COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: 2017-71500-01

This contract entered into the 1st day of July 2017, by Ingram Library Services, LLC hereinafter called the "Contractor" and Commonwealth of Virginia, The Library of Virginia, called the "Purchasing Agency."

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From July 1, 2017 through June 30, 2020 with two one-year additional renewal periods.

The contract documents shall consist of:

(1) This signed form;

(2) The following portions of the Request for Proposal #2017-71500-01 dated April 10, 2017:

(a) The Statement of Needs,
(b) The General Terms and Conditions,
(c) The Special Terms and Conditions

(3) The Contractor's Proposal dated April 28, 2017, all of which documents are incorporated herein.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

By: Pamela Q. Smith

Title: Vice President, Sales

PURCHASING AGENCY:

By: Louise B. Warren

Title: Deputy

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

MALiA

MID ATLANTIC LIBRARY ALLIANCE

Request for Proposal

Library Materials

Due Date: April 28, 2017 at 4:00 P.M.

Copy of Original Proposal

Submitted By:

INGRAM®

One Ingram Blvd.
La Vergne, TN 37086-1986
Federal ID # 62-1746696
(800) 937-5300

INGRAM

April 25, 2017

Mid-Atlantic Library Alliance (MALiA)
Carolea Newsome, Contract Administrator
John Cook Wyllie Library
University of Virginia's College at Wise
One College Avenue
Wise, VA 24293

Re: **Request for Proposal**
Library Materials
Due: **April 28, 2017 at 4:00 PM**

Dear Ms Newsome:

Thank you for including Ingram Library Services LLC in your search for a vendor to provide library materials to the Mid-Atlantic Library Alliance (MALiA). We are very excited for this opportunity to present our proposal for continued partnership with your libraries.

As an **Ingram Content Group** company, we offer a full range of services, content, and added-value to libraries. With our unmatched on-hand inventory of books and materials, Ingram truly offers "one-stop shopping" for our library customers. With decades of experience in distributing library materials, we serve libraries with a wide range of collection development, processing, and cataloging services. Our goal is to continue to partner with the MALiA to serve your member libraries with materials and services that support their missions to their patrons.

Should you have any questions regarding Ingram's proposal, please feel free to contact Patrick McElhiney, Sr. Contract Management Specialist at (800) 937-5300, extension 35721. He may also be reached by email at ilsbids@ingramcontent.com or by fax at (615) 213-6004.

Best Regards,

Pamela R. Smith
Vice President, Sales

REQUEST FOR PROPOSAL

Issue Date: April 10, 2017

Title: Library Materials
Commodity Codes: 71510,71512,71535, 71505, 71590

Issuing Agency: **Library of Virginia, on behalf of**
Mid-Atlantic Library Alliance (MALiA)
Carolea Newsome, Contract Administrator
John Cook Wyllie Library
University of Virginia's College at Wise
One College Avenue
Wise, VA 24293

Using Agency: Library of Virginia on behalf of Mid-Atlantic Library Alliance (MALiA)

Initial Period of Contract: From July 1, 2017 through June 30, 2020 with two one-year additional renewal periods.

Sealed Proposals Will Be Received Until 4:00 p.m. (Eastern Standard Time) on Friday, April 28, 2017, For Furnishing The Services Described Herein.

All Inquiries For Information Should Be Directed To: Carolea Newsome, Contract Administrator, 276/328-0152 (V), 276/455-9374 (C), or MALiAContract@ehc.edu.

IF PROPOSALS ARE MAILED, ARE HAND DELIVERED OR EXPRESS MAILED, SEND DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.

In compliance with this Request For Proposals (RFP) and all conditions imposed in this RFP, the undersigned firm hereby offers and agrees to furnish all goods and services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation, and the undersigned firm hereby certifies that all information provided below and in any schedule attached hereto is true, correct, and complete.

Name and Address of Firm: Ingram Library Services LLC One Ingram Blvd. La Vergne, TN 37086
Date: April 25, 2017
By: Pamela R. Smith

Name: Pamela R. Smith **(Signature in Ink)**
eVA Vendor ID or DUNS E26846 **(Please Print)**
Fax Number: (615) 213-6004
Title: Vice President, Sales
E-mail Address: ilsbids@ingramcontent.com
Telephone Number: (800) 937-5300

REQUEST FOR PROPOSAL

Ingram understands the terms and conditions set forth in the Request for Proposal. We would like to elaborate upon the following specific items:

III. STATEMENT OF NEEDS

Ingram leads the industry in maintaining the largest **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 as well as university press, small press and specialty publishing houses. 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 inventory includes over **17,500 prebound** titles from Perfection Learning and San Val (Turtleback Books). Additionally, Ingram can provide paperback prebinding services through our partnership with HF Group, formerly Heckman Bindery, Inc.

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 **400,000 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**.

Our video game inventory includes over **2,000 titles** from the following platforms: PlayStation®2 (PS2), PlayStation 3 (PS3), PlayStation 4 (PS4) Xbox 360®, Xbox One, Nintendo® Wii™, Nintendo Dual Screen™ (Nintendo DS), and PlayStation®Portable (PSP).

Ingram currently inventories over **250,000 Spanish titles** in our distribution centers, including adult and children's titles. We provide a limited number of spoken word audio titles in Spanish language. We also provide domestic video titles that have been dubbed or subtitled in Spanish and non-domestic Spanish video.

Should a 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 60 to 90 days on special order items not currently in stock at the publisher.

VI. GENERAL TERMS AND CONDITIONS

J. PAYMENT

Payment terms under this contract 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 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.

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). Ingram reserves the right to assess a late charge on all past due invoices.

For opening day collections, Ingram can store product and ship to you at an agreed upon date under the following terms. Items will be invoiced when they are moved to storage in an Ingram facility after receiving processing and cataloging services, and are payable within 30 days EOM. Ownership and title of said product passes to the Library upon invoice.

Q. TAXES

When setting up a new account under the terms of the contract, the library will be asked to provide a copy of their tax exemption certificate.

S. TRANSPORTATION AND PACKAGING

Orders will ship FOB Destination. 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.

Packaging

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 are 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.

U. ANNOUNCEMENT OF AWARD

A Letter of Award should be sent to the attention of Bids and Contracts (Ingram Mail Stop 623) before you can order under this contract.

V. DRUG FREE WORKPLACE

Safety is taken seriously at Ingram. It becomes critical when the health and lives of associates and fellow workers are affected by an associate's actions. Because of the importance of safety and sound business practices, we take a strong stand against the possession or use of alcohol or illegal drugs on Company time or property.

Ingram maintains a "drug-free workplace" policy that is made available to all associates through postings, plus inclusion on our Intranet site. Any work done under this contract will be in accordance with that policy.

X. eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION

Ingram is registered as an eVA Vendor. Our vendor number is E26846.

VII. SPECIAL TERMS AND CONDITIONS

E. CANCELLATION OF CONTRACT

Ingram acknowledges. In the event of contract cancellation, any items invoiced by Ingram are due and payable upon termination. We ask that both parties use due diligence in reporting contract issues to allow the other party to research and resolve the issue before the contract is cancelled.

H. SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE

Ingram is requesting a full waiver on the Small Business Subcontracting requirements. This contract covers copyrighted material that is controlled by the library's ordering. We can only purchase a title from one specific publisher that supplies that specific title. Since Ingram is already a distributor of these materials, we are unable to subcontract this work. The nature of our business does not make it effective in cost and time to subcontract distribution. Please note that Ingram does utilize small business and M/WBE vendors whenever applicable in our day to day operations.

J. RENEWAL OF CONTRACT

Ingram acknowledges. We ask that the request to renew be submitted in writing a minimum of 90 days before the initial contract year is due to expire, to avoid any possible disruption in service.

RFP
REQUEST FOR PROPOSAL
Title: Library Materials
Mid-Atlantic Library Alliance, MALiA

ATTACHMENT A

Offeror Data Sheet

QUALIFICATIONS OF THE OFFEROR: Offerors shall return a completed copy of this attachment with their proposals. Offerors shall exhibit sound business environment with experience in providing library materials, capability and capacity in all respects to fully satisfy the contractual requirements, including the number of years the offeror has been actively engaged in the business and favorable references from current accounts. To adequately evaluate proposals, MALiA requires the following information of all offerors.

1. YEARS IN BUSINESS: Indicate the length of time the contractor has been in business providing these types of goods and services. Years__53____ Months_____ Since__1964__

2. REFERENCES: Offerors shall provide a list of 3 references where similar goods and/or services have been provided. Each reference shall include the name of the organization, the complete mailing address, the name of the contact person, telephone number and email address.

   ORGANIZATION ADDRESS CONTACT TELEPHONE

   2.1. Tenn-Share, P.O. Box 331871 Nashville, TN 37203 Jenifer Grady, (615) 669-8670, execdir@tenn-share.org

   2.2. Massachusetts Higher Education Consortium, 505 East Pleasant Street Amherst, MA 01003, Jacqueline Cashin, (413) 577-0573, jcashin@mhec.net

   2.3. Colorado Library Consortium, Kira Zimmerman, 7400 E Arapahoe Rd #75, Centennial, CO 80112, Kira Zimmerman (303) 422-1150, KZimmerman@clicweb.org

3. CONTRACT ADMINISTRATION: List full names and addresses of the contractor and any branch offices that may be responsible for administering the contract.

3.1. Contractor:

Name: Ingram Library Services LLC

Address: 1 Ingram Blvd City: La Vergne State: TN Zip: 37086

3.2. Person to contact re proposal:

Name: Patrick McElhiney, Sr. Contract Management Specialist

Telephone: (800) 937-5300 Fax: (615) 213-6004 E-Mail: ilsbids@ingramcontent.com

3.3. Person to contact re changes during the life of the contract:

Name: Christi Cunningham, Manager, Contracts and Sales Analysis

Address: 1 Ingram Blvd City: La Vergne State: TN Zip: 37086

Telephone: (800) 937-5300 Fax: (615) 213-6004 E-Mail: ilsbids@ingramcontent.com

4. CUSTOMER SERVICE:

4.1. Contractor must have a sales representative for states served by Malia (Virginia, Tennessee, and North Carolina)

Name: Derek Tolley, Senior Sales Representative

Address: 14 Ingram Blvd. City: La Vergne State: TN Zip: 37174

Telephone: (615) 267-1617 Fax: (615) 213-5196 E-Mail: derek.tolley@ingramcontent.com
Derek is based out of Winston-Salem, NC.

4.2. Contractor must provide toll-free customer service telephone number and/or E-Mail, and an account representative must be assigned to the library to respond to problems (e.g., with orders, claims, renewals, invoices, credits) and provide management reports and data.

Account Representative: John Mangrum, Inside Sales Representative

Telephone: (800) 937-5300 Fax: (615) 213-5196 E-Mail: john.mangrum@ingramcontent.com

Web address: http://www.ingramcontent.com/libraries

5. EXPERIENCE:

In the space provided, give a description of the offeror's related work experiences that would demonstrate the offeror's ability to fulfill the contract. Include the extent to which your company is actively engaged in supplying, to libraries, materials of the type listed in this RFP.

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 over five decades.

Publishers rely on Ingram Content Group as a key provider of demand-driven print, digital, and marketing solutions. We provide reliable, cutting-edge responses to the questions our publisher partners have about the ever-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 is a privately held, family-owned corporation operating under the same ownership since our inception. The Ingram family is actively involved in the day-to-day operations of our company and has a vested interest in our customers' satisfaction.

The Ingram Content Group is led by **John Ingram.** John serves as Chairman of the Board of Ingram Content Group. John joined Ingram Industries Inc. in 1986, and held a number of key positions with Tennessee Book Company and Ingram Book Company before being named Chairman & Chief Executive Officer of Ingram Content Group. John was named Chairman of the Ingram Industries Inc. Board of Directors in April, 2008, after having served as Vice Chairman of the Board for nine years.

A tremendous advantage of being a family-owned company is the history and stability of ownership backing our long-term plans to remain the number one book vendor and service provider in the library market.

Ingram Content Group's operating units are Ingram Book Company LLC including Ingram International and Spring Arbor Distributors®, Lightning Source LLC, VitalSource Technologies LLC, Ingram Periodicals LLC, Ingram Library Services LLC, Ingram Publisher Services LLC, Tennessee Book Company LLC, and Ingram Fulfillment Services LLC and ICG Ventures LLC.

Ingram Library Services LLC
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.

Ingram Library Services LLC is headquartered in La Vergne, Tennessee, where our Inside Sales, Customer Care, Collection Development, Custom Cataloging and Processing, and Executive and Sales staffs are located.

6. COMPANY STABILITY:

6.1 Describe your company's financial stability, available equipment, and other resources that will ensure the delivery of acceptable services to MALiA.

Ingram is a privately held, family-owned corporation operating under the same ownership since our inception. The Ingram family is actively involved in the day-to-day operations of our company and has a vested interest in our customers' satisfaction. A tremendous advantage of being a family-owned company is the history and stability of ownership backing our long-term plans to remain the number one book vendor and service provider in the library market.

Ingram has emerged as the one of the largest book distributors in the industry, shipping over **86,000 units** across the nation each day from our regional distribution centers.

Ingram Library Services enjoys the benefit of being part of one of the largest wholesale distributors of book-related product in the world, including physical book distribution and print on demand solutions. As such, we have established publisher relationships, inventory, and infrastructure in place to provide our customers with an unparalleled speed of delivery. Ingram operates four regional distribution centers, totaling more than 1.7 million square feet and employing over 3,400 associates.

6.2 Explain how that your company is a prime jobber dealing directly with publishers. Include a list of the publishers/distributors represented. (If that list is too long, list the publishers/distributors NOT represented and indicate that you have chosen this option.)

Ingram leads the book industry in maintaining the largest **on-hand inventory of over 14,000,000 unique titles**, **representing over 50,000 book publishers and imprints.** We have provided a list of current active publishers and imprints on the USB drive included with our proposal. Because we continue to build relationships with publishers and increase inventory, the list may not be all-inclusive.

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.

Ingram Publisher Services LLC
Ingram Publisher Services LLC, an Ingram Content Group company, represents more than 600 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.

Ingram has recently acquired Perseus' four distinct publisher services brands: Publisher Group West (PGW), Consortium Book Sales & Distribution, Perseus Distribution Services and Legato.

Through Ingram Publisher Services, Ingram has launched Ingram Academic Services, a service customized for university presses and academic publishers which includes state-of-the-art warehousing, print-on-demand network, digital asset management services and metadata management system. Clients of Ingram Academic Services include university presses and academic publishers from around the globe.

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 13,600,000 titles representing more than 55,000 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 content that was 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 through Lightning Source 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 3,000,000 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.

RFP
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Title: Library Materials
Mid-Atlantic Library Alliance, MALiA

ATTACHMENT B

Service Requirements Deemed Important in Consideration of Contractor Selection

Offerors shall return a completed copy of this attachment with their proposals, indicating how they will meet each requirement in regard to the scope and suitability of the work to be performed, capability and capacity to fully satisfy contract requirements, the manner in which these services are to be provided, approach to providing the service, and ability to meet schedules. The following section is an itemized checklist of the service requirements to be considered. In the **space provided**, describe the services that will be performed by the contractor. Additional documents may be attached **only** if necessary.

LOT 1 – BOOKS

1.1 Approximate number of publishers/distributors you can supply (by category):

Ingram represents over 50,000 book publishers and imprints.

1.2. Approximate number of titles you currently supply:

Ingram leads the industry in maintaining an on-hand inventory of over 14,000,000 unique titles.

1.3. Types of materials you can supply (check all that apply):

X Fiction	X Backlist
X Nonfiction	X Out-of-Print
X Reference	X Continuations
X Current/Popular	

1.4 Types of audience you can supply

X Children
X Young Adult
X Adult

LOT 2- Audio/Visual

2.1 Approximate number of publishers/distributors you can supply (by category):

For spoken word audio, Ingram represents over 1,200 publishers and imprints. Ingram represents more than 980 video suppliers.

2.2. Approximate number of titles you currently supply:

Our spoken word audio inventory includes **150,000+ titles**, including abridged and unabridged editions including CD, MP3 and pre-recorded audio player formats. We also inventory more than **500,000 music titles** on Compact Disc, from classical to popular titles.

With **76,000+ DVD** and **13,000+ 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**.

2.3. Types of materials you can supply (check all that apply):

__X___ Audio- Music/Spoken Word

2.3.1 ___ Cassette Tapes
__X_ Compact Discs

A) __X_ Classical
B) __X__ Popular
C) __X__ Spoken Word

__X__Video

2.3.2 _____ VHS
__X__ DVD
__X___ Blu-Ray

A) __X__Educational
B) __X__Feature/Entertainment
C) __X__Foreign
D) __X_ Instructional

2.4 Types of audience you can supply

__X___ Children
__X___ Young Adult
__X___ Adult

LOT 3 - SOFTWARE

3.1 Approximate number of publishers/distributors you can supply (by category):

Ingram provides video games from 52 game suppliers.

3.2. Approximate number of titles you currently supply:

Our video game inventory includes over **1,700 titles** from the following platforms: PlayStation®2 (PS2), PlayStation 3 (PS3), PlayStation 4 (PS4), PlayStation Vita, Xbox 360®, Xbox One, Nintendo® Wii™, Nintendo Wii Universe, Nintendo Dual Screen™ (Nintendo DS), Nintendo 3DS, and PlayStation®Portable (PSP).

3.3. Types of materials you can supply (check all that apply):

____Library
____Business
____ Home
____Educational
_X__Games

3.4 Types of audience you can supply

X__Children
X__Young Adult
X__Adult

LOT 4 – E- BOOKS

Ingram is entering a no bid for this category

4.1 Approximate number of publishers/distributors you can supply (by category):

4.2. Approximate number of titles you currently supply:

4.3. Types of materials you can supply (check all that apply):

_____ Fiction
_____ Nonfiction
_____ Reference
_____ Current/Popular
_____ Backlist
_____ Out-of-Print
_____ Continuations

4.4 Types of audience you can supply

__Children
__Young Adult
__Adult

4.5 Are you able to provide integrated search and access to full text on the same platform and user interface for both eBooks and databases?

4.6 Are your eBooks maintained on a third party dark archive, from which they could be made accessible in the event your platform ceases to exist?

4.7 For purchased eBooks, are there limits to the number of times per year any given title can be accessed or loaned?

4.8 Do you offer eBook download (download of entire eBooks)?

4.8.a Is there additional cost to enable download?

4.8.b Is the checkout period configurable by the library? To what extent?

4.8.c Is maximum simultaneous checkouts per user configurable?

4.8.d Do you offer holds functionality?

4.9 For purchased eBooks, what concurrent user options do you offer? If multiple, please specify number of concurrent users.

General questions pertaining to all formats.

1. Are you the sole source of any material offered? Yes____ No__X__

   If yes, describe:

2. Do you supply country of foreign publishers? Yes____ No__X__

   If yes, describe:

3. Provide evidence that demonstrates that your company maintains sufficient inventory to supply up to 10 copies of most titles without backordering.

Ingram typically maintains the following inventory figures in our national distribution centers:

- 35,000,000+ book units
- 470,000+ spoken word audio units
- 78,000+ DVD/Blu-ray units, with access to over 1,000,000 units at the Ingram Entertainment distribution center.

4. Describe how data about publishers/producers/distributors, titles, and availability are made available to customers.

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

Additionally, here are just a few of the ipage features specific to DVD/Blu-ray product:

- ❖ Search by Title – Keyword or Start Of, Featuring, Product Code, Keyword(s),
- ❖ Stock information
- ❖ Title descriptions
- ❖ Sort by Title, Featuring, Product Code, Format, Studio, Release Date, US SRP
- ❖ Additional Information such as Features, View, Number of Units in Package, Awards, Dewey, Based on the Book
- ❖ Ability to create lists
- ❖ Advanced search by Directed By, MPAA Rating, and Featuring/Title

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.

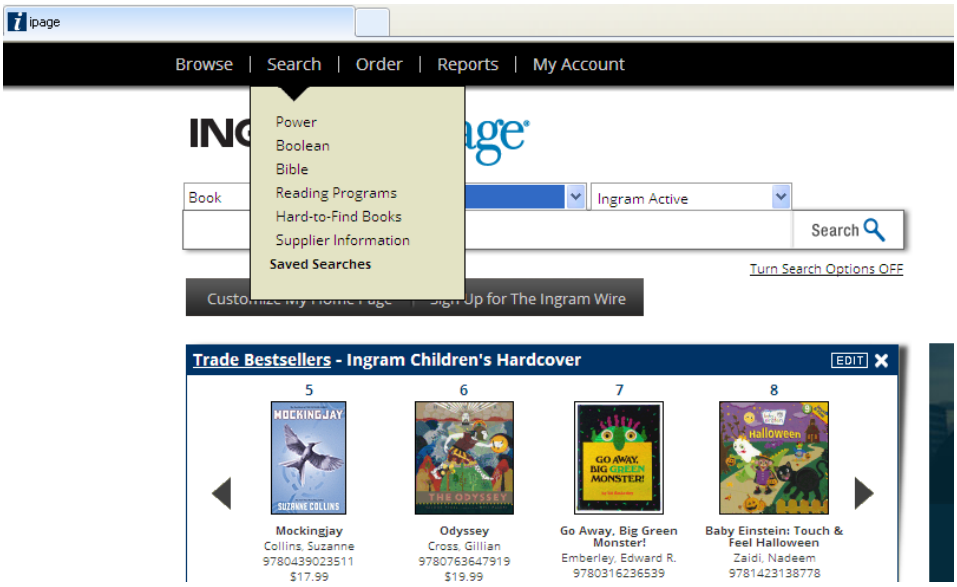
Benefits of ipage home page include:

- 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.

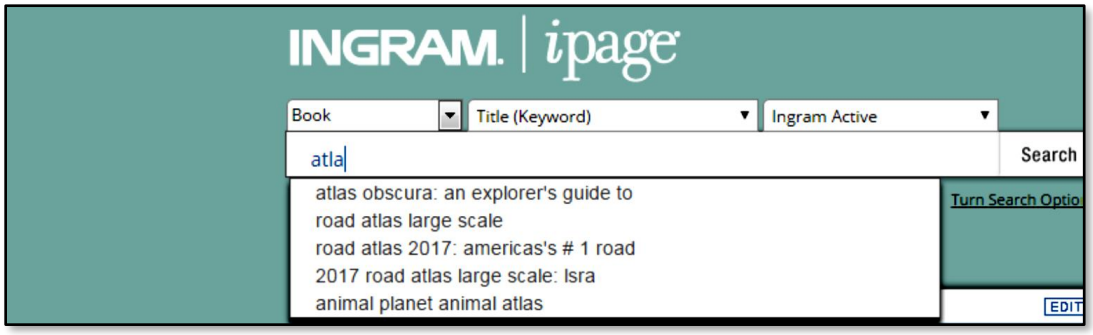
ipage Searching

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. Through Power Search, the Library can look for titles by publisher, subject heading, format, language, and other filters not listed on the simple search feature.

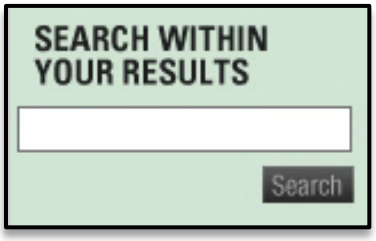


Predictive Searching
Predictive search functionality on ipage allows for more accurate and efficient searches across our entire database. This technology uses our top-demanded product data to offer suggested completions of the search term you are typing into the search bar, including Title (Start of) and Author:

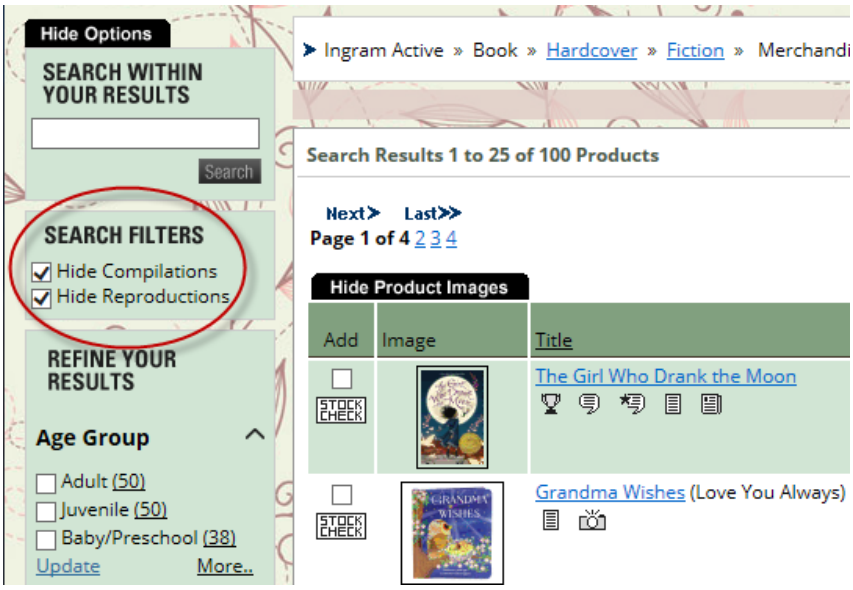


Users have the option to have predictive search off or on, by updating their account settings.

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.

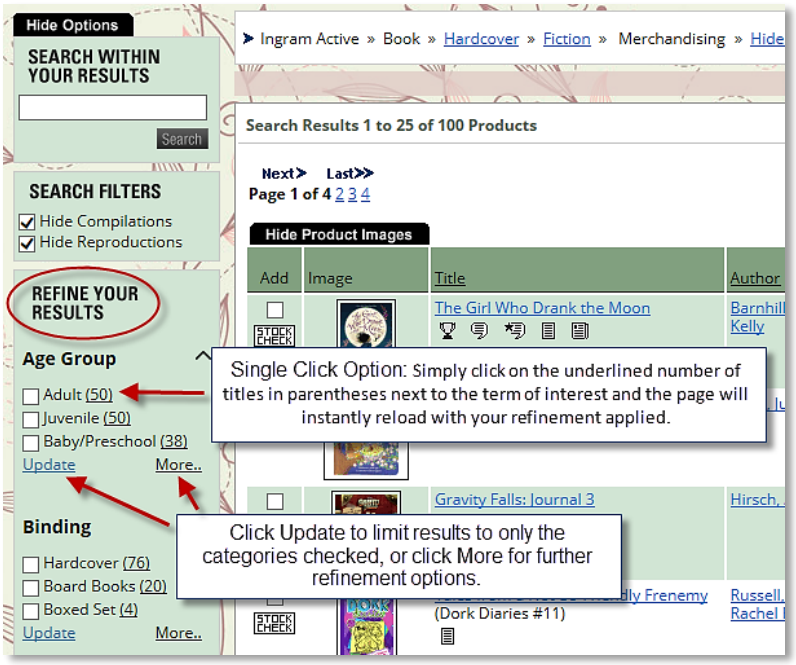


Search Refinements
When you perform an ipage search or view a list through the 'Browse' menu at the top of the ipage screen, you see search refinement options in the left panel alongside your search results. ipage's recent update includes a reordering of the refinement fields to better align with what is most useful to you. You can collapse any field not of interest to you and expand any additional fields that better meet your search needs by clicking on the up/down area to the right of each field. ipage will remember which fields you have collapsed or expanded for the next time you search.

Depending on the list, search refinements might include Age Group, **Binding**, **Publication Date, which may include forthcoming titles**, Contributor, **Price**, Format, Awards, Citation Source, BISAC Categories, Dewey Categories, Ingram Categories, Language, and Features.

Limiting Your Results
Quick Limit - If the refinement terms you are looking for are in the top three showing under the refinement field, check them off and click 'Update' to quickly limit your results. You can now select multiple terms to drill into your results.

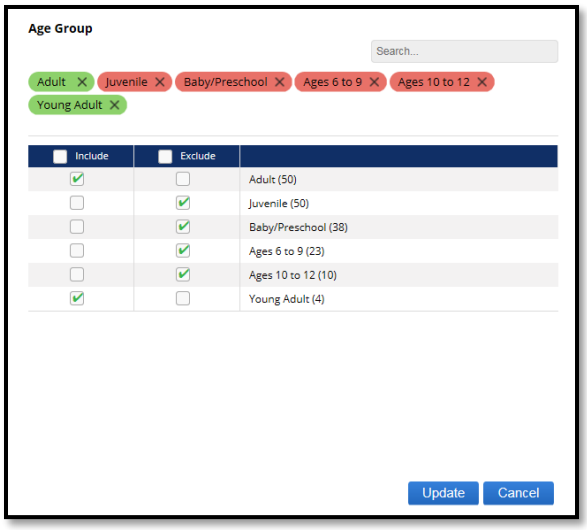
Search the Full List -
If you do not see the term you need immediately in the top three under your refinement option or if you want to exclude terms from your results, click the 'More...' link next to any field



Including and Excluding Search Terms

After clicking the “More” link, you can further refine your results:

- Scroll the list of terms by dragging the scrollbar up and down.
- Search for terms by entering letters and a text filter will quickly reveal matches.
- Select as many terms as you want to include in your results by checking them off in the ‘Include’ column.
- Exclude as many terms as you want by checking them off in the ‘Exclude’ column.
- Verify your selection with the intuitive green (include) and red (exclude) bubbles.
- Remove anything you do not want by clicking on the ‘x’ on the right side of the bubble or by unchecking it in the ‘Include’ and ‘Exclude’ columns.
- Click the ‘Update’ button to apply your refinements or ‘Cancel’ to go back to your results.



Backing out of the refinements you have applied to a search is easy and intuitive, too. For each refinement you apply, a breadcrumb will appear at the top of your search results. Click on the crumb to see exactly what limiter you have applied. If you want to remove a limiter, simply click on the 'x' on the right side of its bubble.

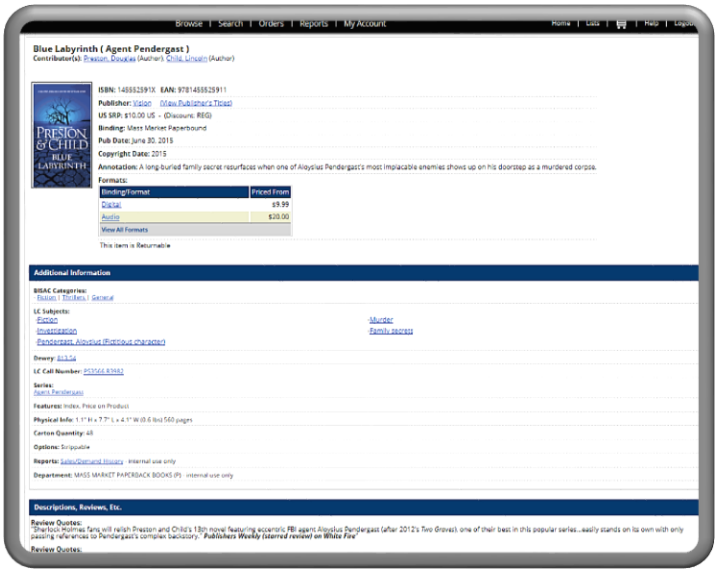
Search results can be sorted by the Title, Author, EAN/ISBN, Binding, Publisher, Pub Date, or SRP:

New for 2017: We've combined the robust functionality of Selection Lists with the filter options currently available for Search Results. This means that you can filter the items in your selection list by all of the refinement options already available for Search Results.

The new Search Result View also contains some new options at the item level. For each item, the user can perform actions such as Duplicate Check, Add or Edit Grid Information, or Edit other information about the item.

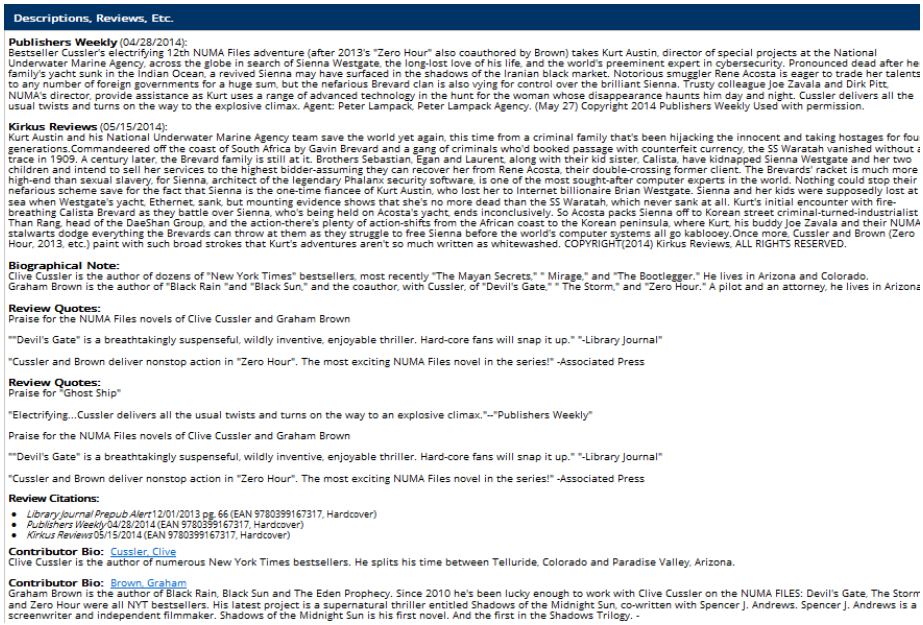
Batch Edit
The new Search Result view for Selection Lists enables users to identify and isolate items within a large list that meet certain criteria. For example, you could filter your selection list to show only those items where Dewey = Fiction or where Reading Level = Juvenile. Once you've isolated items using the search result filters, you can apply various edits to those items in batch.

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: cover image, 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.



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*



Descriptions, Reviews, Etc.

Publishers Weekly (04/28/2014):
Bestseller Cussler's electrifying 12th NUMA Files adventure (after 2013's "Zero Hour" also coauthored by Brown) takes Kurt Austin, director of special projects at the National Underwater Marine Agency, across the globe in search of Sienna Westgate, the long-lost love of his life, and the world's preeminent expert in cybersecurity. Pronounced dead after he family's yacht sunk in the Indian Ocean, a revived Sienna may have surfaced in the shadows of the Iranian black market. Notorious smuggler Rene Acosta is eager to trade her talents to any number of foreign governments for a huge sum, but the nefarious Brevard clan is also vying for control over the brilliant Sienna. Trusty colleague Joe Zavala and Dirk Pitt, NUMA's director, provide assistance as Kurt uses a range of advanced technology in the hunt for the woman whose disappearance haunts him day and night. Cussler delivers all the usual twists and turns on the way to the explosive climax. Agent: Peter Lampack, Peter Lampack Agency. (May 27) Copyright 2014 Publishers Weekly Used with permission.

Kirkus Reviews (05/15/2014):
Kurt Austin and his National Underwater Marine Agency team save the world yet again, this time from a criminal family that's been hijacking the innocent and taking hostages for fou generations.Commandeered off the coast of South Africa by Gavin Brevard and a gang of criminals who'd booked passage with counterfeit currency, the SS Waratah vanished without a trace in 1909. A century later, the Brevard family is still at it. Brothers Sebastian, Egan and Laurent, along with their kid sister, Calista, have kidnapped Sienna Westgate and her two children and intend to sell her services to the highest bidder-assuming they can recover her from Rene Acosta, their double-crossing former client. The Brevards' racket is much more high-end than sexual slavery, for Sienna, architect of the legendary Phalanx security software, is one of the most sought-after computer experts in the world. Nothing could stop their nefarious scheme save for the fact that Sienna is the one-time fiancee of Kurt Austin, who lost her to Internet billionaire Brian Westgate. Sienna and her kids were supposedly lost at sea when Westgate's yacht, Ethernet, sank, but mounting evidence shows that she's no more dead than the SS Waratah, which never sank at all. Kurt's initial encounter with fire-breathing Calista Brevard as they battle over Sienna, who's being held on Acosta's yacht, ends inconclusively. So Acosta packs Sienna off to Korean street criminal-turned-industrialist Than Rang, head of the DaeShan Group, and the action-there's plenty of action-shifts from the African coast to the Korean peninsula, where Kurt, his buddy Joe Zavala and their NUMA stalwarts dodge everything the Brevards can throw at them as they struggle to free Sienna before the world's computer systems all go kablooey.Once more, Cussler and Brown (Zero Hour, 2013, etc.) paint with such broad strokes that Kurt's adventures aren't so much written as whitewashed. COPYRIGHT(2014) Kirkus Reviews, ALL RIGHTS RESERVED.

Biographical Note:
Clive Cussler is the author of dozens of "New York Times" bestsellers, most recently "The Mayan Secrets," " Mirage," and "The Bootlegger." He lives in Arizona and Colorado. Graham Brown is the author of "Black Rain "and "Black Sun," and the coauthor, with Cussler, of "Devil's Gate," " The Storm," and "Zero Hour." A pilot and an attorney, he lives in Arizona

Review Quotes:
Praise for the NUMA Files novels of Clive Cussler and Graham Brown

""Devil's Gate" is a breathtakingly suspenseful, wildly inventive, enjoyable thriller. Hard-core fans will snap it up." "-Library Journal"

"Cussler and Brown deliver nonstop action in "Zero Hour". The most exciting NUMA Files novel in the series!" -Associated Press

Review Quotes:
Praise for "Ghost Ship"

"Electrifying...Cussler delivers all the usual twists and turns on the way to an explosive climax."--"Publishers Weekly"

Praise for the NUMA Files novels of Clive Cussler and Graham Brown

""Devil's Gate" is a breathtakingly suspenseful, wildly inventive, enjoyable thriller. Hard-core fans will snap it up." "-Library Journal"

"Cussler and Brown deliver nonstop action in "Zero Hour". The most exciting NUMA Files novel in the series!" -Associated Press

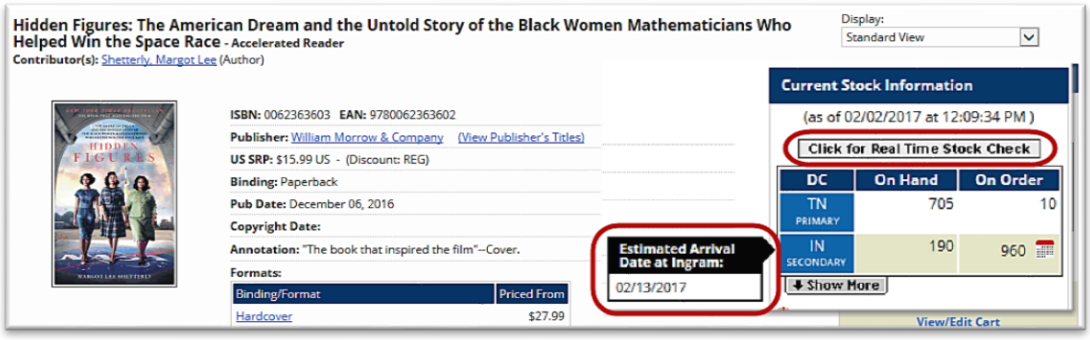
Review Citations:
- *Library Journal Prepub Alert* 12/01/2013 pg. 66 (EAN 9780399167317, Hardcover)
- *Publishers Weekly* 04/28/2014 (EAN 9780399167317, Hardcover)
- *Kirkus Reviews* 05/15/2014 (EAN 9780399167317, Hardcover)

Contributor Bio: Cussler, Clive
Clive Cussler is the author of numerous New York Times bestsellers. He splits his time between Telluride, Colorado and Paradise Valley, Arizona.

Contributor Bio: Brown, Graham
Graham Brown is the author of Black Rain, Black Sun and The Eden Prophecy. Since 2010 he's been lucky enough to work with Clive Cussler on the NUMA FILES: Devil's Gate, The Storm and Zero Hour were all NYT bestsellers. His latest project is a supernatural thriller entitled Shadows of the Midnight Sun, co-written with Spencer J. Andrews. Spencer J. Andrews is a screenwriter and independent filmmaker. Shadows of the Midnight Sun is his first novel. And the first in the Shadows Trilogy. -

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.

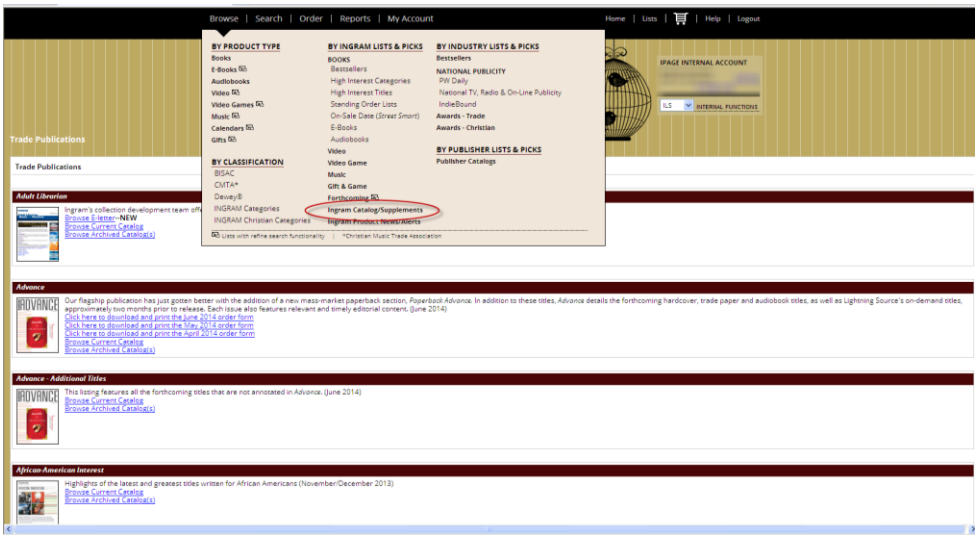
Real Time Stock Check
ipage provides a real time stock check of Ingram inventory directly on the Title Detail screen. The Library's assigned primary and secondary distribution centers will be displayed. ipage shows both on hand inventory and number of copies on order with the publisher, and for titles on order, may include the estimated arrival date at Ingram. The Library can access refreshed inventory numbers by simply clicking the button.



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.

Catalogs

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.



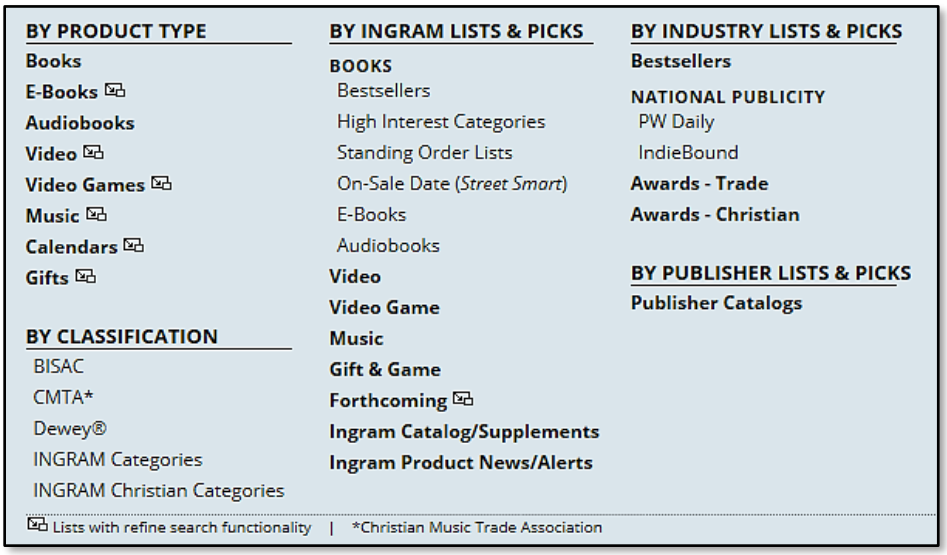
Complimentary Curation Services for Collection Development

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 categories such as award winning books and bestsellers. You can also access innovative and creative lists of products you may wish to stock.

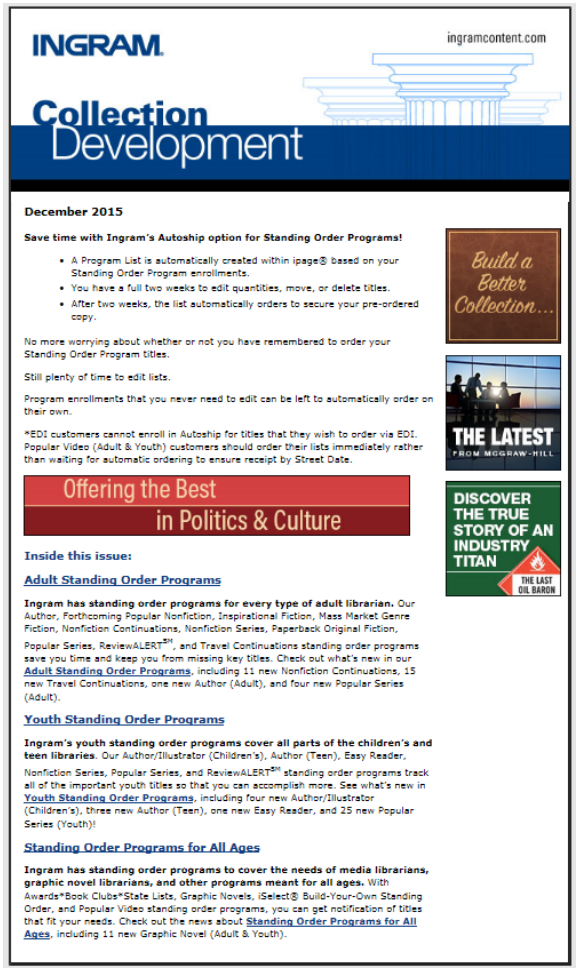
Browse features in ipage include:

- Browse by Product Type - books, audiobooks, video, video games and music
- Browse by Classification - BISAC, Dewey, and Ingram Categories
- Ingram Lists & Picks - including bestsellers, high interest categories, and standing order lists
- Ingram Catalogs



E-Communications

Ingram Library Services 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 Club*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).

Build a Better Collection...

THE LATEST FROM MCGRAW-HILL

DISCOVER THE TRUE STORY OF AN INDUSTRY TITAN THE LAST OIL BARON

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.

Connected

The Ingram Wire

HOT NEWS ON BOOKS & TRENDS FROM OUR BUYERS TO YOU

v 1.70

Please select the distribution center(s) you prefer to receive updates from.
Tip: Uncheck all to stop receiving updates.

Retailer:	☐ Indiana	☐ Oregon	☐ Pennsylvania	☐ Tennessee
Librarian:	☑ Indiana	☑ Oregon	☑ Pennsylvania	☑ Tennessee
Publisher:	☐ Indiana	☐ Oregon	☐ Pennsylvania	☐ Tennessee

Your e-mail [ ] Save Settings

Updates Archive | FAQ | Uninstall | Feedback | Privacy Policy

5. Do you offer an electronic system for placing orders and performing related services? Yes_X__ No____

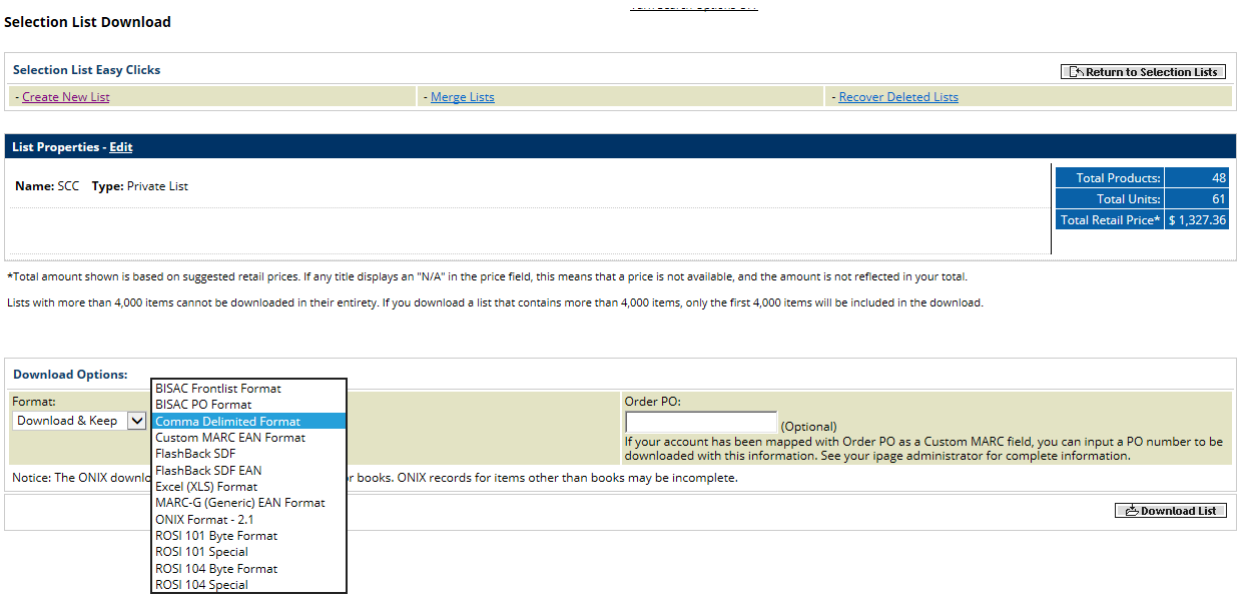
   If yes, describe costs and what equipment, etc., is needed by MALIA libraries to participate.

Ingram can accept orders electronically via email, EDI (Electronic Data Interchange) or through ipage. Emails with attached orders should be sent to ILS.orders@ingramcontent.com. ipage ordering is described below. EDI information is included in the following question. Electronic ordering is offered at no additional charge from Ingram.

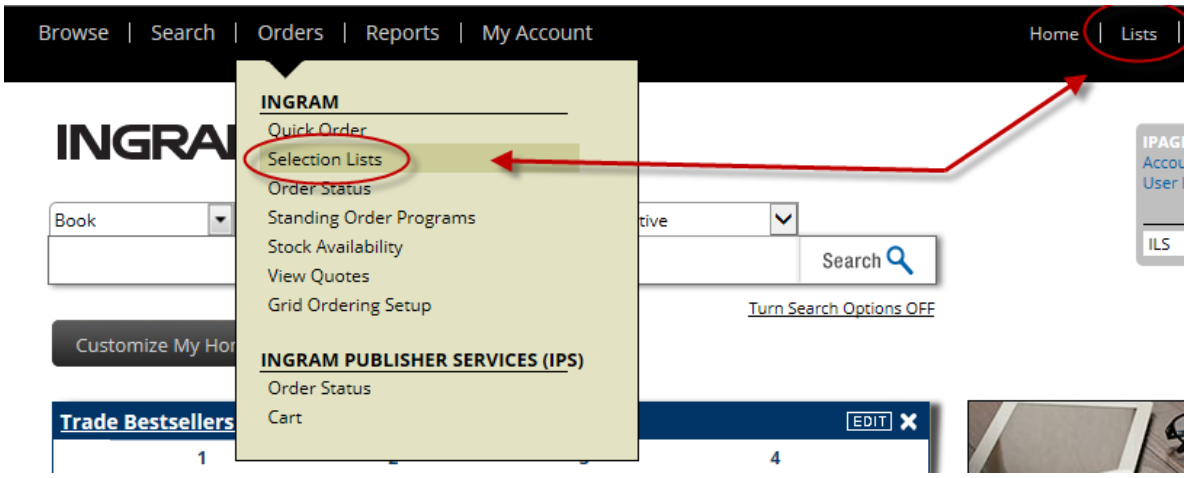
ipage Selection List Ordering
ipage selection lists, similar to the shopping cart functionality found in other Internet sites, are among the most versatile features on ipage. They're the starting points for using ipage for ordering. Once you create a list, you may add products, delete products, move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

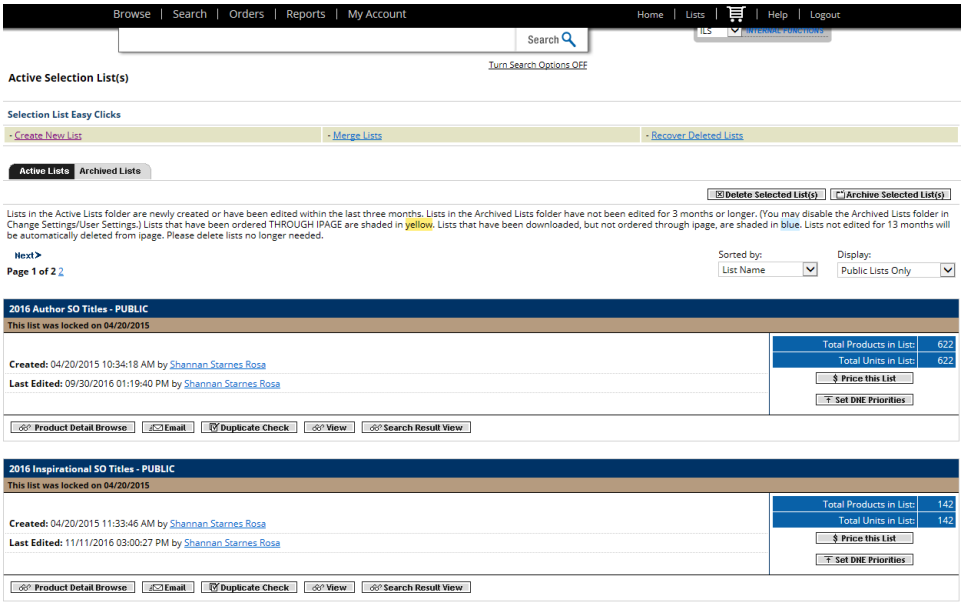
Any selection list in ipage; including Ingram selection lists, standing order list or library created lists, can be downloaded in Excel format, and subsequently uploaded into the library's ILS acquisition system for order placement via EDI.



Selection lists can be easily accessed in ipage in two ways: via 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, Users can sort by Product Type (i.e. book), Product Name (title), Contributor (author), EAN/ (product code), format, Supplier (publisher), pub date, and US SRP (U.S. suggested retail price). Additional sort options are available by clicking the arrow in the **Sorted By** box. A few of the additional sort options include BISAC Category, Dewey, and Ingram Demand.

While carts cannot be transferred in ipage, lists can be shared with others in the account. 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.

6. Do you support online order transfer from the local library’s acquisition system? Yes_X_ No__

Cross out the items not covered: adult trade hardcover, quality paperbacks, mass-market paperbacks, pre-bound paperbacks; juvenile trade hardcover, publishers' library bindings, prebound books; university press trade and non-trade; serial book continuations; reference works; audio (spoken word), audio (music), video, software, ~~CD-ROM~~.

If yes, what equipment, etc., is needed by libraries to participate?

With a group of specialists dedicated to EDI functionality, Ingram works with automation vendors to ensure all automation systems communicate effectively with ours resulting in efficient order

placement. Ingram makes library automation system vendors aware of new developments and features in EDI as well as works with new vendors as they develop EDI functionality.

Ingram supports both basic and enriched ordering via EDI. Enriched capabilities depend upon the automation system vendor and typically includes sending line item specific information such as location, fund, and collection type along with the quantity. This information is used in the processing of materials and creation of holdings in MARC records purchased by the library.

When a library wants to implement EDI, Ingram specialists provide you with the information needed to configure your local system, assist with ipage record setup and downloading, and run a test order through our system for you to verify the results.

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

The following shows supported vendor and systems:

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	✓		✓		

Communications for all EDI formats and transactions is supported via FTP.

7. Do you require a minimum order requirement including, rush orders? Yes____ No_X__

   If yes, describe:

8. Do you accept telephone-ordering and/or E-mail for rush orders? Yes_X__ No____

If yes, describe:

Rush Orders
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 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.

It is our experience that the need for next day delivery is extremely rare with our customers. Should the Library require expedited services for an account, such as minimal processing and no cataloging on titles that require a faster turn time, we are happy to discuss your requirements and work to profile accounts as needed.

Items placed on a separate Rush account will be invoiced as shipped. If the Library profiles the account to receive no backorders, then the items in stock would ship and all other items cancel. The Library would then receive one invoice for the purchase order. Rush orders would ship from a single distribution center exclusively.

If the Library has a different definition for Rush Orders, such as items that receive cataloging and processing but that have a faster turn timer than your stated standard 30 days, we are happy to discuss how we can profile your account(s) to meet your requirements.

9. Do you assess a service charge for any item ordered on behalf of the library? Yes___ No_X__

If yes, how is charge calculated and on what items?

10. Do you offer continuation service for serial books? Yes_X__ No____

If yes, describe how you accomplish the goal of providing additional titles in a series and any limit on the service.

Ingram has a wide array of no-commitment Standing Order Programs for our library customers. These Programs allow libraries to keep important portions of their collections up-to-date automatically and to more fully develop parts of the collection to meet community needs. Each Program is specially designed to provide the latest releases with full customization, minimum hassle, and standard discounts. There is no extra charge for participating in our Programs.

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. Customers have the option of modifying quantities or canceling any order before the titles are in process to be shipped, and may edit program enrollments at any time. **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 their ILS and place orders solely at their convenience. With this Report Only option, **our programs serve as a new title notification system**.

New titles are added to Ingram's database several months in advance of publication. To participate in a standing order, a customer completes an online enrollment form, letting us know the quantity, and in some cases binding type, of the titles they wish to receive. Based on this profile, we place the titles on backorder (generally 2 to 3 months before release). The Program lists will appear in ipage under *Lists/All Program Lists* each month, and the library receives email notification that a list has been created.

For customers who select the Auto-Ship feature, major hardcover titles will ship as soon as they are received or by the street date. Otherwise, titles will consolidate with your next shipment or ship within 15 days of receipt, whichever comes first. Report Only customers can place their order at any time.

Nonfiction and Continuations Programs

Through our Nonfiction and Continuations Standing Order Programs, Ingram can supply materials that are updated annually. 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.

Nonfiction Continuations (Adult) Standing Order Program

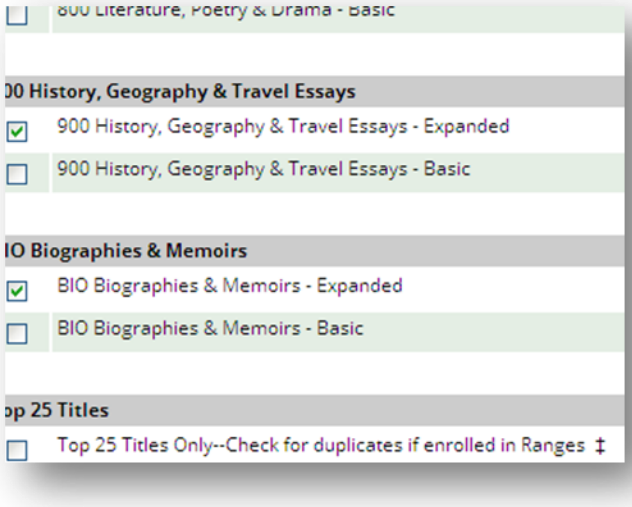
Libraries can stay updated on reference books, career guides, legal handbooks, test prep guides, tax guides, and other frequently updated titles through Ingram's Nonfiction Continuations Program.

New titles are added to Ingram's database several months in advance of publication, and the Nonfiction Continuations Program automatically places these titles on selection lists for libraries based on their completed profiles. If a library does not want to see every new edition of a title, they can choose a cycle such as every other year or every third edition. Ingram's experienced specialists track publications, changes, cessations, and postponements and changes are reported to our customers.

Travel Continuations Standing Order Program
Travel guides are frequently updated, and library patrons require the most current information for popular destinations such as Disney, Europe, and the Caribbean. Ingram's Travel Continuations Program takes the guesswork out of the travel publishing cycle. This program provides a flexible method of receiving best-selling travel titles, as well as providing a broad selection of travel guidebooks. The Library can choose to track updated titles on a cycle, i.e. every other update of a title.

Forthcoming Popular Nonfiction (Adult) Standing Order Program
With Ingram's Forthcoming Popular Adult Nonfiction Standing Order Program, it's easy to order top nonfiction titles within each Dewey® Range and have them on the shelves and ready for circulation by publication date. Ingram's MLS-degreed librarians and expert buyers work closely with publishers to anticipate the titles that will resonate with patrons. Each month, they select the best forthcoming nonfiction titles within each Dewey Range plus the top 25 titles overall and automatically include them on a Selection List within ipage several months before they are published.

While the number of titles can vary according to the season, customers will receive a balanced selection geared toward public libraries. Libraries may choose Basic for a smaller selection or Expanded for a larger selection in each Dewey Range.



Nonfiction Series (Youth) Standing Order Program
Libraries having trouble keeping up with the latest in their young patrons' favorite nonfiction book series can let the Nonfiction Series (Youth) Standing Order Program send lists of the forthcoming titles that they have enrolled in. Most titles run three months pre-publication.

11. Do you offer leasing programs for books, audiobooks (CD or cassettes), music CDs, or video recordings (DVD or VHS)? Yes____ No_X__

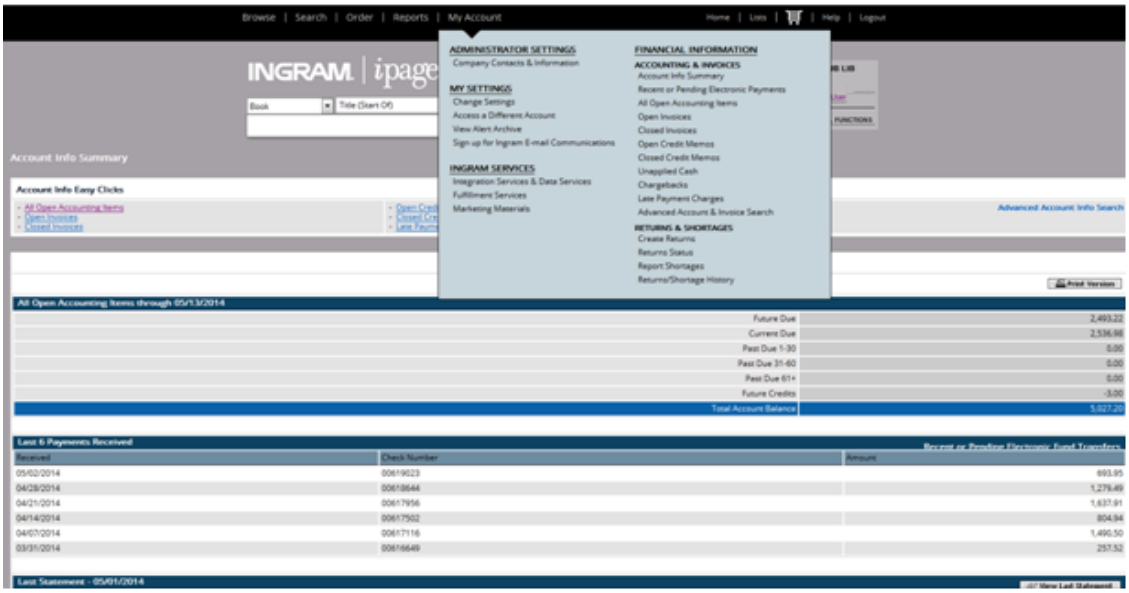
    If yes, describe the services offered.

12. Reports: Describe the types and formats of reports that can be generated, schedule for supplying routine reports, list any costs, and include sample copies.

12.1. Management reports: Examples include shipment history, title reports, etc.

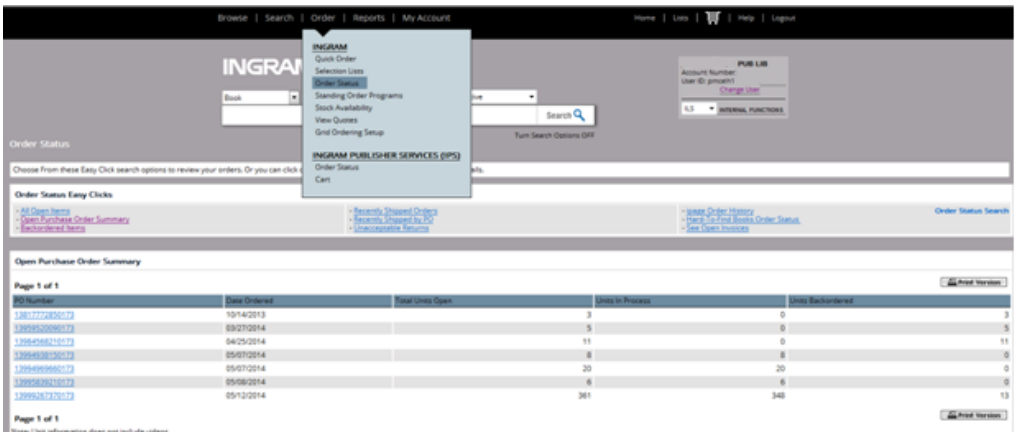
ipage has many account management tools. Through ipage, you can:

- Review your current account information, such as standard backorder instructions, primary distribution center, and more.
- Keep your contacts up-to-date with Ingram and make sure the right people receive the information they need to help you manage your account.
- Review your average discount.

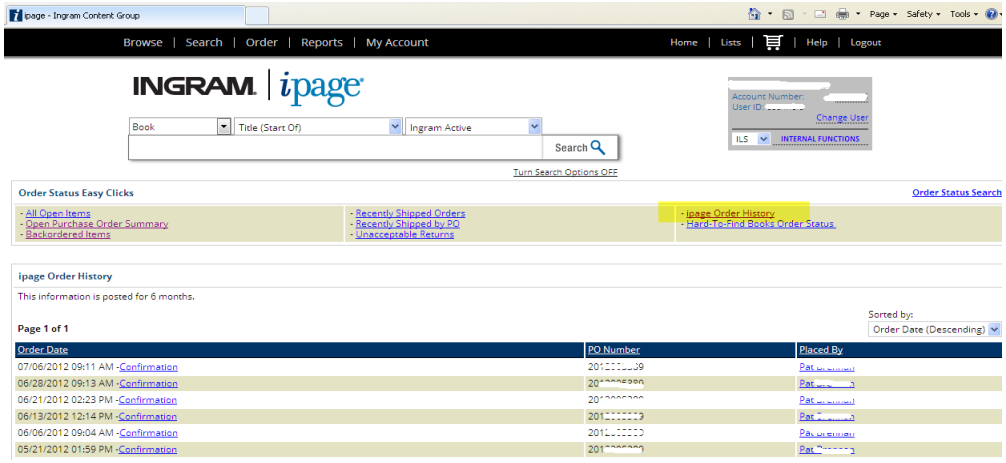


Order Status information is available on ipage under the Order drop down menu. Under the Order drop down menu, simply click Order Status for a listing of Order Easy Clicks, including:

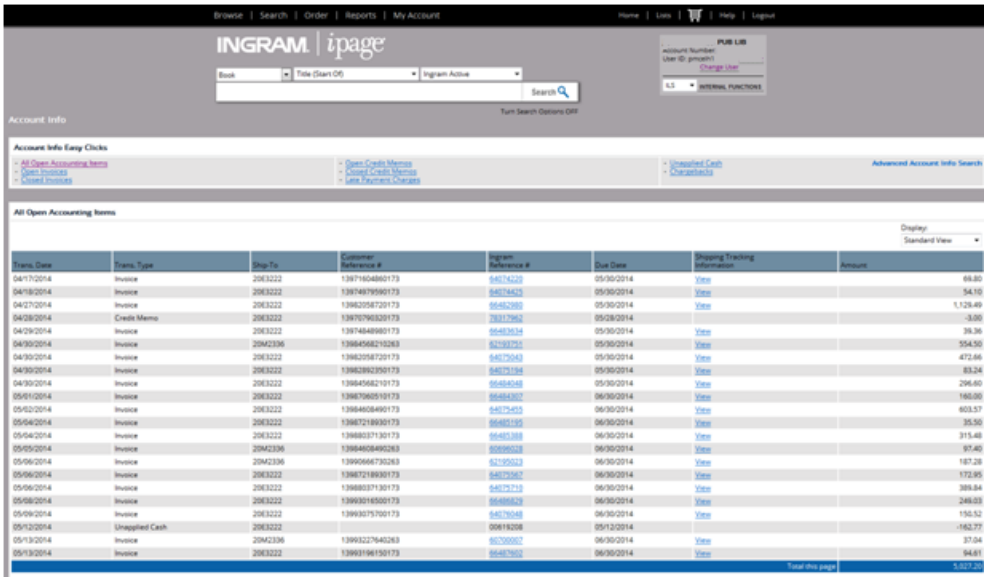
- All Open Items
- Open Purchase Order Summary, which includes the PO number, date ordered, total units open, units in process, and units backordered
- Backordered Items, which includes date ordered, product code, product name, format, PO number, quantity, and warehouse
- Recently Shipped Orders, which 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.



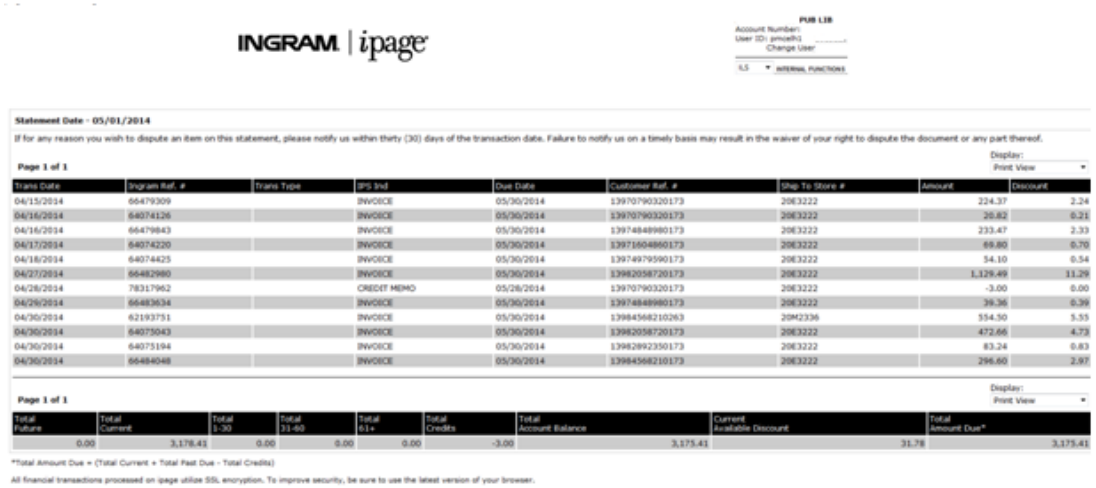
ipage Order History is posted for 6 months, and can be sorter by order date, PO number, or “placed by.”



Financial Information includes open and closed invoices and credit memos.



Reports are also available for printing by clicking on the “print version” button.



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PUB LIB
Account Number:
User ID: pmcelh1
Change User

Statement Date - 05/01/2014

If for any reason you wish to dispute an item on this statement, please notify us within thirty (30) days of the transaction date. Failure to notify us on a timely basis may result in the waiver of your right to dispute the document or any part thereof.

Page 1 of 1 — Display: Print View

Trans Date	Ingram Ref. #	Trans Type	IPS Ind	Due Date	Customer Ref. #	Ship To Store #	Amount	Discount
04/15/2014	66479309		INVOICE	05/30/2014	13970790320173	20E3222	224.37	2.24
04/16/2014	64074126		INVOICE	05/30/2014	13970790320173	20E3222	20.82	0.21
04/16/2014	66479843		INVOICE	05/30/2014	13974848980173	20E3222	233.47	2.33
04/17/2014	64074220		INVOICE	05/30/2014	13971604860173	20E3222	69.80	0.70
04/18/2014	64074425		INVOICE	05/30/2014	13974979590173	20E3222	54.10	0.54
04/27/2014	66482980		INVOICE	05/30/2014	13982058720173	20E3222	1,129.49	11.29
04/28/2014	78317962		CREDIT MEMO	05/28/2014	13970790320173	20E3222	-3.00	0.00
04/29/2014	66483634		INVOICE	05/30/2014	13974848980173	20E3222	39.36	0.39
04/30/2014	62193751		INVOICE	05/30/2014	13984568210263	20M2336	554.50	5.55
04/30/2014	64075043		INVOICE	05/30/2014	13982058720173	20E3222	472.66	4.73
04/30/2014	64075194		INVOICE	05/30/2014	13982892350173	20E3222	83.24	0.83
04/30/2014	66484048		INVOICE	05/30/2014	13984568210173	20E3222	296.60	2.97

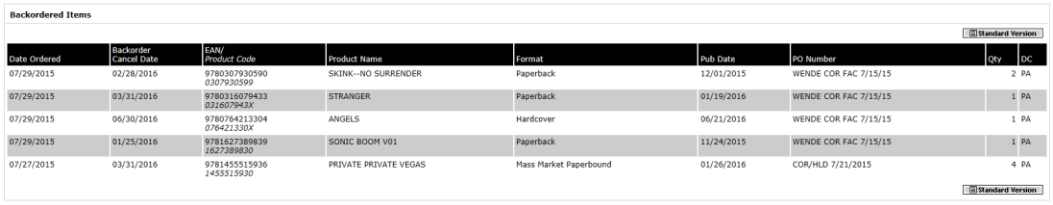
Page 1 of 1 — Display: Print View

Total Future	Total Current	Total 1-30	Total 31-60	Total 61+	Total Credits	Total Account Balance	Current Available Discount	Total Amount Due*
0.00	3,178.41	0.00	0.00	0.00	-3.00	3,175.41	31.78	3,175.41

*Total Amount Due = (Total Current + Total Past Due - Total Credits)

All financial transactions processed on ipage utilize SSL encryption. To improve security, be sure to use the latest version of your browser.

Sample ipage Order Status Report – Backorders:



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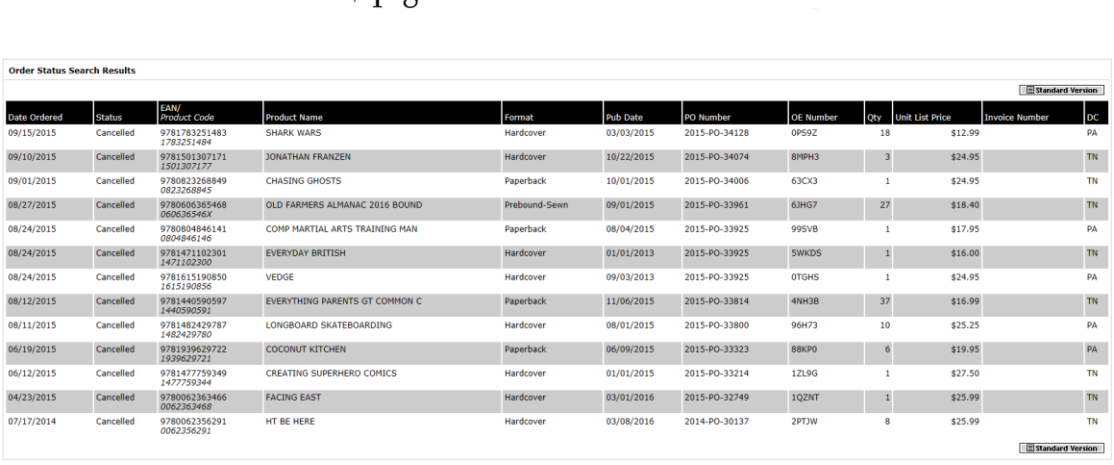
Backordered Items

Standard Version

Date Ordered	Backorder Cancel Date	EAN/ Product Code	Product Name	Format	Pub Date	PO Number	Qty	DC
07/29/2015	02/28/2016	9780307930590 *0307930599*	SKINK--NO SURRENDER	Paperback	12/01/2015	WENDE COR FAC 7/15/15	2	PA
07/29/2015	03/31/2016	9780316079433 *031607943X*	STRANGER	Paperback	01/19/2016	WENDE COR FAC 7/15/15	1	PA
07/29/2015	06/30/2016	9780764213304 *076421330X*	ANGELS	Hardcover	06/21/2016	WENDE COR FAC 7/15/15	1	PA
07/29/2015	01/25/2016	9781627389839 *1627389830*	SONIC BOOM V01	Paperback	11/24/2015	WENDE COR FAC 7/15/15	1	PA
07/27/2015	03/31/2016	9781455515936 *1455515930*	PRIVATE PRIVATE VEGAS	Mass Market Paperbound	01/26/2016	COR/HLD 7/21/2015	4	PA

Standard Version

Sample ipage Order Status Report – Cancelled Items:



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Order Status Search Results

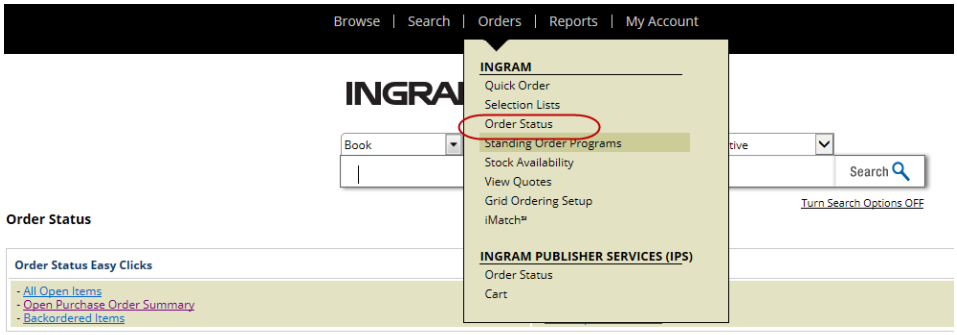
Standard Version

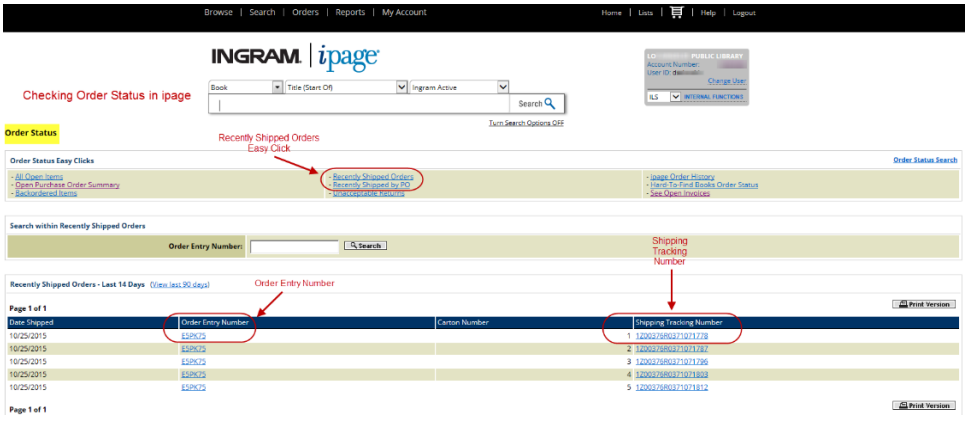
Date Ordered	Status	EAN/ Product Code	Product Name	Format	Pub Date	PO Number	OE Number	Qty	Unit List Price	Invoice Number	DC
09/15/2015	Cancelled	9781783251483 *1783251484*	SHARK WARS	Hardcover	03/03/2015	2015-PO-34128	0PS9Z	18	$12.99		PA
09/10/2015	Cancelled	9781501307171 *1501307177*	JONATHAN FRANZEN	Hardcover	10/22/2015	2015-PO-34074	8MPH3	3	$24.95		TN
09/01/2015	Cancelled	9780823268849 *0823268845*	CHASING GHOSTS	Paperback	10/01/2015	2015-PO-34006	63CX3	1	$24.95		TN
08/27/2015	Cancelled	9780606365468 *060636546X*	OLD FARMERS ALMANAC 2016 BOUND	Prebound-Sewn	09/01/2015	2015-PO-33961	6JHG7	27	$18.40		TN
08/24/2015	Cancelled	9780804846141 *0804846145*	COMP MARTIAL ARTS TRAINING MAN	Paperback	08/04/2015	2015-PO-33925	99SVB	1	$17.95		PA
08/24/2015	Cancelled	9781471102301 *1471102300*	EVERYDAY BRITISH	Hardcover	01/01/2013	2015-PO-33925	5WKDS	1	$16.00		TN
08/24/2015	Cancelled	9781615190850 *1615190856*	VEDGE	Hardcover	09/03/2013	2015-PO-33925	0TGHS	1	$24.95		PA
08/12/2015	Cancelled	9781440590597 *1440590591*	EVERYTHING PARENTS GT COMMON C	Paperback	11/06/2015	2015-PO-33814	4NH3B	37	$16.99		TN
08/11/2015	Cancelled	9781482429787 *1482429780*	LONGBOARD SKATEBOARDING	Hardcover	08/01/2015	2015-PO-33800	96H73	10	$25.25		PA
06/19/2015	Cancelled	9781939629722 *1939629721*	COCONUT KITCHEN	Paperback	06/09/2015	2015-PO-33323	88KP0	6	$19.95		PA
06/12/2015	Cancelled	9781477759349 *1477759344*	CREATING SUPERHERO COMICS	Hardcover	01/01/2015	2015-PO-33214	1ZL9G	1	$27.50		TN
04/23/2015	Cancelled	9780062363466 *0062363468*	FACING EAST	Hardcover	03/01/2016	2015-PO-32749	1QZNT	1	$25.99		TN
07/17/2014	Cancelled	9780062356291 *0062356291*	HT BE HERE	Hardcover	03/08/2016	2014-PO-30137	2PTJW	8	$25.99		TN

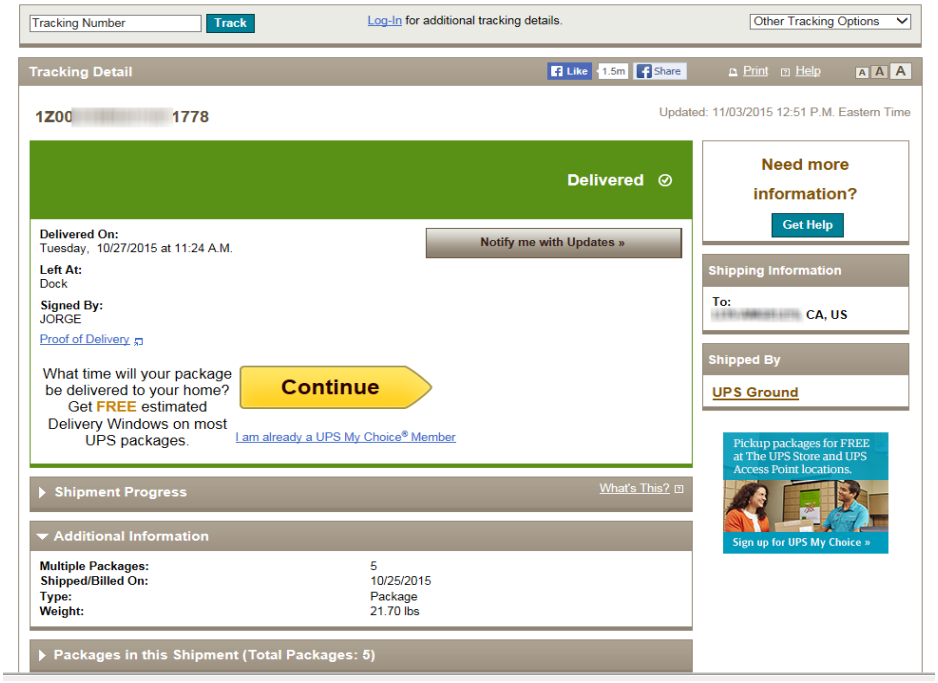
Standard Version

Ordering Tracking

ipage allows users to track shipments under the Order Status tab. To track a standard shipment, click Recently Shipped Orders. This opens a table displaying all recent shipments. Click the shipping tracking number for the shipment you want to track. This links you to a page where you can view tracking information.



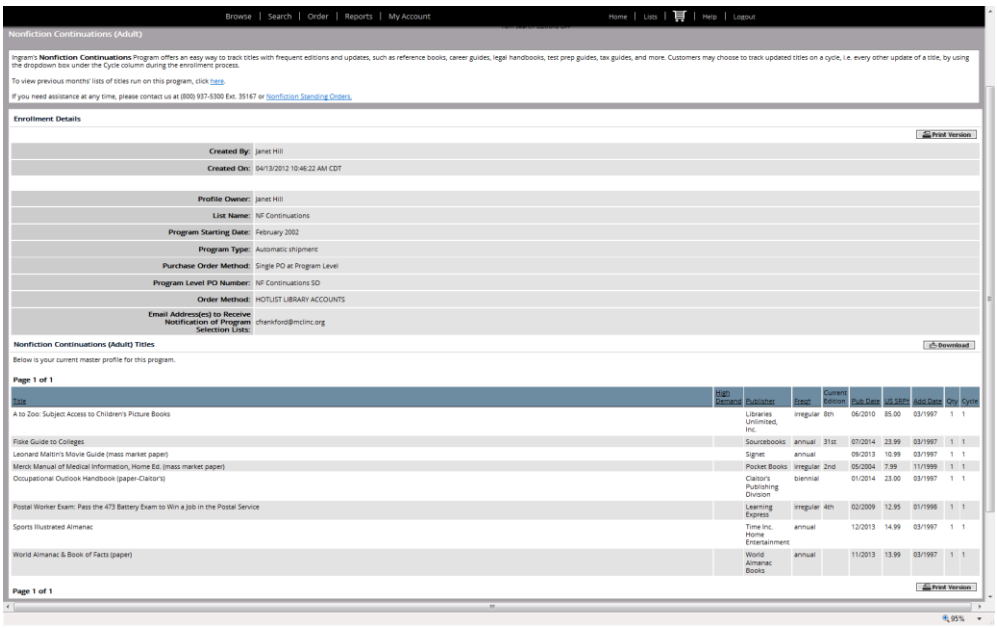




Returns Reporting
ipage features the following returns reporting options. You can:

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

Collection Development Reports
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.



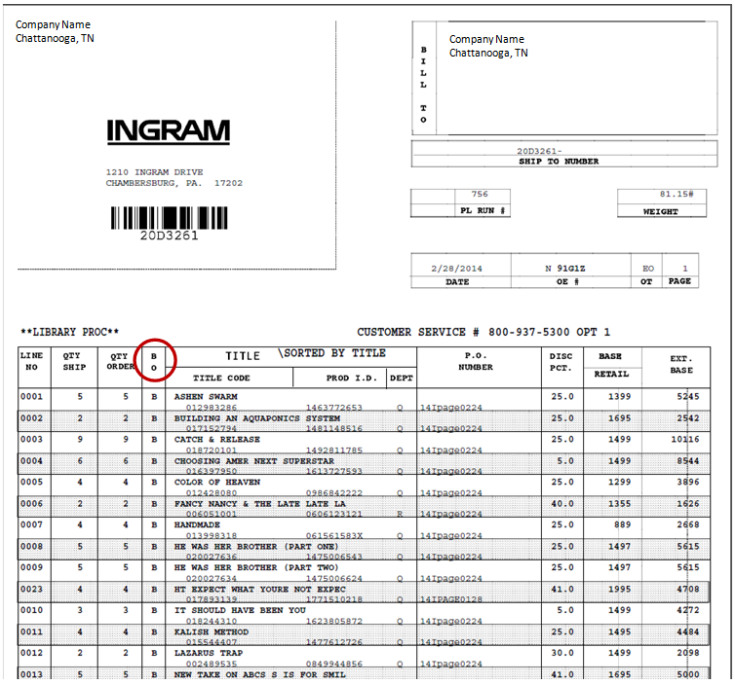
Title News: This report advises of title changes and revised publication schedules as well as cessations and other pertinent factors needed to manage your profile. This information arrives as part of our electronic newsletter, *Collection Development*.

12.2. Status Reports: When materials cannot be shipped immediately, contractor will supply status reports within 7 days of receipt of an order detailing out of print, out of stock indefinitely, out of stock temporarily, publication cancelled, not yet published, etc. Yes__X__ No____

Remarks:

Status Reports come in the form of our Packing Slip and our Title Status Report, as well as the Order Status information available on ipage, described above.

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
PL RUN #

81.15#
WEIGHT

2/28/2014
DATE

N 91G1Z
OE #

EO
OT

1
PAGE

LIBRARY PROC

CUSTOMER SERVICE # 800-937-5300 OPT 1

LINE NO	QTY SHIP	QTY ORDER	B O	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 012383286	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 006051001	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

12.3. Cancellation Reports: Contractor will report which titles cannot be supplied within 120 days of receipt of order. Yes_X__ No____

Remarks:

In addition to cancellation reporting on the monthly Title Status report, Ingram can provide a custom weekly cancels report, through closed order data. We would be happy to discuss the specific data elements a library would like to see in the report. These reports will be in Excel format, which can then be filtered and sorted per the Library’s preference.

Sample Cancellation Report:

SHIPTO	PO	ISBN	Author	Title	Order Date	Date Cancelled	Units Cancelled	Pub Date	Cancel Type	Current Publisher Title Status	List Price
20XXXXX	RXL62063JR	1626395586	TAITE CA	ABOVE THE LAW	06/08/16	09/06/16	1	06/14/16	Reached BO Cancel Date	Active Title	$16.95
20XXXXX	RXL62063JR	1617754455	MCFADDEN	BK OF HARLAN	06/08/16	09/06/16	1	05/03/16	Reached BO Cancel Date	No Longer Available	$29.95
20XXXXX	RXT62091CE	0930100883	LASKER-S	STAR IN MY FOREHEAD	06/09/16	09/07/16	2	04/01/99	Reached BO Cancel Date	Active Title	$12.95
20XXXXX	RXT62091CE	0933826826	FASSBIND	FASSBINDER PLAYS	06/09/16	09/07/16	2	07/01/01	Reached BO Cancel Date	Active Title	$14.95
20XXXXX	RXS62098CE	0373719760	JAMES AR	RANCHERS HOMECOMING	06/10/16	09/08/16	1	08/23/16	Reached BO Cancel Date	Active Title	$5.99
20XXXXX	RXS62178OB	8416282269	CALDER A	ALEXANDER CALDER DISCIPLINE OF	06/24/16	09/07/16	1	02/23/16	Statused Title	No Longer Available	$55.00
20XXXXX	RXT62230JR	1593096364	LULABELL	COLUMBIA STATION	06/24/16	09/08/16	1	08/23/20	Statused Title	No Longer Available	$16.00

A cancellation report is currently under development for ipage, and once completed, will be available for the Library to access and run at its convenience.

12.4. Annual Reports: Contractor will provide to the library annual report details, including number of items shipped; total net dollars invoiced for products shipped; total list price dollars for products shipped; net unit item price for products shipped; average number of copies per title ordered; percentage of purchase by category outline in Attachment C. Yes_X__ No____

Remarks:

Ingram will be happy to provide a usage report for any individual library, or for MALiA as a whole, upon request.

12.5. Invoices: Invoices will be as stated below unless otherwise indicated under Remarks.

12.5.1. Describe the types and formats of reports of billing procedures and options for varying invoices depending upon needs of individual MALIA member library.

Remarks:

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.

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, and purchase order number (can be up to 22 characters in length) are all listed on the invoice. Order data includes shipping warehouse and location, carrier, ship date, number of cartons, and total weight of order.

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.

"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 for all listed vendors in item 6 above. 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.

12.5.2. Invoices will list code(s), applied line item, to indicate discount category (e.g., "T" for trade discount, "A" for academic, "J" for juvenile, etc.). Yes_X_ No__

Remarks:

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

12.5.3. Contractor will issue separate invoices for each purchase order and reference the purchase order on each invoice. Yes_X__ No____

Remarks:

Ingram can set accounts such that purchase orders will combine to ship as one order under one Order Entry number, but each PO will invoice separately. Items will be packaged according to account number, and may contain multiple purchase orders for that account. Items ordered on one account will not combine with orders placed on another distinct account. Each account will be assigned an individual account number. The purchase order number is referenced on the invoice.

13. Fulfillment: Fulfillment will be as stated below unless otherwise specified under Remarks.

13.1. Contractor will ship 50% of order from stock within 14 days of receipt of order.
Yes_X__ No____

Remarks:

13.2. Contractor will ship 95% of each order within 120 days of receipt of order.
Yes_X__ No____

Remarks:

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 available in Ingram's database. Note that our fill rate includes over 14,000,000 available titles.

13.3. Contractor will supply materials that are not currently available from publishers within 120 days of receipt of order. Yes_X__ No____

Remarks:

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.

Should the Library order books not currently inventoried 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.

13.4. The library may cancel any title that is not received within 90 days of order date.
Yes_X__ No____

Remarks:

Libraries may cancel any title that is not received within 90 days of order date, as long as the title has not yet been placed on a picking list for shipment.

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 will be sent to each ordering agency to keep them updated on the status of their order(s).

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.

14. Accuracy: Accuracy will be as stated below unless otherwise indicated under Remarks.

14.1. 99% of materials shipped will be the correct title, edition, and number of copies.
Yes_X__ No____

Remarks:

Ingram strives to maintain 100% accuracy on all orders. Ingram asks that the Library report errors immediately, so that they may be resolved in a timely manner, and to avoid any possible re-occurrence of the same error.

Ingram uses the Manhattan Associates PkMS package as our warehouse management system. Ingram has designed our outbound PkMS processes to ensure quality throughout the operation, and makes use of scan confirmation, "blind counts" and random audits to ensure accuracy. We are currently achieving a 99.6% overall error-free rate.

Ingram has always specialized in loose-pick order processing, and has developed customized processes for handling single-book and small multi-book orders in an efficient, accurate fashion. Additionally, the case-level inventory tracking provided by PkMS gives us the enhanced capabilities for full-case picking and shipping.

14.2. Contractor will supply the latest edition of a title unless an earlier edition is specified.
Yes_X__ No____

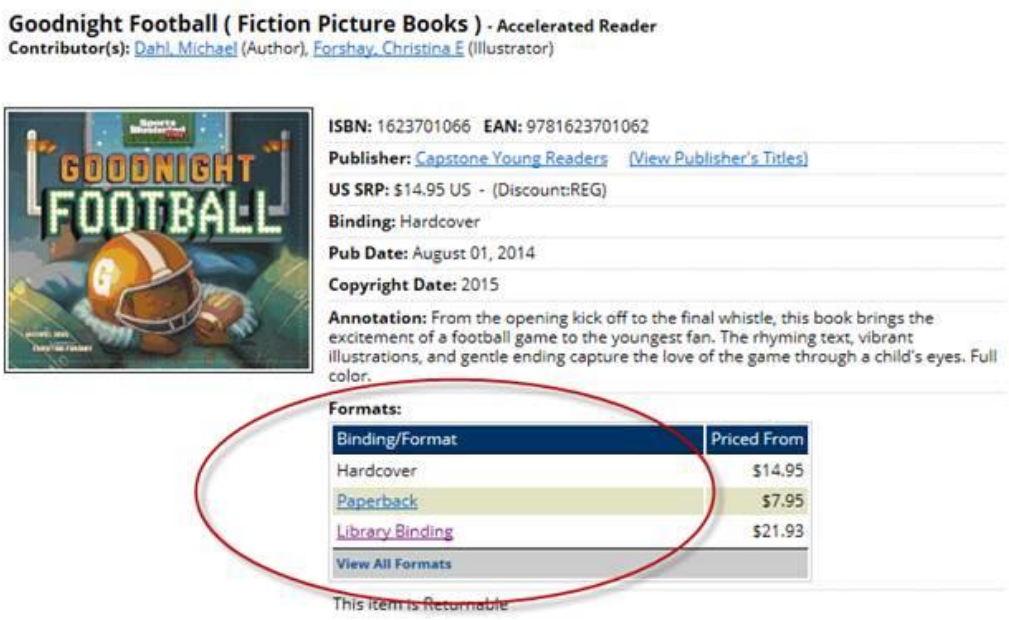
Remarks:

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

14.3. Binding supplied will be as specified in the order. Yes_X__ No____

Remarks:

Ingram's Order Entry system is ISBN/EAN driven. Binding type supplied will be based on the binding type of the ISBN/EAN ordered. ipage Title Detail screen shows alternate bindings/formats for a title, when available.



Many of our Standing Order Programs allow the Library to indicate their binding preference when setting up the profile. Library Binding may be a choice, including Author/Illustrator Children's and Author Teen programs.

15. Multiple Copies: Multiple copies of a title will be shipped together. Back-orders of parts of a multiple-copy title are not acceptable. Yes__X__ No____

Remarks:

Accounts can be profiled to receive No Partial Shipments. With this account setting, if the entire quantity of a title is not in stock at the time of order, Ingram backorders that title and ships it when the entire quantity is received from the publisher. Please note that this profile option may lessen initial fill rate of an order. As Ingram is offering shipments from two distribution centers, we suggest allowing fulfillment from both, which would result in two shipments and two invoices. For example, if a library orders 20 copies of a title, if we had 5 in stock in the Library's primary distribution center and 15 in stock in the designated secondary distribution center, we could fill the entire order but it would be delivered in two shipments. We are happy to discuss with the Library to determine the best option to meet your workflows.

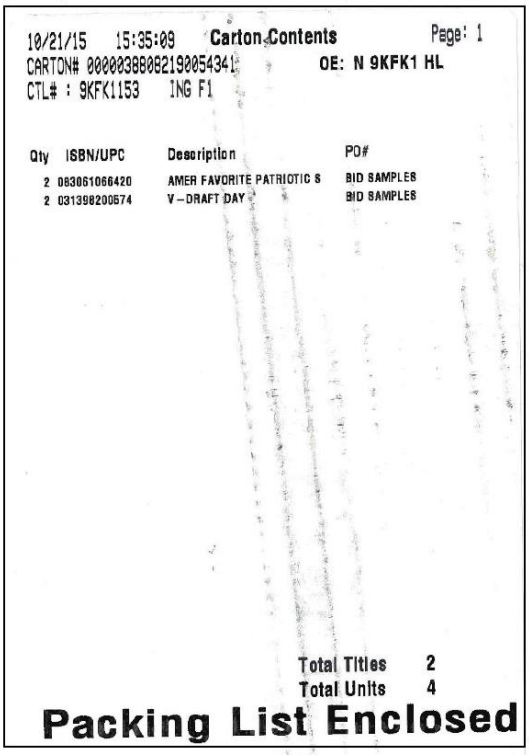
16. Packaging: Each package will indicate the library's purchase order number, and only one purchase order may be represented in each package. Yes__X__ No____

Remarks:

Each box in a shipment will be plainly marked with the number of boxes in shipment, the library address, and a Control Number (including Order Entry number) which can be used to cross reference the invoice when it is received. The carton containing the packing slip is marked. Orders will be packaged according to account number, and may contain multiple purchase orders for that account. Items ordered on one account will not combine with orders placed on another distinct account.

The shipping label on the carton includes the customer name, address, and customer purchase order number.

Each carton shipped from Ingram will also have a 4” x 6” Carton Contents label. The Carton Contents label lists the titles contained in the box, their ISBNs, and quantities. This label allows your library staff to see what is in each box before the carton is opened.



17. Packing Slips: A packing slip that duplicates the invoice will accompany each shipment.
Yes_X_ No____

Remarks:

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.

18. Defective Material: The library reserves the right to return defective material at the contractor's expense. **There should be no exceptions to this.** Yes_X__ No____

Remarks:

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, 7:00 a.m. – 7:00 p.m. (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.

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.

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.

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.

Hard to Find Books Alibris Returns Policy
If the Library is dissatisfied for any reason with a book purchased through our Hard to Find Book program, you may return your purchase to the Alibris distribution center within 30 days for a full refund of purchase. Ingram reimburses shipping costs for returns only if the condition of the book is not as described on ipage.

Alibris Distribution Center Returns
475 Lillard Drive #102
Sparks, NV 89434 USA

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.

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.

19. Returns: All returns will be scheduled by the contractor for pick-up via UPS. Yes____ No_X__

Remarks:

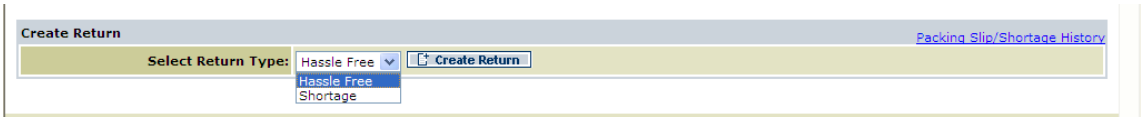
The Library should return item(s) by using the Hassle Free Returns policy described above. Upon receipt of the returned titles in our distribution center, Ingram will credit the Library for the cost of the item(s) plus freight charges calculated at the standard UPS rate for the weight of the items returned that are damaged, defective, or shipped in error by Ingram. Ingram's standard practice is to not issue a Call Tag for items needing to be returned.

20. Credits: Contractor will provide self-credit system for library to facilitate returns.
Yes___ No_X_

If yes, outline details.

Remarks:

While we do not offer self-credit memos, the account management features of ipage offer the Library the ability to transmit certain returns information. You can create Hassle Free Returns forms and may also report shortages with the features. After returns have been submitted, you may check the status of these returns, including credit information.



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.

21. Shipping: Contractor shall specify how shipping charges, if any, will be determined and shall indicate estimate cost of shipping for dollar amount of purchase order.

Remarks:

For libraries with **a minimum of $50,000** in annual expenditures with Ingram or a commitment to meet this annual expenditure level, orders will ship with Ingram-paid freight from your primary and secondary distribution centers.

For libraries with **less than $50,000** in annual expenditures with Ingram, shipments of 15 or more units from your primary distribution center or from your secondary distribution center will qualify for Ingram-paid freight. Shipments of less than 15 units will be charged a flat $5.00 shipping fee. Items picked, packed, and shipped together count as an individual shipment. This flat fee amount or qualifying unit quantity is subject to change with notice.

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.

Ingram does not currently assess any additional fees for shipping. However, given the unpredictable impact of rising oil prices, Ingram reserves the right to assess a fuel surcharge with notice.

22. Service Charge: The contractor shall describe the type of service fees levied for handling a MALIA account.

Remarks:

Ingram does not currently have any service charges for our services

23. Multiple Accounts: Contractor will provide at least 20 separate accounts for a given library. Materials in these accounts will be ordered separately and must be shipped and invoiced separately. Yes_X__ No____

Remarks:

Ingram can provide multiple accounts as required, however we ask for your members' assistance in keeping freight costs below 2% of total expenditures, including limiting the number of shipping accounts wherever possible, unless Ingram internal operations require multiple accounts. Each account will be assigned an individual account number. Items will be packaged according to account number, and may contain multiple purchase orders for that account. Items ordered on one account will not combine with orders placed on another distinct account.

24. Other Services: Specify other services provided.

Placing Orders

Ingram can accept orders by toll-free phone, toll-free fax, mail, electronically, (email and/or EDI – Electronic Data Interchange), or through 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 LLC
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 or K12Orders@ingramcontent.com.

Order Fulfillment and Status

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 you. At the end of the backorder period, all unfilled titles will automatically cancel, except for titles Not Yet Received from the publisher.

Status Reports will be sent to each ordering agency to keep them updated on the status of their order(s). Please refer to requirement 12.2 of RFP Attachment B for more information on Status Reports.

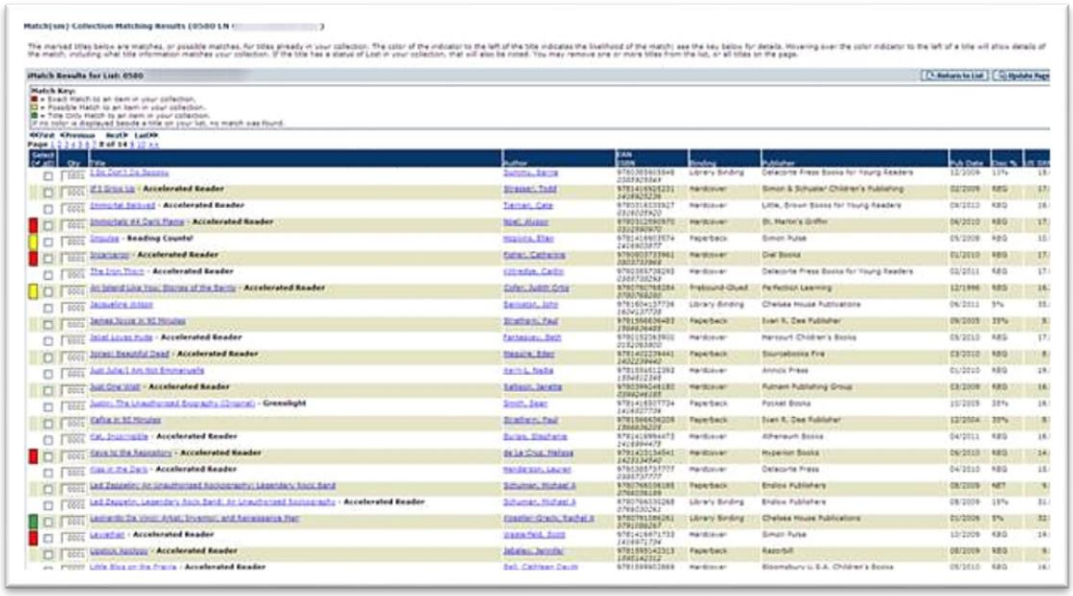
Schools and Special Libraries - Ingram will set up your accounts to receive two shipments per purchase order. Any in-stock, non-processed book will ship within 24 hours of order entry. Any remaining titles normally available through Ingram will then be placed on backorder for a period of time specified by you. At the end of the backorder period, all books that have come into stock will ship, and all unfilled titles will automatically cancel, except for titles Not Yet Received from the publisher. The second invoice will be marked as final. Ingram has found that this two shipment shipping method is especially helpful to schools. By keeping shipments down to one initial shipment and one final shipment per distribution center and by giving you a final invoice, it is easier to track and close purchase orders.

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.

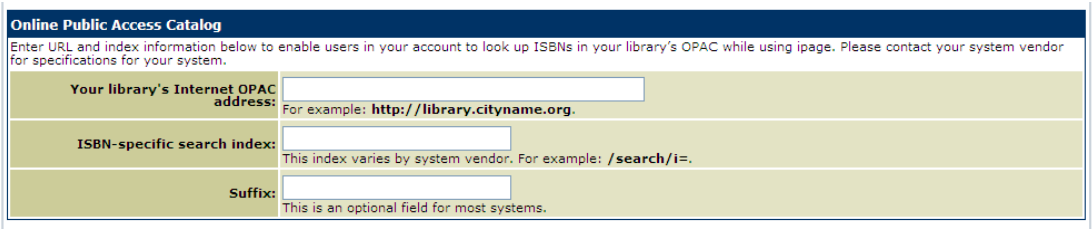
iMatch **-** Ingram's iMatch collection matching service on ipage matches titles in a selection list with the titles already in your library collection, saving you time comparing potential purchases. This powerful tool utilizes the industry standard Z39.50 protocol to access your library's catalog and 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



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.

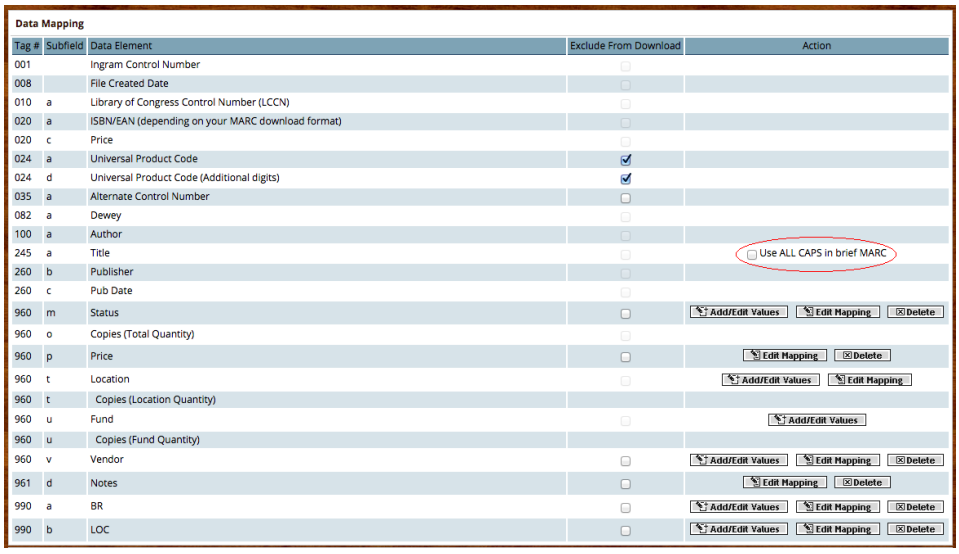
Additionally, users can check for duplicates as they are adding titles to a selection list. This feature checks for duplicates only within the current list.

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).

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.

Libraries are now able to receive the title field (245$a) in all caps in brief MARC records. The Library should go to the Data Mapping in the MARC Setup of the administrator's account and check the box in the Action column for the 245 tag.



Data Mapping

Tag #	Subfield	Data Element	Exclude From Download	Action
001		Ingram Control Number	☐	
008		File Created Date	☐	
010	a	Library of Congress Control Number (LCCN)	☐	
020	a	ISBN/EAN (depending on your MARC download format)	☐	
020	c	Price	☐	
024	a	Universal Product Code	☑	
024	d	Universal Product Code (Additional digits)	☑	
035	a	Alternate Control Number	☐	
082	a	Dewey	☐	
100	a	Author	☐	
245	a	Title	☐	☐ Use ALL CAPS in brief MARC
260	b	Publisher	☐	
260	c	Pub Date	☐	
960	m	Status	☐	Add/Edit Values · Edit Mapping · Delete
960	o	Copies (Total Quantity)	☐	
960	p	Price	☐	Edit Mapping · Delete
960	t	Location	☐	Add/Edit Values · Edit Mapping
960	t	Copies (Location Quantity)		
960	u	Fund	☐	Add/Edit Values
960	u	Copies (Fund Quantity)		
960	v	Vendor	☐	Add/Edit Values · Edit Mapping · Delete
961	d	Notes	☐	Edit Mapping · Delete
990	a	BR	☐	Add/Edit Values · Edit Mapping · Delete
990	b	LOC	☐	Add/Edit Values · Edit Mapping · Delete

Sample brief MARC download:

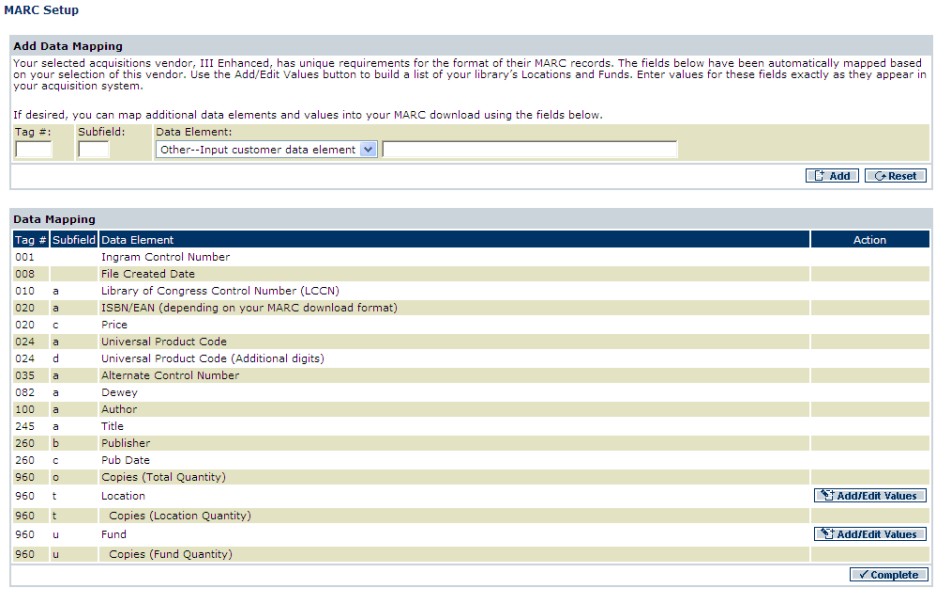
```
=LDR  00287nam  22001095a 4500
=001  \\in501913158
=008  160311s2016\\\\|||\\\||\\\|||||||||||
=020  \\$a9781250058195$c{dollar}  26.99
=020  \\$a1250058198$c{dollar}  26.99
=100  1\$aAdler, Elizabeth
=245  14$aTHE CHARMERS
=260  \\$bMinotaur Books$c20160628

=LDR  00343nam  22001335a 4500
=001  \\in501832782
=008  160311s2016\\\\|||\\\||\\\|||||||||||
=010  \\$a   2015040993
=020  \\$a9781250061621$c{dollar}  27.99
=020  \\$a1250061628$c{dollar}  27.99
=082  00$aFIC
=100  1\$aArcher, Jeffrey
=245  10$aCOMETH THE HOUR
=260  \\$bSt. Martin's Press$c20160216

=LDR  00294nam  22001095a 4500
=001  \\in501896262
=008  160311s2016\\\\|||\\\||\\\|||||||||||
=020  \\$a9781250065940$c{dollar}  27.99
=020  \\$a1250065941$c{dollar}  27.99
=100  1\$aAndrews, Mary Kay
=245  14$aTHE WEEKENDERS
=260  \\$bSt. Martin's Press$c20160517
```

The 9xx configuration in ipage allows the library selectors to download brief MARC order records that include local holdings information. These records can be overlaid with the full MARC records in the Library's ILS system.

Grids

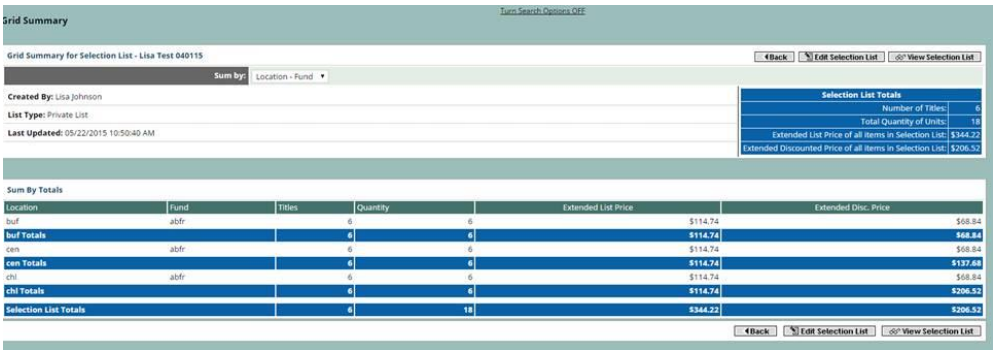
Libraries can use grids to allocate multiple copies of an item across their funds, locations, etc. The grid features are an addition to the Custom MARC functionality, with the Custom MARC mapped fields and values feeding the grid.

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.



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.

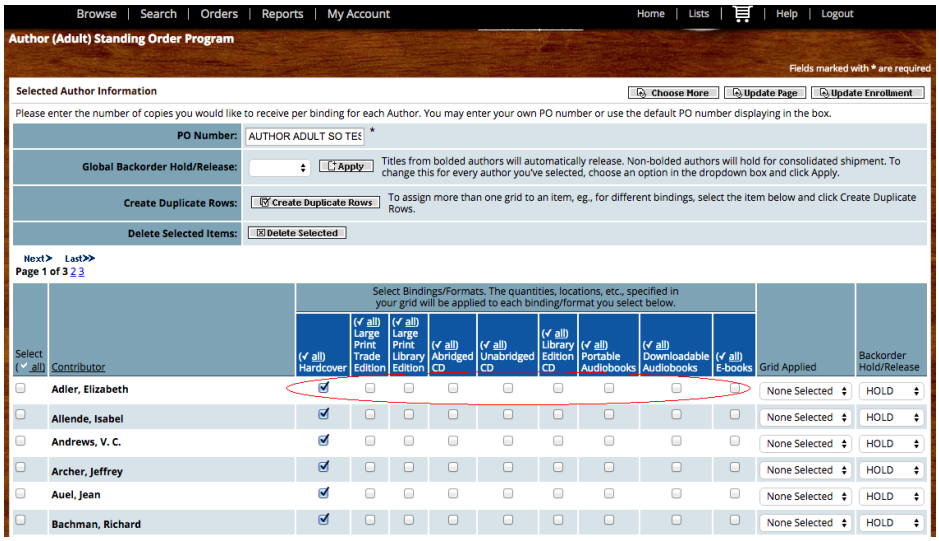


Exporting Grid Information in Excel

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.

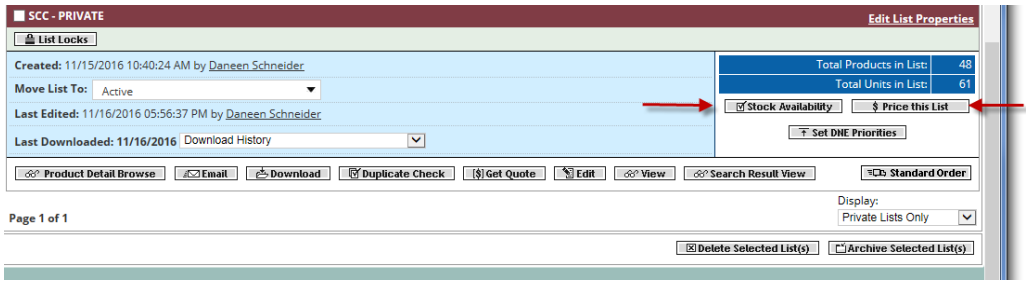
Applying Grids to Standing Orders

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.

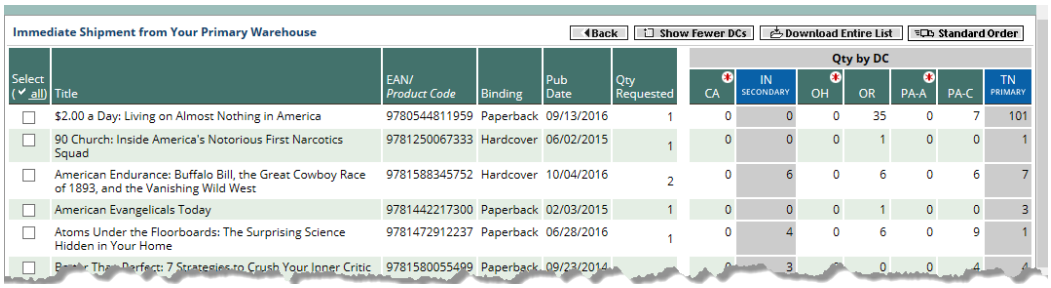


Price this List and Stock Availability Features

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.



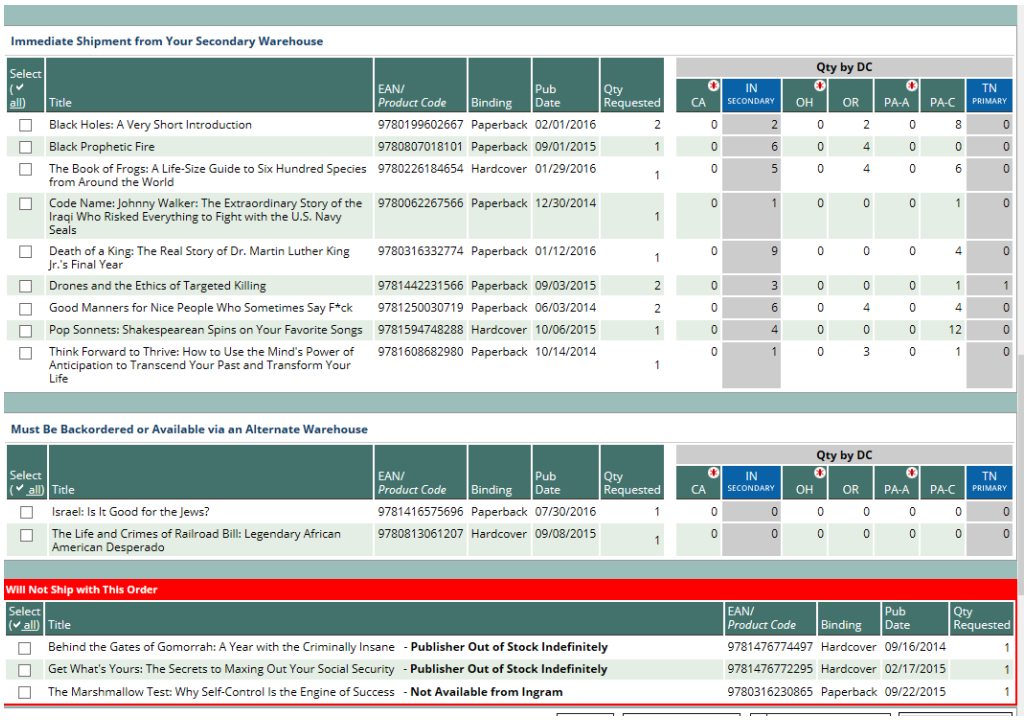
Additionally, the Library can view stock levels in each distribution center for each item in your selection list by clicking on the *Stock Availability* link. This gives a snapshot of current availability of titles from the designated Primary and Secondary distribution centers, and also indicates if titles are not currently in stock and must be backordered, or if the title is not available.



Immediate Shipment from Your Primary Warehouse

Back | Show Fewer DCs | Download Entire List | Standard Order

Select (all)	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC: CA	IN SECONDARY	OH	OR	PA-A	PA-C	TN PRIMARY
☐	$2.00 a Day: Living on Almost Nothing in America	9780544811959	Paperback	09/13/2016	1	0	0	0	35	0	7	101
☐	90 Church: Inside America's Notorious First Narcotics Squad	9781250067333	Hardcover	06/02/2015	1	0	0	0	1	0	0	1
☐	American Endurance: Buffalo Bill, the Great Cowboy Race of 1893, and the Vanishing Wild West	9781588345752	Hardcover	10/04/2016	2	0	6	0	6	0	6	7
☐	American Evangelicals Today	9781442217300	Paperback	02/03/2015	1	0	0	0	1	0	0	3
☐	Atoms Under the Floorboards: The Surprising Science Hidden in Your Home	9781472912237	Paperback	06/28/2016	1	0	4	0	6	0	9	1
☐	Be(ing) The Perfect: 7 Strategies to Crush Your Inner Critic	9781580055499	Paperback	09/23/2014			3		0	0	4	



Immediate Shipment from Your Secondary Warehouse

Select (all)	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC: CA	IN SECONDARY	OH	OR	PA-A	PA-C	TN PRIMARY
☐	Black Holes: A Very Short Introduction	9780199602667	Paperback	02/01/2016	2	0	2	0	2	0	8	0
☐	Black Prophetic Fire	9780807018101	Paperback	09/01/2015	1	0	6	0	4	0	0	0
☐	The Book of Frogs: A Life-Size Guide to Six Hundred Species from Around the World	9780226184654	Hardcover	01/29/2016	1	0	5	0	4	0	6	0
☐	Code Name: Johnny Walker: The Extraordinary Story of the Iraqi Who Risked Everything to Fight with the U.S. Navy Seals	9780062267566	Paperback	12/30/2014	1	0	1	0	0	0	1	0
☐	Death of a King: The Real Story of Dr. Martin Luther King Jr.'s Final Year	9780316332774	Paperback	01/12/2016	1	0	9	0	0	0	4	0
☐	Drones and the Ethics of Targeted Killing	9781442231566	Paperback	09/03/2015	2	0	3	0	0	0	1	1
☐	Good Manners for Nice People Who Sometimes Say F*ck	9781250030719	Paperback	06/03/2014	2	0	6	0	4	0	4	0
☐	Pop Sonnets: Shakespearean Spins on Your Favorite Songs	9781594748288	Hardcover	10/06/2015	1	0	4	0	0	0	12	0
☐	Think Forward to Thrive: How to Use the Mind's Power of Anticipation to Transcend Your Past and Transform Your Life	9781608682980	Paperback	10/14/2014	1	0	1	0	3	0	1	0

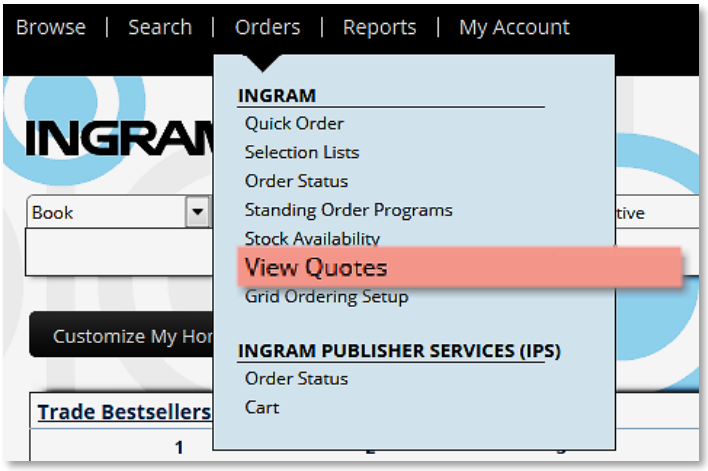
Must Be Backordered or Available via an Alternate Warehouse

Select (all)	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC: CA	IN SECONDARY	OH	OR	PA-A	PA-C	TN PRIMARY
☐	Israel: Is It Good for the Jews?	9781416575696	Paperback	07/30/2016	1	0	0	0	0	0	0	0
☐	The Life and Crimes of Railroad Bill: Legendary African American Desperado	9780813061207	Hardcover	09/08/2015	1	0	0	0	0	0	0	0

Will Not Ship with This Order

Select (all)	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested
☐	Behind the Gates of Gomorrah: A Year with the Criminally Insane - **Publisher Out of Stock Indefinitely**	9781476774497	Hardcover	09/16/2014	1
☐	Get What's Yours: The Secrets to Maxing Out Your Social Security - **Publisher Out of Stock Indefinitely**	9781476772295	Hardcover	02/17/2015	1
☐	The Marshmallow Test: Why Self-Control Is the Engine of Success - **Not Available from Ingram**	9780316230865	Paperback	09/22/2015	1

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>>

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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

Standing Order / New Title Notification Programs
Ingram has a wide array of no-commitment Standing Order Programs for our library customers. These Programs allow libraries to keep important portions of their collections up-to-date automatically and to more fully develop parts of the collection to meet community needs. Each Program is specially designed to provide the latest releases with full customization, minimum hassle, and standard discounts. There is no extra charge for participating in our 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. We also provide a number of other Standing Order Programs focused on Adult and Youth titles:

- Fiction – Adult, Inspirational, Paperback Original, Mass Market Genre
- Author – Adult, Teen, Children (which includes Illustrators)
- Popular Series – Adult, Youth
- Continuations – Travel, Adult, Nonfiction
- Nonfiction – Adult, Youth, Forthcoming Popular Nonfiction Adult
- ReviewALERT – Adult, Youth
- Easy Reader
- Picture and Board Books
- Graphic Novel – Adult, Youth
- Awards, Book Clubs, State Lists

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. Customers have the option of modifying quantities or canceling any order before the titles are in process to be shipped, and may edit program enrollments at any time. **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 their ILS and place orders solely at their convenience. With this Report Only option, **our programs serve as a new title notification system**.

New titles are added to Ingram's database several months in advance of publication. To participate in a standing order, a customer completes an online enrollment form, letting us know the quantity, and in some cases binding type, of the titles they wish to receive. Based on this profile, we place the titles on backorder (generally 2 to 3 months before release). The Program lists will appear in ipage under *Lists/All Program Lists* each month, and the library receives email notification that a list has been created.

For customers who select the Auto-Ship feature, major hardcover titles will ship as soon as they are received or by the street date. Otherwise, titles will consolidate with your next shipment or ship within 15 days of receipt, whichever comes first. Report Only customers can place their order at any time.

Processing

Our expertly-trained processing team provides the ultimate in flexibility with more than 100 different components and unlimited customized options for books, audiobooks, DVDs, and music CDs. All processing is done in accordance with the Library's specifications, and quality control measures are in place to ensure that Library expectations are met.

Processing options include, but are not limited to:

- AR/SRC Label
- Barcode
- Branch Labels
- Card Set
- Catalog Card Kit
- Circulation Card
- Date Due Slip
- Digital Processing for A/V
- Edit Sheets
- Genre Labels
- Label Protector
- Laminated Paperback Cover
- MARC Record
- Mylar Jacket
- Pocket
- Preprogrammed RFID/Barcode Set
- Property Stamp
- RFID Tag
- Shelf List Card
- Spine Label
- Spine/Pocket Label
- Spine Tape
- Spoken Audio Case
- Theft

Ingram will help the Library to complete an Ingram Processing Specification Sheet to ensure consistency of book appearance. Included details are physical processing rules such as label location, taping requirements, and jacketing needs. Adult and Juvenile materials can have different processing profiles if the Library prefers. We can further refine the Library's profiles based on binding of book. A BookMARC profile will also be completed for any account requiring spine labels or cataloging records.

Processing and/or cataloging is profiled on an account level, and any item ordered on an individual account will receive the appropriate processing services. We are able to change your account profile upon written notification. Ingram will be pleased to establish the necessary accounts to accommodate all shipping locations and whether processed or unprocessed books are ordered.

BookMARC® Cataloging

Ingram provides access to full-level MARC records through BookMARC, the proprietary Ingram cataloging database. BookMARC includes the complete LC MARC database, as well as tens of thousands of entries created by Ingram's MLS-degreed catalogers.

Ingram is a trading partner with OCLC, wherein our CIP upgrades and MARC record originals are accepted by OCLC for inclusion in WorldCat.

Ingram cataloging is in accordance with the latest editions and versions of the Anglo-American Cataloging Rules/RDA, MARC21 Format, OCLC Bibliographic Formats and Standards, Library of Congress Classification Schedules, Dewey Decimal Classification, Sears List of Subject Headings, and Library of Congress Subject Headings. Ingram cataloging is consistent with LC rule interpretations and cataloging practices.

If standard BookMARC cataloging does not meet the Library's needs, Ingram offers a full array of custom cataloging options. Services include:

- Search/item linking in the Library ILS utilizing Z39.50 protocol.
- CIP, OCLC, or other Level 5/7 records can be brought up to FULL AACR2 / RDA / MARC 21 standards to correspond with book in hand by an MLS-degreed cataloger.
- Where existing or derived records are not available, an original cataloging record can be created with book in hand by an MLS-degreed cataloger.
- Should the Library require OCLC Holdings Updates, Ingram can provide this service at no charge, utilizing OCLC Batch Load Services.

In addition to standard MARC records, Ingram's MLS-degreed catalogers can review and update records to meet local policy requirements. Examples include applying local exceptions to LC or Dewey classification; adding contents, summary, target audience, or local notes; and applying local subject headings or local exceptions to standard subject headings lists.

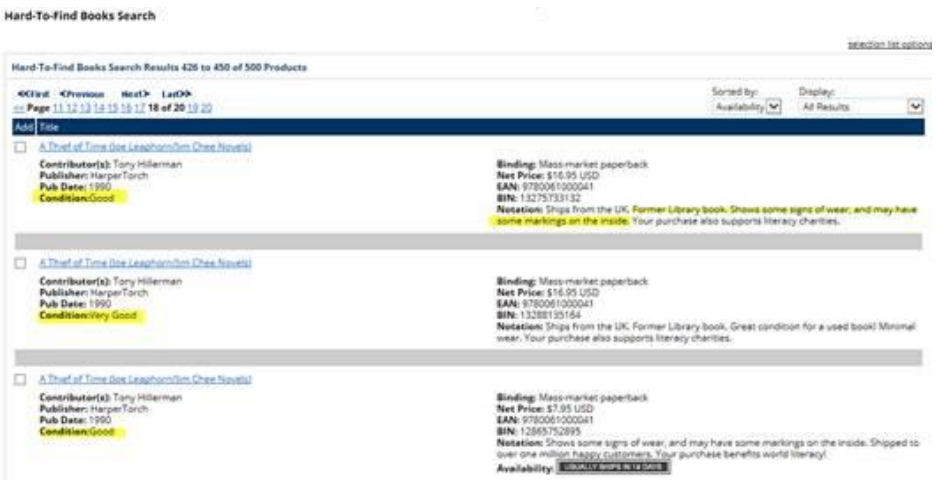
Pricing for these customized services is reflective of the complexity of the Library's technical services requirements.

Hard to Find Book Service

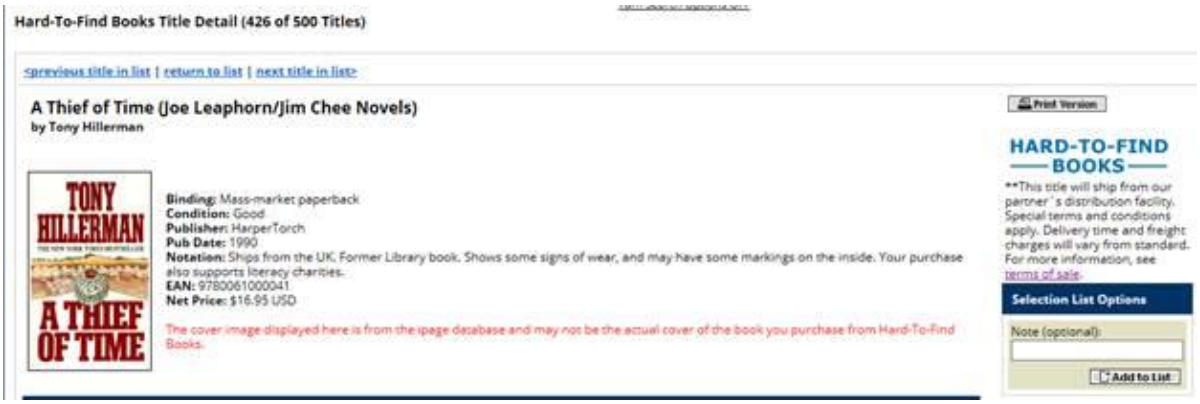
Ingram offers an optional Hard-to-Find Books service on ipage. Ingram's partner for Hard-to-Find Books is Alibris. Alibris is a leading provider of rare, hard-to-find, and antiquarian books.

Search options include Title, Author, Subject, Keyword(s) or ISBN/EAN. You can further refine your results by adding optional attributes including Binding (Any, Hardcover or Softcover), Publication Year (before and after years) and Net Price (Below and Above price criteria.) You can also specify if you want to see only a 1st Edition or Signed copy. This service does not allow for searching for a specific copy of a title.

Books ordered through this service may be used books. When viewing available titles through ipage, the condition of the book will be listed, such as Good, Very Good, Fine, Acceptable. Notations may also include additional information on the condition of the book.



Title Details



Hard to Find Books are not covered under your Ingram contract terms and discounts, and will not receive cataloging or processing services. A per book shipping and handling fee will be applied to each book.

Hard to Find Books are not covered under your Ingram contract terms and discounts, and will not receive cataloging or processing services. These titles will be net-priced. No minimum order is required.

Ingram will invoice customers for Alibris orders. These invoices will also appear on the monthly Ingram statement.

Titles ship from Alibris's distribution facility, and not an Ingram warehouse. They will not combine with your Ingram orders for shipping and may have different turn times and shipping methods. Delivery charges and freight charges will vary from your standard Ingram orders, and a $3.95 per book shipping and handling fee will be applied to each book if shipped within the United States.

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 include:

- 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!

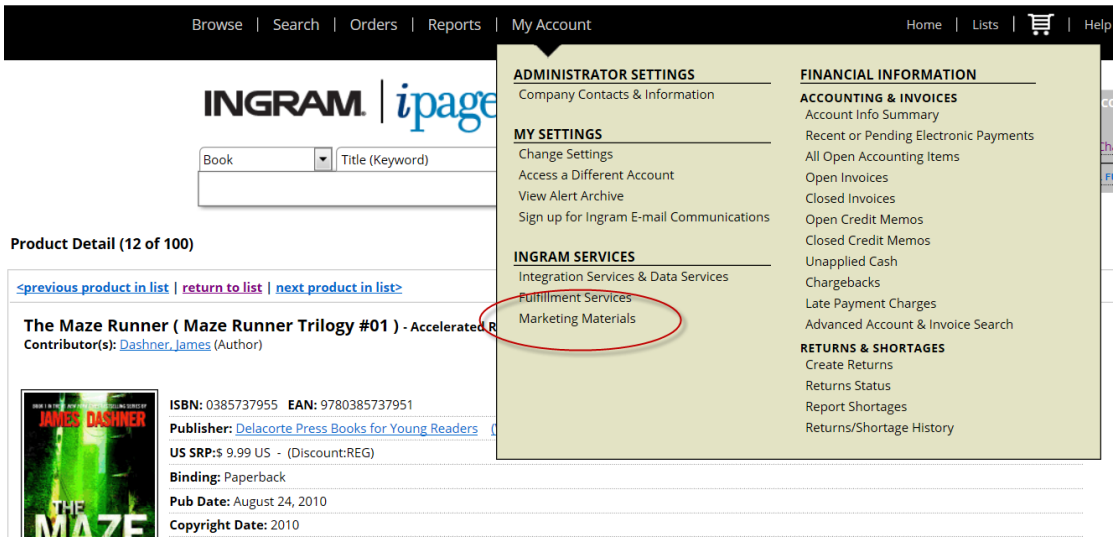
To learn more, please visit www.ingramsendr.com.

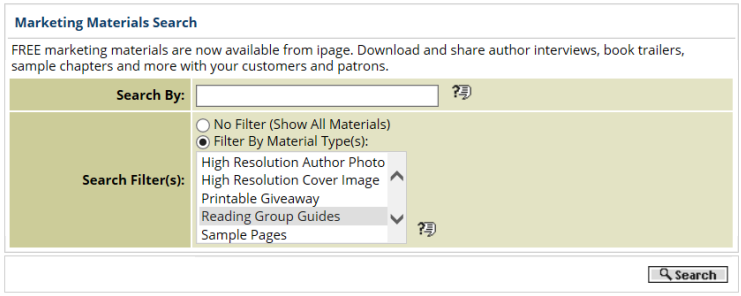
Marketing Materials on ipage

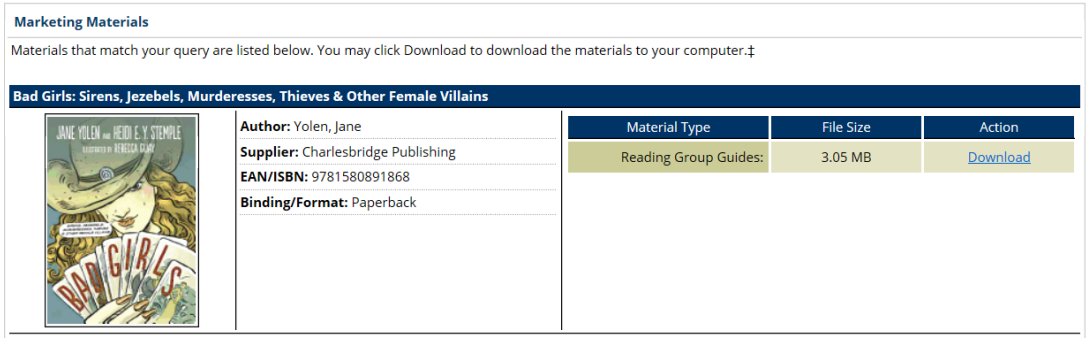
Ingram ipage is the Library's source for free publisher marketing materials. Available assets include shelf talkers, author photos, Q&As, book trailers, reading group guides, printable giveaways, teacher guides, and more. All content is cleared for use in newsletters and reading group materials, on websites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

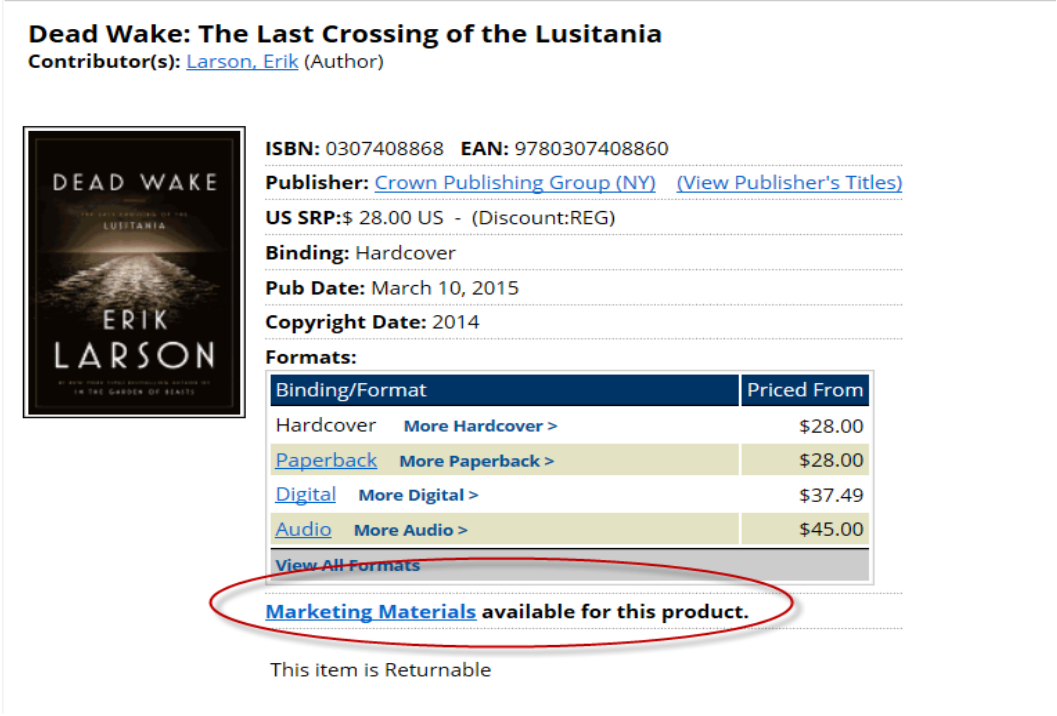
1. From the ipage homepage, hover over My Account and select Marketing Materials located under the Ingram Services section. From there you can search through the complete inventory of available assets.







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



25. Service Requirements Not Met: If not covered under the sections above, list any specifications in this document that our company will be unable to meet. If you propose to meet service needs in an alternative fashion, give the alternative.

Alternative to Lease Plan (Better World Books)
Ingram does not offer a traditional lease plan. Our observation is that the offer and use of lease plans by public libraries is in decline. Ingram has chosen to focus our offerings on the services and functionalities that support libraries in the most cost effective manner, which in our experience does not include lease plans.

Libraries have found using Ingram's standing order programs in conjunction with our partnership with Better World Books is an efficient, cost effective and eco-friendly alternative to a traditional lease program. The Library could purchase multiple copies as required of all the most popular/best-selling titles and once they are no longer circulating, donate them to Better World Books (BWB) in exchange for credit with Ingram that can be used to purchase new materials. Even better, there are no commitments with this process – no monthly fees and no minimums required.

Founded in 2002, Better World Books sells the surplus books of more than 3,000 libraries and 500 bookstores on a consignment basis. A portion of each book sold funds high-impact literacy projects in the United States and around the world. In the process, Better World Books has generated millions of dollars in unrestricted funding for libraries and literacy.

With Better World Books:

- The Library collects and boxes discards and donations
- BWB supplies shipping cartons and coordinates pickup of materials
- BWB scans, inventories, and prices materials and lists them for sale
- Books are sold on BetterWorldBooks.com and 52 additional channels
- A percentage of each sale is remitted to a non-profit literacy agency selected by each library.
- A percentage of each sale is remitted to Ingram, and the proceeds of the sale are credited to individual library accounts by Ingram for use on new materials
- Unsalable items are donated or recycled – nothing gets thrown away.

With libraries facing limited physical space and reduced budgets, donating books and receiving credits for the purchase of new materials means that the Library is able to meet its goal of providing current content to its patrons. By participating in Ingram's partnership with Better World Books, the Library can serve not only their local patrons, but their donations will help promote literacy programs world-wide.

Utilize Ingram Standing Order Programs to automatically receive (or obtain pre-pub notification of) newly published best-sellers and, if desired, add your own title selections. No contracts required.	Enter into an annual contract for book leasing services. Receive a monthly selection list of upcoming popular, best-seller titles. Choose the desired titles from that list and order.
Receive books in shelf-ready condition based on your specifications. Pay invoices as books arrive or place funds on deposit as an annual purchase plan.	Receive books in shelf-ready condition based on your specifications – some limitations apply. Pay the book leasing contract fee (monthly, quarterly, or annually).
When circulation declines, contact BWB for shipping supplies and to coordinate the pickup of materials. BWB scans, inventories, prices materials and lists them for sale.	When circulation declines, prepare paperwork, pack and ship books to your book leasing vendor.
The returned books are sold on BetterWorldBooks.com and other channels. A percentage of each sale is remitted to a non-profit literacy agency selected by the library and a percentage of each sale is remitted to Ingram as a credit to the library for future purchases. Unsalable items are donated or recycled – nothing gets thrown away.	The returned books are used for other libraries' starter lease collections, sold in bulk, or destroyed.
The library buys more materials to make patrons happy.	The library orders more materials to make patrons happy.

RFP
REQUEST FOR PROPOSAL
Title: Library Materials
Mid-Atlantic Library Alliance, MALiA
ATTACHMENT C

PRICING FOR OFFER CONSIDERATION
Discounts for Library and Staff Orders

Offerors shall return a completed copy of this attachment with their proposals. If pricing differs by type of library (public academic, school, special, or state agency), the contractor shall submit a separate copy of this attachment and specify the type of library for which pricing is proposed.

MALiA desires an attractive, predictable pricing structure and, at the same time, a high level of order fulfillment. Accordingly, MALiA seeks to select one or more primary contractors as well as one or more secondary contractors.

All discounts quoted will be applied to the publishers' lowest list price in effect at the time of shipment and exclude freight-pass-through pricing.

All discounts will apply to all shipments, including backorders, for each order placed by the library.

Participating libraries reserve the right to request supporting documentation (including copies of the publishers' invoices) on discount or service charge decisions of the contractor at any time during the contract period.

MATERIAL DISCOUNT / PRICING

LIBRARY TYPE (specify): _X__Public _X__ Academic ___School ___Special _X_ State Agency

1. Books (Reference LOT 1)	1 Copy	2+ Copy
1.1. Adult Trade Hardcover Bindings		46.0% 2-4 copies 46.2% 5-9 copies
1.1.1. Fiction	__45.8%_	46.5% 10+ copies
		46.0% 2-4 copies 46.2% 5-9 copies
1.1.2 Non-fiction	__45.8%_	46.5% 10+ copies

1.2. Paperbacks		2-4 copies 40.0% 5-9 copies 41.0%
1.2.1. Quality	38.0%	10+ copies 42.0%
1.2.2. Mass-market	38.0%	2-4 copies 40.0% 5-9 copies 41.0% 10+ copies 42.0%
1.2.3. Pre-bound	35.0%	35.0%

1.2.4. Time required to ship prebound orders:

In-stock, non-processed or cataloged pre-bound books from Perfection Learning and San Val (Turtleback Books) are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. Ingram also offers paperback prebinding by HF Group for titles bought from Ingram. These titles receive the above paperback discounts, plus $5.25 per unit prebinding charge.

MATERIAL	DISCOUNT / PRICING
1.3. Juvenile Titles	
1.3.1. Trade hardcover bindings	45.8% 1 copy 46.0% 2-4 copies 46.2% 5-9 copies 46.5% 10+ copies
1.3.2. Publishers' library bindings	18.0%
1.3.3. Reinforced bindings	18.0%
1.3.4. Pre-bound books	35.0%

1.3.5. Time required to ship prebound orders:

In-stock, non-processed or cataloged pre-bound books from Perfection Learning and San Val (Turtleback Books) are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. Ingram also offers paperback prebinding by HF Group for titles bought from Ingram. These titles receive the above paperback discounts, plus $5.25 per unit prebinding charge.

1.4. Small Press	10.0%
1.5. University Press	
1.5.1 Trade	18.0%

1.5.2. Non-trade 18.0%

1.6. Serial Books (continuations) 0 – 46.5%

Standing orders and Continuations will receive the same discount schedule as firm orders, as outlined above.

1.7 Reference materials 10.0%

Non-trade/short discounted titles will receive a 10% discount. All net titles are sold at 0% discount.

1.8. Cataloging and Processing - Include total support detail and brochures for these services

1.8.1. Complete cataloging and processing $1.19

Automated Package includes Mylar or Label Protectors, Spine Label, Barcode, standard BookMARC record

1.8.2. Cataloging and processing without mylar jacket $1.19

Automated Package includes Mylar or Label Protectors, Spine Label, Barcode, standard BookMARC record

1.8.3. Mylar jacket and kit, unfastened $1.59

Mylar jacket + Catalog Card Kit

1.8.4. Mylar jacket, fastened or unfastened $0.60 unattached/ $0.69 attached

1.8.5. Kit, unfastened (to include book pocket, book card, spine label, complete set of catalog cards) $0.99

Catalog Card Kit also includes book pocket

1.8.6. Catalog card set $0.65

1.8.7. Machine-readable cataloging per record $0.35 standard BookMARC record via ipage, email or FTP

1.8.8. Additional charges Ingram offers over 100 processing options. Please contact your Sales Representative for additional processing options.

1.8.9. Reinforced plastic cover for paperbacks: 5 mil thick $1.99

1.8.10. Lighter laminate: $1.85

Describe & specify thickness: 15 mil

MATERIAL DISCOUNT / PRICING

1.8.11. Theft-detection devices: attached $0.50

3M or Checkpoint Theft; 3M Spine Insert = $0.55

1.8.12. Theft-detection devices: unattached $0.50

3M or Checkpoint Theft

2. Audiovisual (Reference LOT 2)

2.1. Formats

2.1.1. Spoken word cassettes No Bid

2.1.2. Books on tape No Bid

2.1.3. Books on CD 0 – 45%

90-95% of all spoken word audio CD receives the full 45% discount; however some spoken word is short discounted by the publisher

2.1.4. Compact discs 0 – 45%

Music on Compact Disc

2.1.5 Music cassettes No Bid

2.1.6 DVD 20 – 35%

2.1.8 VHS No Bid

2.1.9 Blu-ray 20 – 35%

2.1.10 Others: Video Games 5%

2.2. Performance rights

2.2.1. Public No Bid

2.2.2. Home use No Bid

2.3. Cataloging and Processing -

2.3.1. Catalog card sets $0.65

2.3.2. Machine-readable cataloging $0.35 standard BookMARC record via ipage, email or FTP

2.3.3. Theft-detection devices $0.50

3M DCD-2 Theft Overlay = $1.33

Provide complete information about what services are offered:
Ingram offers over 100 processing options. Please contact your Sales Representative for additional processing options.

3. Software (Reference LOT 3)

3.1. MAC ___No Bid____

3.2. Windows ___No Bid____

4. E-Books

4.1.. Fiction ___No Bid___

4.2. Non-fiction ___No Bid___

4.3 For purchased eBooks, what fees or other charges are applied in addition to the eBook title price? Which of these are paid up front? And which are recurring?

5. Delivery - INSIDE DELIVERY REQUIRED

5.1. Prepaid FOB

5.1.1. Destination MALiA libraries

5.1.2. Point of Shipment Chambersburg, PA or La Vergne, TN

5.2 Mode of shipment Ingram delivery, UPS or other common carrier

MATERIAL	DISCOUNT / PRICING	

LIBRARY TYPE (specify): ___Public ___ Academic _X_School _X_Special ___State Agency

1. Books (Reference LOT 1)	1 Copy	2+ Copy
1.1. Adult Trade Hardcover Bindings		
1.1.1. Fiction	38.0%	38.0%
1.1.2 Non-fiction	38.0%	38.0%
1.2. Paperbacks		
1.2.1. Quality	36.0%	36.0%
1.2.2. Mass-market	36.0%	36.0%
1.2.3. Pre-bound	35.0%	35.0%

1.2.4. Time required to ship prebound orders:

In-stock, non-processed or cataloged pre-bound books from Perfection Learning and San Val (Turtleback Books) are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. Ingram also offers paperback prebinding by HF Group for titles bought from Ingram. These titles receive the above paperback discounts, plus $5.25 per unit prebinding charge.

MATERIAL	DISCOUNT / PRICING
1.3. Juvenile Titles	
1.3.1. Trade hardcover bindings	38.0%
1.3.2. Publishers' library bindings	15.0%
1.3.3. Reinforced bindings	15.0%
1.3.4. Pre-bound books	35.0%

1.3.5. Time required to ship prebound orders:

In-stock, non-processed or cataloged pre-bound books from Perfection Learning and San Val (Turtleback Books) are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. Ingram also offers paperback prebinding by HF Group for titles bought from Ingram. These titles receive the above paperback discounts, plus $5.25 per unit prebinding charge.

1.4. Small Press ____10.0%____

1.5. University Press

1.5.1 Trade ____10.0%____

1.5.2. Non-trade ____10.0%____

1.6. Serial Books (continuations) ___0 – 38.0%

Standing orders and Continuations will receive the same discount schedule as firm orders, as outlined above.

1.7 Reference materials ____10.0%____

Non-trade/short discounted titles will receive a 10% discount. All net titles are sold at 0% discount.

1.8. Cataloging and Processing - Include total support detail and brochures for these services

1.8.1. Complete cataloging and processing ____$1.19____

Automated Package includes Mylar or Label Protectors, Spine Label, Barcode, standard BookMARC record

1.8.2. Cataloging and processing without mylar jacket ____$1.19____

Automated Package includes Mylar or Label Protectors, Spine Label, Barcode, standard BookMARC record

1.8.3. Mylar jacket and kit, unfastened _____$1.59____

Mylar jacket + Catalog Card Kit

1.8.4. Mylar jacket, fastened or unfastened $0.60 unattached/ $0.69 attached

1.8.5. Kit, unfastened (to include book pocket, book card, spine label, complete set of catalog cards) ____$0.99____

Catalog Card Kit also includes book pocket

1.8.6. Catalog card set ____$0.65____

1.8.7. Machine-readable cataloging per record $0.35 standard BookMARC record via ipage, email or FTP

1.8.8. Additional charges — Ingram offers over 100 processing options. Please contact your Sales Representative for additional processing options.

1.8.9. Reinforced plastic cover for paperbacks: 5 mil thick — $1.99

1.8.10. Lighter laminate: — $1.85

Describe & specify thickness: 15 mil

MATERIAL	DISCOUNT / PRICING
1.8.11. Theft-detection devices: attached *3M or Checkpoint Theft; 3M Spine Insert = $0.55*	$0.50
1.8.12. Theft-detection devices: unattached *3M or Checkpoint Theft*	$0.50

2. Audiovisual (Reference LOT 2)

2.1. Formats

2.1.1. Spoken word cassettes	No Bid
2.1.2. Books on tape	No Bid
2.1.3. Books on CD *90-95% of all spoken word audio CD receives the full 45% discount; however some spoken word is short discounted by the publisher*	0 – 45%
2.1.4. Compact discs *Music on Compact Disc*	20.0%
2.1.5 Music cassettes	No Bid
2.1.6 DVD	25.0%
2.1.8 VHS	No Bid
2.1.9 Blu-ray	25.0%
2.1.10 Others: Video Games	5%

2.2. Performance rights

2.2.1. Public	No Bid
2.2.2. Home use	No Bid

2.3. Cataloging and Processing -

2.3.1. Catalog card sets	$0.65

2.3.2. Machine-readable cataloging — $0.35 standard BookMARC record via ipage, email or FTP

2.3.3. Theft-detection devices — $0.50

3M DCD-2 Theft Overlay = $1.33

Provide complete information about what services are offered:
Ingram offers over 100 processing options. Please contact your Sales Representative for additional processing options.

3. Software (Reference LOT 3)

3.1. MAC — No Bid

3.2. Windows — No Bid

4. E-Books

4.1.. Fiction — No Bid

4.2. Non-fiction — No Bid

4.3 For purchased eBooks, what fees or other charges are applied in addition to the eBook title price? Which of these are paid up front? And which are recurring?

6. Delivery - INSIDE DELIVERY REQUIRED

5.1. Prepaid FOB

5.1.1. Destination — MALiA libraries

5.1.2. Point of Shipment — Chambersburg, PA or La Vergne, TN

5.2 Mode of shipment — Ingram delivery, UPS or other common carrier

ATTACHMENT D

MALiA Membership 2016-2017

Name	Member #	City, State
1. Albemarle Regional Library	1129	Winton, NC
2. Alexander County Library	1103	Taylorsville, NC
3. Alleghany Highlands Regional Lib./Charles P. Jones Memorial Library	1197	Covington, VA
4. Amherst County Public Library	1001	Amherst, VA
5. Anderson Public Library 2016-17	1278	Lawrenceburg, KY
6. Anne Arundel County Public Library	1293	Annapolis, MD
7. Appalachian Regional Library	1252	West Jefferson, NC
8. Appomattox Regional Library System	1002	Hopewell, VA
9. Arlington Public Library 2016-17	1288	Arlington, VA
10. Augusta County Library	1089	Fishersville, VA
11. Averett University Library	1093	Danville, VA
12. Bath County Memorial Library 2016-18 New	1291	Owingsville, KY
13. Bedford Public Library	1003	Bedford, VA
14. Belington Public Library	1251	Belington, WV
15. Benton County Public Library	1220	Camden, TN
16. BHM Regional Library	1258	Washington, NC
17. Blackwater Regional Library	1004	Courtland, VA
18. Blue Ridge Community College	1006	Weyers Cave, VA
19. Blue Ridge Regional Library	1007	Martinsville, VA
20. Bluefield College/Easley Library	1008	Bluefield, VA
21. Boone County Public Library	1263	Burlington, KY
22. Boone Madison Library	1239	Madison, WV
23. Botetourt County Library	1009	Roanoke, VA
24. Boynton Beach City Library	1265	Boynton Beach, FL
25. Bracken County Public Library 2016-17	1289	Brooksville, KY
26. Braswell Memorial Library	1155	Rocky Mount, NC
27. Brevard College, J.A Jones Library	1116	Brevard , NC
28. Bridgewater College /Alexander Mack Library/	1085	Bridgewater, VA
29. Bristol Public Library	1010	Bristol, VA
30. Buchanan County Public Library	1011	Grundy, VA
31. Buncombe County Public Libraries	1144	Asheville, NC
32. Caldwell County Public library	1101	Lenoir, NC

33. Campbell County Public Library	1012	Rustburg, VA
34. Cape Fear Community College	1188	Wilmington, NC
35. Caroline Library, Inc.	1112	Bowling Green, VA
36. Carroll County High School	1015	Hillsville, VA
37. Caswell County Public Library	1200	Yanceyville, NC
38. Catawba County Library System	1270	Newton, NC
39. Central Rappahannock Regional Library	1016	Fredericksburg, VA
40. Central Virginia Community College Library	1094	Lynchburg, VA
41. Chapel Hill Public Library	1141	Chapel Hill, NC
42. Charlotte County Library	1194	Charlotte Court House, VA
43. Charlotte Mecklenburg Library	1130	Charlotte, NC
44. Chatham County Public Library System	1271	Pittsboro, NC
45. Chesapeake Public Library	1107	Chesapeake, VA
46. Chesterfield County Public Library	1084	Chesterfield, VA
47. Chesterfield County Public Schools	1189	Midlothian, VA
48. Christopher Newport University/Trible Library	1213	Newport News, VA
49. Clarksburg-Harrison Public Library	1234	Clarksburg, WV
50. Clarksville-Montgomery County Public Library	1241	Clarksville, TN
51. Cleveland County Memorial Library	1123	Shelby, NC
52. Clifton Forge Public Library	1145	Clifton Forge, VA
53. College of William & Mary/Wolf Law Library	1149	Williamsburg, VA
54. Colonial Heights Public Library	1017	Colonial Heights, VA
55. Craft Memorial Library	1190	Bluefield, WV
56. Craig County Public Library	1115	New Castle, VA
57. Culpeper County Library	1114	Culpeper, VA
58. Cumberland County Public Library	1275	Burkesville, KY
59. Cumberland County Public Library	1111	Cumberland, VA
60. Danville Community College	1019	Danville, VA
61. Danville Public Library	1020	Danville, VA
62. Davidson County Public Library	1152	Lexington, NC
63. Davie County Public Library	1212	Mocksville, NC
64. Delray Beach Public Library	1273	Delray Beach, FL
65. Duplin County Public Library	1139	Kenansville, NC

66. Durham Technical Community College	1191	Durham, NC
67. East Albemarle Regional Library	1186	Elizabeth City, NC
68. Eastern Shore Community College	1193	Melfa, VA
69. Eastern Shore Public Library	1022	Accomac, VA
70. ECPI University	1268	Virginia Beach, VA
71. Elizabethton/Carter County Public Library	1172	Elizabethton, TN
72. Emory & Henry College	1023	Emory, VA
73. Essex Public Library	1113	Tappahonnock, VA
74. Falkville Public Library	1260	Falkville, AL
75. Farmville Public Library	1224	Farmville, NC
76. Fauquier County Public Library	1024	Warrenton, VA
77. Fauquier County Public Schools	1185	Warrenton, VA
78. Ferrum College/Thomas Stanley Library	1025	Ferrum, VA
79. Floyd County Public Library	1238	Prestonburg, KY
80. Fontana Regional Library	1173	Bryson City, NC
81. Franklin County Library	1171	Louisburg, NC
82. Franklin County Public Library	1026	Rocky Mount, VA
83. Galax-Carroll Regional Library	1027	Galax, VA
84. Garrard County Public Library	1250	Lancaster, KY
85. Gaston County Public Library	1147	Gastonia, NC
86. Germanna Community College	1118	Locust Grove, VA
87. Gibsonville Public Library	1255	Gibsonville, NC
88. Gloucester County Library	1087	Gloucester, VA
89. Grant County Public Library	1254	Williamstown, KY
90. Graves County Public Library	1233	Mayfield, KY
91. Greensboro Public Library	1143	Greensboro, NC
92. Greenup County Public Library	1285	Greenup, KY
93. Halifax County-South Boston Public Library	1028	Halifax, VA
94. Hampden-Sydney College	1096	Hampden-Sydney, VA
95. Hampshire County Public Library	1243	Romney, WV
96. Hampton Public Library	1092	Hampton, VA
97. Handley Regional Library	1099	Stephens City, VA
98. Hanover County Public Schools	1136	Ashland, VA
99. Hardin County Public Library	1279	Elizabethtown, KY
100. Hardy County Public Library	1196	Moorefield, WV
101. Haywood County Public Library	1170	Waynesville, NC
102. Heartland Library Cooperative	1264	Okeechobee , FL

103. Henrico County Public Library	1018	Henrico, VA
104. Henrico County Public Schools	1135	Henrico, VA
105. Henry County Public Library	1276	Eminence, KY
106. Heritage Public Library	1029	Providence Forge, VA
107. Hickory Public Library	1256	Hickory, NC
108. Hocutt-Ellington Memorial Library	1214	Clayton, NC
109. Hopkinsville Christian County Public Library 16-17	1287	Hopkinsville, KY
110. J. Sargeant Reynolds Community College	1030	Richmond, VA
111. James L. Hamner Public Library/Amelia County	1083	Amelia Court House, VA
112. James W. Curry Public Library	1269	French Creek, WV
113. Jefferson Madison Regional Library	1031	Charlottesville, VA
114. Jessamine County Public Library	1210	Nicholasville, KY
115. John Tyler Community College Library	1032	Chester, VA
116. Kanawha County Public Library	1236	Charleston, WV
117. Keyser-Mineral County Public Library	1218	Keyser, WV
118. King University	1034	Bristol, TN
119. Laurel County Public Library	1242	London, KY
120. Lee County Library	1272	Sanford, NC
121. Library of Virginia	1134	Richmond, VA
122. Lincoln County Public Library	1245	Stanford, KY
123. Lincoln County Public Library	1128	Lincolnton, NC
124. Linebaugh Public Library System	1228	Murfreesboro, TN
125. Logan County Public Library	1232	Russellville, KY
126. Lonesome Pine Regional Library	1036	Wise, VA
127. Lord Fairfax Community College/Paul Wolk Library	1037	Middletown, VA
128. Luneburg County Public Library	1253	Victoria, VA
129. Lynchburg College/Knight-Capron Library	1226	Lynchburg, VA
130. Lynchburg Public Library	1038	Lynchburg, VA
131. Madison County Public Library	1225	Richmond, KY
132. Maitland Public Library	1290	Maitland, FL
133. Marion County Public Library	1281	Fairmont, WV
134. Mary Riley Styles Public Library	1039	Falls Church, VA
135. Mary Wood Weldon Memorial Library	1277	Glasgow, KY
136. Mason County Public Library	1211	Point Pleasant, WV

137. Mauney Memorial Library	1133	Kings Mountain, NC
138. McCreary County Public Library	1284	Whitley City, KY
139. McDowell County Public Library	1146	Marion, NC
140. Mecklenburg County Public Library	1126	Boydton, VA
141. Mecklenburg County Sheriff's Office Libraries	1231	Charlotte, NC
142. Meherrin Regional Library	1040	Lawrenceville, VA
143. Menifee County Public Library	1246	Frenchburg, KY
144. Middlesex County Public Library	1104	Urbanna, VA
145. Montgomery County Public Library	1235	Mt. Sterling, KY
146. Montgomery County Public Schools	1090	Christiansburg, VA
147. Montgomery-Floyd Regional Library	1041	Christiansburg, VA
148. Mooneyham Public Library	1174	Forest City, NC
149. Morgantown Public Library	1208	Morgantown, WV
150. Mountain Empire Community College/Wampler Library	1042	Big Stone Gap, VA
151. New Hanover County Public Library	1216	Wilmington, NC
152. New Martinsville Public Library	1205	New Martinsville, WV
153. New River Community College	1091	Dublin, VA
154. Newport News Public Library System	1044	Newport News, VA
155. Norfolk Public Library	1045	Norfolk, VA
156. Norfolk State University	1249	Norfolk, VA
157. Norris Library Foundation, Inc.	1247	Rutherfordton, NC
158. North Palm Beach Library 2016-17	1286	North Palm Beach, FL
159. Northeast State Community College/Wayne G. Basler Library	1046	Blountville, TN
160. Northern Virginia Community College	1132	Annandale, VA
161. Northumberland Public Library	1047	Heathsville, VA
162. Northwestern Regional Library	1165	Elkin, NC
163. Nottaway County Public Library	1142	Crewe, Va
164. Orange County Public Library	1125	Hillsborough, NC
165. Orange County Public Library	1117	Orange, VA
166. Pamunkey Regional Library	1048	Hanover, VA
167. Paris-Bourbon County Library	1274	Paris, KY

168. Patrick Henry Community College/Lester Library	1049	Martinsville, VA
169. Paul Sawyier Public Library	1266	Frankfort, KY
170. Pearisburg Public Library	1050	Pearisburg, VA
171. Pender County Public Libraries	1138	Burgaw, NC
172. Pendleton County Library	1183	Franklin, WV
173. Pendleton County Public Library	1261	Falmouth, KY
174. Perry Memorial Library	1223	Henderson, NC
175. Petersburg Public Library System	1051	Petersburg, VA
176. Piedmont Virginia Community College/Betty Sue Jessup Library	1102	Charlottesville, VA
177. Pittsylvania County Public Library	1052	Chatham, VA
178. Polk County Library Cooperative	1267	Bartow, FL
179. Polk County Public Library	1184	Columbus, NC
180. Poquoson Public Library	1053	Poquoson, VA
181. Portsmouth Public Library	1127	Portsmouth, VA
182. Powhatan County Public Library	1088	Powhatan, VA
183. Prince William Public Library System	1054	Prince William, VA
184. Public Library of Anniston-Calhoun County	1292	Anniston, AL
185. Public Library of Johnston County & Smithfield/Selma is under this library as a branch. Number was 1166	1160	Smithfield, NC
186. Pulaski County Library	1055	Pulaski, VA
187. Pulaski County Public Library	1283	Somerset, KY
188. Radford Public Library	1056	Radford, VA
189. Raleigh County Public Library	1259	Beckley, WV
190. Randolph County Public Library	1221	Asheboro, NC
191. Randolph-Macon College/McGraw-Page Library	1058	Ashland, VA
192. Rappahannock Community College	1097	Warsaw, VA
193. Rappahannock County Library	1206	Washington, VA
194. Richmond Public Library	1108	Richmond, VA
195. Richmond Public Schools	1237	Richmond, VA
196. Ritchie County Public Library	1177	Harrisville, WV
197. Roanoke City Public Library	1109	Roanoke, VA
198. Roanoke County Public Library	1059	Roanoke, VA
199. Robeson County Public Library	1164	Lumberton, NC

200. Rockbridge Regional Library	1120	Lexington, VA
201. Rowan Public Library	1150	Salisbury, NC
202. Russell County Public Library	1061	Lebanon, VA
203. Salem Public Library	1063	Salem, VA
204. Sampson-Clinton Public Library	1137	Clinton, NC
205. Samuels Library	1064	Front Royal, VA
206. Scotland County Memorial Library	1222	Laurinburg, NC
207. Scott County Public Library	1262	Georgetown, KY
208. Shenandoah County Library	1179	Edinburg, VA
209. Sheppard Memorial Library	1182	Greenville, NC
210. Smyth-Bland Regional Library	1066	Marion, VA
211. Southern Pines Public Library	1158	Southern Pines, NC
212. Southern Virginia University/Von Canon Library	1204	Buena Vista, VA
213. Southside Regional Jail Library	1187	Emporia, VA
214. Southside Virginia Community College	1203	Keysville, VA
215. Southwest Virginia Community College	1067	Cedar Bluff, VA
216. Spindale Public Library	1163	Spindale, NC
217. Stanly County Public Library	1195	Albemarle, NC
218. State Library of North Carolina	1248	Raleigh, NC
219. Staunton Public Library	1068	Staunton, VA
220. Suffolk Public Library	1069	Suffolk, VA
221. Sullivan County Public Library	1070	Blountville, TN
222. Tazewell County Public Library	1071	Tazewell, VA
223. Temple Rodef Shalom Library	1257	Falls Church, VA
224. Tennessee State Library & Archives	1199	Nashville, TN
225. Thomas Jefferson Library	1280	Falls Church, VA
226. Thomas Nelson Community College	1072	Hampton, VA
227. Tidewater Community College	1100	Norfolk, VA
228. Transylvania County Library	1156	Brevard, NC
229. Union County Public Library	1140	Monroe, NC
230. University of Virginia's College at Wise/Wyllie Library	1124	Wise, VA
231. Upshur County Public Library	1244	Buckhannon, WV
232. Vienna Public Library	1192	Vienna, WV
233. Virginia Beach Public Library	1073	Virginia Beach, VA

234. Virginia Department of Corrections-All Facilities	1201	Richmond, VA
235. Virginia Highlands Community College	1075	Abingdon, VA
236. Virginia State University/Johnston Memorial library	1198	Petersburg, VA
237. Virginia Western Community College	1077	Roanoke, VA
238. Warren County Memorial Library	1217	Warrenton, NC
239. Washington County Public Library	1078	Abingdon, VA
240. Wayne County Public Library	1168	Goldsboro, NC
241. Whitley County Public Library	1215	Williamsburg, KY
242. Williamsburg Regional Library	1080	Williamsburg, VA
243. Wilson County Public Library	1162	Wilson, NC
244. Wolfe County Public Library	1282	Campton, KY
245. Wythe-Grayson Regional Library	1098	Independence, VA
246. Wytheville Community College Library	1082	Wytheville, VA

NOT APPLICABLE TO INGRAM LIBRARY SERVICES LLC

ATTACHMENT E

Small Business Subcontracting Plan

Definitions

Small Business: "Small business" means a business that has been certified in accordance with Regulations governing Certification by the Virginia Department of Small Business and Supplier Diversity (DSBSD). Certification requirements can be found at www.sbsd.virginia.gov.

Women-Owned Business: "Women-owned business" means a business that has been certified in accordance with Regulations governing Certification by the Virginia Department of Small Business and Supplier Diversity (DSBSD). Certification requirements can be found at www.sbsd.virginia.gov.

Minority-Owned Business: "Minority-owned business" means a business that has been certified in accordance with Regulations governing Certification by the Virginia Department of Small Business and Supplier Diversity (DSBSD). Certification requirements can be found at www.sbsd.virginia.gov.

Small Business: "Small business (including micro)" means a business which holds a certification as such by the Virginia Department of Small Business and Supplier Diversity (DSBSD) on the due date for bids. This shall also include DSBSD-certified women- and minority-owned businesses when they also hold a DSBSD certification as a small business on the bid due date. Currently, DSBSD offers small business certification and micro business designation to firms that qualify.

Certification applications are available through DSBSD online at www.DSBSD.virginia.gov (Customer Service).

Bidder Name: _____

Preparer Name:_____ Date: _____

Instructions

A. If you are certified by the DSBSD as a micro/small business, complete only Section A of this form. This includes DSBSD-certified women-owned and minority-owned businesses when they have also received DSBSD small business certification.

B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business for the initial contract period in relation to the bidder's total price for the initial contract period. in Section B.

Section A

If your firm is certified by the DSBSD provide your certification number and the date of certification.

Certification number:_____ Certification Date:_____

B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Micro/Small Business Name & Address DSBSD Certificate #	Status if Micro/Small Business is also: Women (W), Minority (M)	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract ($ or %)
Totals					

Attachment F

REQUEST FOR PROPOSAL

Title: Library Materials

Mid-Atlantic Library Alliance, Inc. (MALiA)

ATTACHMENT F

State Corporation Commission Form

Virginia State Corporation Commission (SCC) registration information. The bidder:

☒ is a corporation or other business entity with the following SCC identification number:

F195193-0 **-OR-**

- is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

- is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the bidder in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder's out-of-state location) **-OR-**

- is an out-of-state business entity that is including with this bid an opinion of legal counsel which accurately and completely discloses the undersigned bidder's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

****NOTE** >>** Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver): ☐

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.

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, cost of acquisition, general marketing categories, publisher's discount, and other factors as defined by the Definitions of Binding Types and Presses provided. Ingram reserves the right to be the sole and final determinant of the pricing category.

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.*