Sendr is available at **no cost** to Ingram Library customers!

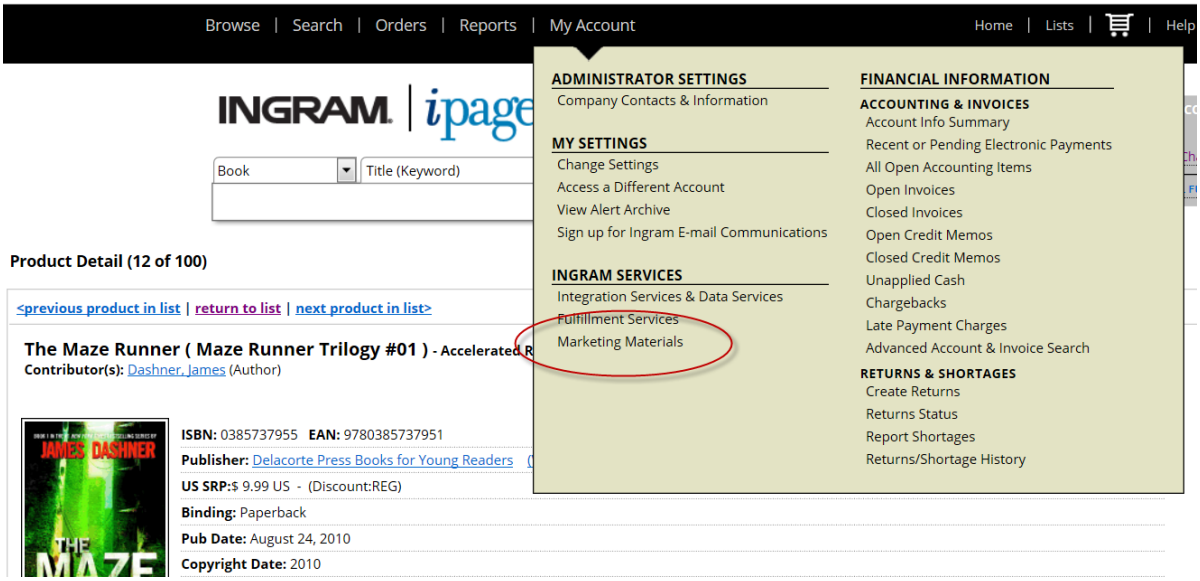
To learn more, please visit www.ingramsendr.com.

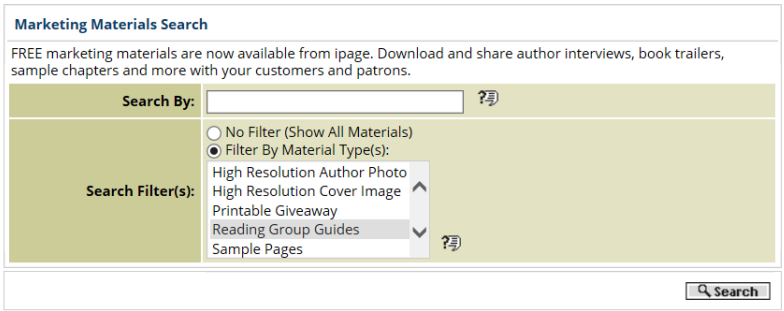
Marketing Materials on ipage

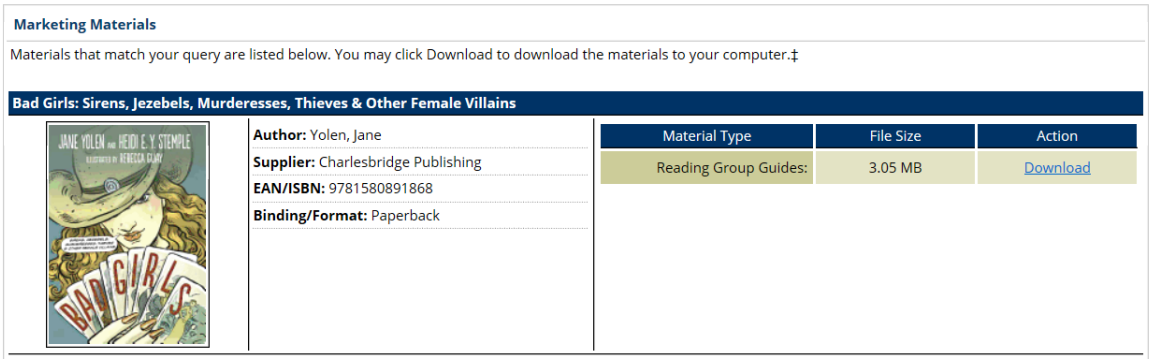
Ingram ipage is the Library's source for free publisher marketing materials. Available assets include shelf talkers, author photos, Q&As, book trailers, reading group guides, printable giveaways, teacher guides, and more. All content is cleared for use in newsletters and reading group materials, on websites and social media, and in other print and digital communications to customers and patrons.

Searching and downloading materials is quick and easy. There are two ways to access these files:

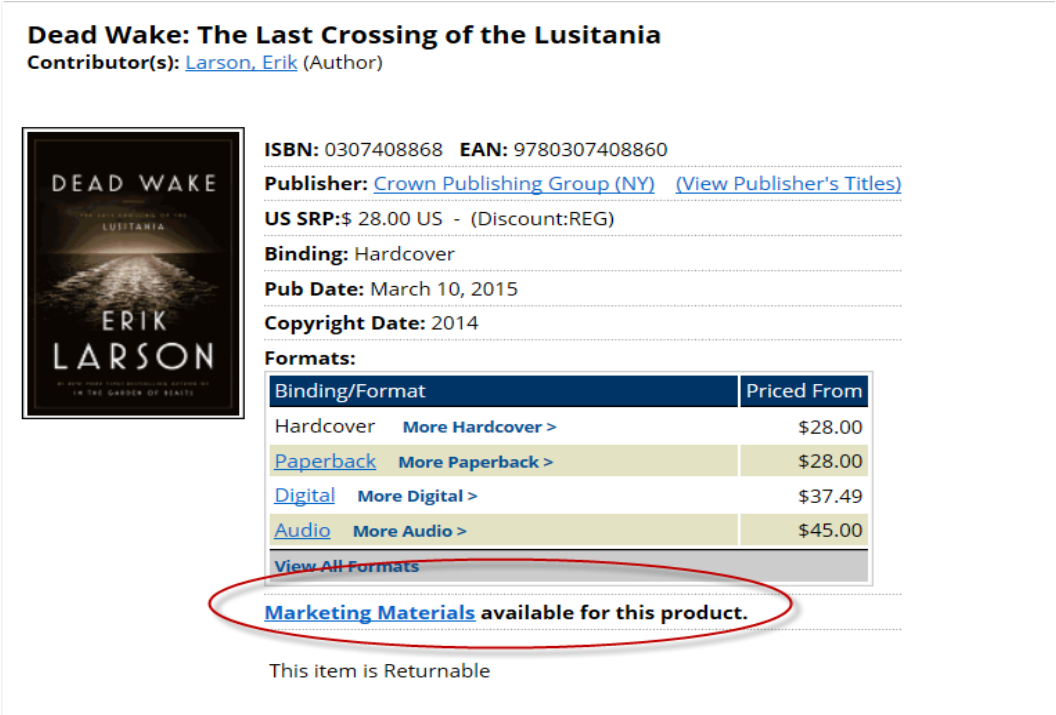
1. From the ipage homepage, hover over My Account and select Marketing Materials located under the Ingram Services section. From there you can search through the complete inventory of available assets.







2. When viewing an individual title, look for the Marketing Materials available for this product link on the Title Detail page.



Dead Wake: The Last Crossing of the Lusitania
Contributor(s): Larson, Erik (Author)

ISBN: 0307408868 **EAN:** 9780307408860
Publisher: Crown Publishing Group (NY) (View Publisher's Titles)
US SRP:$ 28.00 US - (Discount:REG)
Binding: Hardcover
Pub Date: March 10, 2015
Copyright Date: 2014
Formats:

Binding/Format	Priced From
Hardcover More Hardcover >	$28.00
Paperback More Paperback >	$28.00
Digital More Digital >	$37.49
Audio More Audio >	$45.00
View All Formats	

Marketing Materials available for this product.

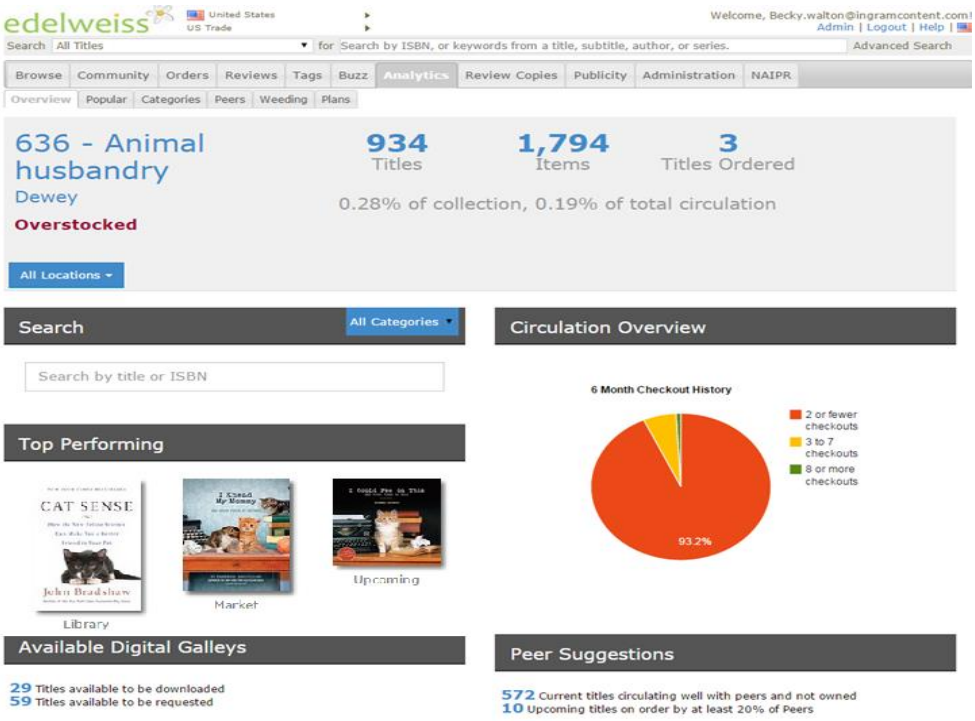
This item is Returnable

Edelweiss Analytics

Ingram has partnered with Above the Treeline to develop a collection analysis tool for libraries. Building upon Above the Treeline's existing products, Edelweiss and Treeline Analytics, the new **Edelweiss Analytics** product offers full collection analysis functionality specifically developed for libraries, including graphical and detailed circulation information, peer-to-peer comparisons, title recommendations, and much more, all delivered on a user-friendly web-based dashboard. Edelweiss Analytics is exclusive to Ingram, and is fully integrated with ipage and with publisher catalogs on Edelweiss.

Features include:

- Ease of implementation
- Use at macro or micro level
- Ability to load history and daily data for relevant and up-to-the-minute reporting
- Peer groups – ultimate flexibility – libraries and/or retailers – national or regional
- Collection performance, management, planning, weeding, pre-publication title recommendations
- Ease of use with drill-down capability
- Actionable information at every turn
- Full integration with ipage for easy ordering
- Access to publisher catalogs on Edelweiss
- The power and data you need to build and strengthen your collections quickly and easily



For a demonstration or more details and pricing for this service, please contact your Sales Representative.