

**All Public Work Projects are required to use the Louisiana Uniform Public Work Bid Form**

All prices must be held firm unless an escalation provision is requested in this bid. Jefferson Parish will allow one escalation during the term of the contract, which may not exceed the U.S. Bureau of Labor Statistics National Index for all Urban Consumers, unadjusted 12 month figure. The most recently published figure issued at the time an adjustment is requested will be used. A request must be made in writing by the vendor, and the escalation will only be applied to purchases made after the request is made.

Are you requesting an escalation provision?

YES \_\_\_\_\_ NO

MAXIMUM ESCALATION PERCENTAGE REQUESTED NA %

INITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF 10/31/19

For the purposes of comparison of bids when an escalation provision is requested, Jefferson Parish will apply the maximum escalation percentage quoted by the bidder to the period to which it is applied in the bid. The initial price and the escalation will be used to calculate the total bid price. It will be assumed, for comparison of prices only, that an equal amount of material or labor is purchased each month throughout the entire contract.

**DELIVERY: FOB JEFFERSON PARISH**

In-stock, non-processed items  
ship within 24 hours of order

INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES

**LOUISIANA CONTRACTOR'S LICENSE NO.: (if applicable)**

NA

**THIS SECTION MUST BE COMPLETED BY BIDDER:**

FIRM NAME: Ingram Library Services LLC

ADDRESS: One Ingram Blvd.

CITY, STATE: La Vergne, Tennessee ZIP: 37086

TELEPHONE: (800) 937-5300 FAX: (615) 213-5196

EMAIL ADDRESS: ilsbids@ingramcontent.com

In the event that addenda are issued with this bid, bidders **MUST** acknowledge all addenda on the bid form. Bidder must acknowledge receipt of an addendum on the bid form as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

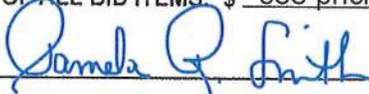
Acknowledge Receipt of Addenda: NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

TOTAL PRICE OF ALL BID ITEMS: \$ see pricing sheets

AUTHORIZED SIGNATURE: 

Pamela R. Smith

Printed Name

TITLE: Vice President, Sales

SIGNING INDICATES YOU HAVE READ AND COMPLY WITH THE INSTRUCTIONS AND CONDITIONS.

**NOTE: All bids should be returned with the BID NUMBER and BID OPENING DATE indicated on the outside of the envelope submitted to the Purchasing Department.**

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00120385

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
1	1.00	EA	<p>TWO (2) YEAR CONTRACT TO PROVIDE AUDIOBOOK COMPACT DISCS FOR THE JEFFERSON PARISH LIBRARY DEPARTMENT.</p> <p>0010 - Discount (percentage) from Publisher's non-freight pass through list prices. _____ %</p> <p>AS PER ATTACHED SPECIFICATIONS:</p> <p>Line Items 0020 through 0110 is a list of typical items the Jefferson Parish Library Department would purchase.</p>		
				46.0% Trade 8.0% Short / Non-trade 0.0% Net	
2	1.00	EA	<p>0020 - Provide the cost of the title with discount applied.</p> <p>Any Dream Will Do ISBN - 1524783676 EAN - 9781524783679</p>	\$21.60	\$21.60
3	1.00	EA	<p>0030 - Provide the cost of the title with discount applied.</p> <p>Barely Legal ISBN - 0525492348 EAN - 9780525492344</p>	\$18.90	\$18.90
4	1.00	EA	<p>0040 - Provide the cost of the title with the discount applied.</p> <p>Charlatans - Street Smart ISBN - 1524775592 EAN - 9781524775599</p>	\$24.30	\$24.30
5	1.00	EA	<p>0050 - Provide the cost of the title with discount applied.</p> <p>The Color of Fear (Sharon McCone Mystery) ISBN - 1478916087 EAN - 9781478916086</p>	\$16.20	\$16.20
6	1.00	EA	<p>0060 - Provide the cost of the title with discount applied.</p> <p>Crime Scene ISBN - 052549250X</p>	\$21.60	\$21.60

## INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00120385

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
7	1.00	EA	EAN - 9780525492504  0070 - Provide the cost of the title with discount applied.	\$21.59	\$21.59
8	1.00	EA	Emma in the Night ISBN - 1427289301 EAN - 9781427289308  0080 - Provide the cost of the title with discount applied.	\$21.59	\$21.59
9	1.00	EA	Exposed (Rosato & Dinumzio Novel #5) ISBN - 1427285748 EAN - 9781427285744  0090 - Provide the cost of the title with discount applied.	\$21.57	\$21.57
10	1.00	EA	The Force ISBN - 150468060X EAN - 9781504680608  0100 - Provide the cost of the title with discount applied.	\$19.97	\$19.97
11	1.00	EA	I Know a Secret (Rizzoli & Isles) ISBN - 14805502510 EAN - 9781480502512  0110 - Provide the cost of the title with discount applied.	\$24.30	\$24.30
12	3.00	YR	Y is for Yesterday (Kinsey Millhone Novel #25) ISBN - 0385393997 EAN - 9780385393997  0120 - Yearly cost of inventory/ electronic ordering service.	\$0.00	\$0.00
13	1.00	EA	0130 - Cost to repackage multidisc CD sets per CD sets per  specifications, including placing cover art in sleeve.	\$3.80 small case	\$3.80 small case
14	1.00	EA	0140 - Cost to produce and apply barcodes (per barcode).	\$0.18 per barcode	\$0.18 per barcode

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00120385

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
15	1.00	EA	0150 - Cost to provide downloadable purchase order record.	\$0.00 per order record through ipage	\$0.00 per order record through ipage
16	1.00	EA	0160 - Cost to provide OCLC Marc record including complete call number.	\$0.35 per standard BookMARC record	\$0.35 per standard BookMARC record
17	1.00	EA	0170 - Cost for original cataloging record including complete call number.	\$9.00 per original record	\$9.00 per original record
18	1.00	EA	0180 - Cost to provide OCLC Marc record including complete call number and item information for item creation.	\$4.85 per OCLC/CIP record upgrade	\$4.85 per OCLC/CIP record upgrade
19	1.00	EA	0190 - Cost to print and apply branch label (per label).	\$0.18 per label	\$0.18 per label
20	1.00	EA	0200 - Cost to print and apply spine label.	\$0.18 per label	\$0.18 per label
21	1.00	EA	0210 - Cost for digital processing including cover art, barcode, branch label and spine label.	\$2.00 per unit	\$2.00 per unit
	1.00	EA	Barcode Scanning	\$0.10 per barcode	\$0.10 per barcode
	1.00	EA	Hub Label / Barcode Set	\$0.20 per set	\$0.20 per set
	1.00	EA	Medium Audio Case (holds up to 20 CDs)	\$4.75 per case	\$4.75 per case
	1.00	EA	Large Audio Case (holds up to 30 CDs)	\$6.00 per case	\$6.00 per case
	1.00	EA	MediaSAFE Small Audio Case (holds 1-14 CDs)	\$4.95 per case	\$4.95 per case
	1.00	EA	MediaSAFE Large Audio Case (holds 15-26 CDs)	\$5.30 per case	\$5.30 per case

INGRAM LIBRARY SERVICES LLC  
WRITTEN CONSENT OF THE SOLE MEMBER  
IN LIEU OF MEETING

Pursuant to the Tennessee Revised Limited Liability Company Act, the undersigned, being the sole member of Ingram Library Services LLC, a Tennessee limited liability company (the "Company"), does by the signing hereof, consent to the adoption of and does hereby adopt and take the following resolutions:

Officer Election

RESOLVED, That the appointment of Kelly Lynne-Schadel Arnold as Assistant Secretary of the Company, effective February 6, 2017, is hereby ratified and confirmed.

Contract Signing Authority

WHEREAS, in the normal course of business, the Company is required to enter into contracts for the sale of library books and other materials with various federal, state and local governmental departments and agencies (the "Contracts"); and

WHEREAS, time is of the essence in the execution and delivery of the Contracts on behalf of the Company;

NOW, THEREFORE, BE IT RESOLVED, That the following officers of the Company be and each is hereby authorized to execute and deliver the Contracts in the name of and on behalf of the Company upon such terms and conditions as the officer signing deems appropriate and in the best interest of the Company:

Shawn R Everson, President

Shawn D. Morin, Chief Executive Officer

Pamela R. Smith, Vice President, ILS Sales

Daniel S. Sheehan, Vice President and General Manager

FURTHER RESOLVED, That, in the absence of the officers listed above, Kelly Lynne-Schadel Arnold, Assistant Secretary of the Company, and Brian K. Dauphin, Authorized Representative of the Company, are each hereby authorized to execute and deliver the Contracts in the name of and on behalf of the Company upon such terms and conditions as she or he deems appropriate and in the best interest of the Company.

February 7, 2017

FURTHER RESOLVED, That the effective date of these resolutions will be February 7, 2017.

Dated the 7<sup>th</sup> day of February, 2017.

**SOLE MEMBER:**

**Ingram Industries Inc.**



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By: John R. Ingram  
Chairman of the Board

February 7, 2017



Debt Disclosures

**(Choose A or B, if option A is indicated please include the required attachment):**

**Choice A** \_\_\_\_\_ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

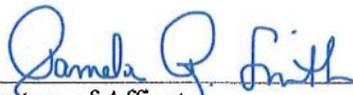
**Choice B**  There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

*[The remainder of this page is intentionally left blank.]*

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.



\_\_\_\_\_  
Signature of Affiant

Pamela R. Smith

\_\_\_\_\_  
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 15 DAY OF August, 2017.



\_\_\_\_\_  
Notary Public

Daneen Schneider

\_\_\_\_\_  
Printed Name of Notary

NA

\_\_\_\_\_  
Notary/Bar Roll Number

My commission expires October 21, 2018.





August 15, 2017

Jefferson Parish Purchasing Department  
200 Derbigny Street  
General Government Building, Suite 4400  
Gretna, LA 70053

Re: Bid Number: 50-120385

Two Year Contract to Supply Audiobook Compact Discs for the Jefferson Parish Library Department

Due: August 17, 2017 at 2:00 PM

Dear Purchasing and Library Staff:

Thank you for including Ingram Library Services LLC in your search for a vendor to supply audiobook compact discs for the Jefferson Parish Library Department. As your current audiobook vendor under Contract No. 55-15088, we are happy to present our proposal to continue our partnership with your Library Department.

As a leader in distribution, print-on-demand and digital solutions, Ingram provides librarians with immediate access to the largest selection of trade books, spoken word audio, DVD/Blu-ray, music CD and book-related products, include spoken word audio in CD and MP3 format, and DVD/Blu-Ray format pre-recorded video. We also provide a full range of value-added services, including cataloging, process, and repackaging audiovisual materials into cases appropriate for library circulation. No other single source has the comparable experience, expertise, and connectivity in bringing supply chain management, archive, and print and digital solutions to the market.

Ingram's proposal includes all the information and forms as requested, along with additional information on Ingram services as appropriate.

Please provide a copy of the resulting bid tabulations to [ilsbids@ingramcontent.com](mailto:ilsbids@ingramcontent.com).

Should you have any questions regarding Ingram's proposal, please feel free to contact Daneen Schneider, Sr. Contract Management Specialist at (800) 937-5300, extension 35763. She may also be reached by email at [ilsbids@ingramcontent.com](mailto:ilsbids@ingramcontent.com) or by fax at (615) 213-6004. Stephen Casey serves as your Senior Sales Representative and can be reached at (214) 952-6310 or at [Stephen.casey@ingramcontent.com](mailto:Stephen.casey@ingramcontent.com).

Best Regards,

Pamela R. Smith  
Vice President, Sales

PRS/ds

Throughout this response, Ingram Library Services LLC will be referred to as Ingram. Jefferson Parish Library Department will be referred to as the Library.

### Ingram Overview

**Name and address of firm:**

Ingram Library Services LLC  
One Ingram Blvd.  
P.O. Box 3006  
La Vergne, TN 37086-1986  
Telephone No.: (800) 937-5300  
Fax: 615-213-5196  
Email: [ilsbids@ingramcontent.com](mailto:ilsbids@ingramcontent.com)  
Federal I.D. Number: 62-1746696

URL: <http://www.ingramcontent.com/pages/libraries.aspx>

ipage: [www.ipage.ingramcontent.com](http://www.ipage.ingramcontent.com)

Official Representatives: Daniel S. Sheehan, Vice President and General Manager  
Pamela R. Smith, Vice President, Sales

Ingram Library Services LLC is a single-member LLC of Ingram Industries Inc., a Tennessee corporation based in Nashville, Tennessee. Ingram Library Services operates as part of the Ingram Content Group.

Ingram Content Group LLC 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 fifty years.

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, 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 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 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. Ingram operates four regional distribution centers, including the distribution center at our company headquarters in La Vergne, Tennessee. Ingram Content Group employs more than 3,400 associates.

Ingram Library Services has a very a successful track record providing shelf-ready materials for other large, multi-branch libraries. Depending upon each library's needs, we provide everything from bestsellers and popular series titles to backlist and reference titles and audiovisual materials. Below is a sample of our top customers for spoken word audio purchases over the past 12 months:

Ingram will give the highest priority to your needs by assigning key Ingram professionals to work with the Library. Ingram has built a talented, experienced staff of Associates dedicated to library service, including Collection Development and Technical Services Associates. Ingram has many **professional librarians on staff**, with 37 holding Masters Degrees in Library and Information Science. They all have years of experience working in and with libraries. Ingram Content has a staff of over 3,400 Associates who may be involved in providing service under this contract, including Customer Care, Product, Operations, Transportation and Shipping, and Warehouse Associates who pick and pack orders. Ingram will not be using outside firms to complete the scope of work.

Ingram understands that in selecting a vendor for your project, the Library relies on the qualifications and experience of Ingram Associates assigned to provide services under the contract. Ingram staff works closely with library staff during set-up and throughout the project duration to maintain open lines of communication. Should any reassignment or replacement of key personnel occur during the contract, Ingram will notify the Library. Ingram will provide a replacement of comparable qualifications and experience who is acceptable to the Library.

**Stephen Casey** serves as Senior Sales Representative for the Library. He will serve as the main source contact for all services Ingram provides. Stephen will provide an on-site relationship to monitor progress and trouble-shoot potential issues, making selection, ordering, and receiving materials smooth and simple.

An assigned Inside Sales Representative will provide an additional level of sales support. Our Inside Sales Team is supervised by **Lisa Johnson**, who has over 25 years of Ingram experience in Customer Care and Sales.

In addition to your assigned Sales Representatives, Ingram's team of Customer Care Support Specialists is available Monday through Friday, 7:00 a.m. – 7:00 p.m. (Central Time.) Every attempt will be made to respond within 24 hours (during normal working hours) from phone call or receipt of correspondence. However, some issues may necessitate additional research to provide the best service and most complete response to the Library.



**Ingram Contact List**

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

- Stephen Casey, Senior Sales Representative .....(214) 952-6310  
Email: [stephen.casey@ingramcontent.com](mailto:stephen.casey@ingramcontent.com)
- Sterling Crawford, Manager Client Integration .....Ext. 36274  
Email: [sterling.crawford@ingramcontent.com](mailto:sterling.crawford@ingramcontent.com)
- Account Services .....Press Option 1, then 3  
Email: [requirements@ingramcontent.com](mailto:requirements@ingramcontent.com)  
*To Set Up / Update an Account*
- Customer Care .....Press Option 1, then 1  
Email: [ILSCustomer.service@ingramcontent.com](mailto:ILSCustomer.service@ingramcontent.com)  
*To discuss concerns or issues regarding your account*
- To Place an Order .....Press Option 1, then 2
- To Check Stock Status .....Press Option 1, then 4
- Toll-Free FAX Ordering .....800-677-5116
- Credit Department.....800-937-8100

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

**Section 1.0 CONDITIONS**

Ingram understands all the services required for this contract. We will not only meet, but exceed the Library’s expectations as outlined in our section-by-section response to your specifications.

**SECTION 2.0 SPECIFICATIONS**

**Contract Period**

Ingram agrees that the contract period will be two years from November 1, 2017, or notice of award, whichever is later.

**Discounts**

Ingram is pleased to offer the following spoken word audio discounts to Jefferson Parish Library Department:

Spoken Word Audio, Trade	46.0%
Spoken Word Audio, Non-Trade/Short	8.0%
Net titles	0.0%

Standing Order/New Title Notification Program titles receive the same discount schedule as firm orders.

Ingram has also provided discounts and pricing on the attached Bid Form. We have provided further details on our discounts, freight, cataloging, and processing in the bid sections that follow.

Once awarded, the contracted discount schedule will remain firm for the term of the contract. Prices of individual library materials are set by the publisher/manufacturer, and not by Ingram as distributor. Therefore, Ingram cannot guarantee that the retail/list price of an item will not change.

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 drafting a price proposal, Ingram bases pricing upon several factors including dollar value of commitment, actual expenditures, number of accounts and shipping locations and if drop shipping is required. Ingram reserves the right to offer pricing and services to any customer based solely on Ingram management criteria.

#### **Ingram Category Definitions**

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.

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.

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.

#### **Freight**

Orders will ship with Ingram-paid freight from your Ingram-designated distribution center(s.) Items receiving custom cataloging services, audiovisual digital processing services, or opening day collection orders may ship from a single distribution center exclusively.

#### **Inventory**

Ingram leads the book industry in maintaining the largest on-hand inventory of over 16,000,000 unique titles, representing over 60,000 book publishers and imprints.



Ingram can provide adult, young adult, and juvenile fiction and nonfiction titles in all subjects in a variety of bindings. Ingram’s **spoken word audio inventory includes 109,000+ titles**, including abridged and unabridged editions including CD, MP3 and pre-recorded audio player formats.

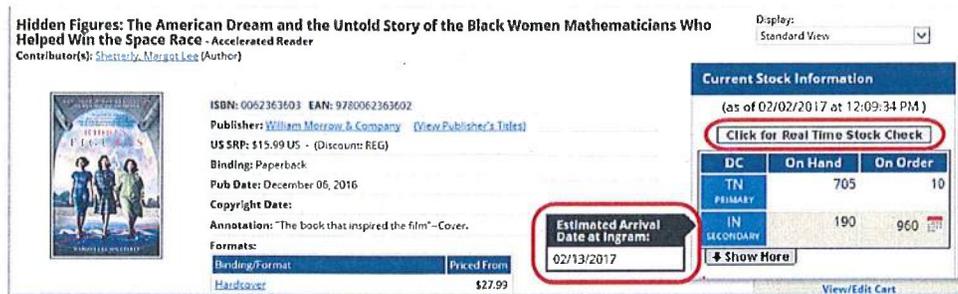
**ipage®**

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 is updated nightly.

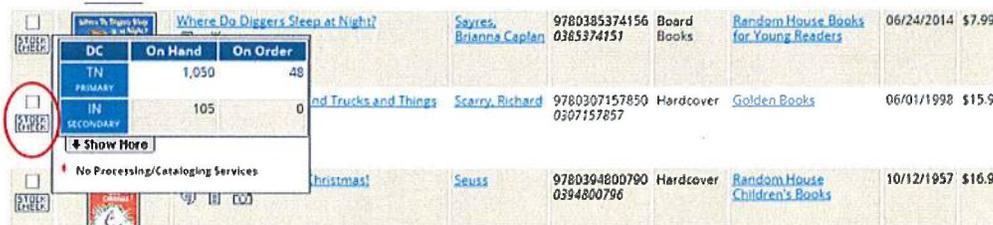
ipage can be accessed at <https://ipage.ingramcontent.com>. Trial access credentials are provided at the end of our proposal.

**Real Time Stock Check**

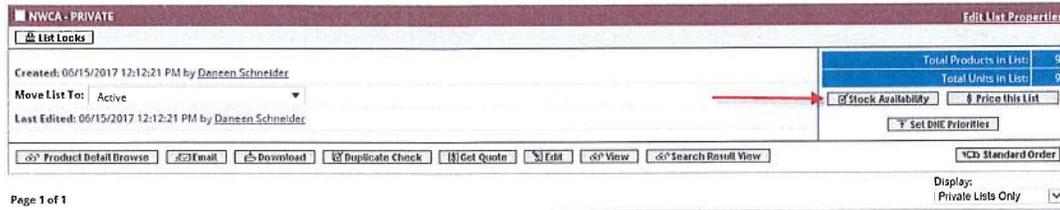
ipage provides a real-time stock check of Ingram inventory directly on the Title Detail screen. The Library’s assigned primary and secondary distribution centers will be displayed. ipage shows both on hand inventory and number of copies on order with the publisher, and for titles on order, may include 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.



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, plus indicates if titles are not currently in stock and must be backordered, or if the title is not available. With the June, 2017 ipage updates, the resulting report has been updated to include a total number of units available for immediate shipment from both the Primary and Secondary warehouses.

### Collection Development Services

#### 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.

Ingram' monthly *Advance* catalog details the forthcoming hardcover, trade paper and audiobook titles approximately two months prior to release. Each issue also features relevant and timely editorial content.

Audio for Advance

Turn Search Options OFF

[Search Catalog](#) | [Add Catalog to List](#) | [Download Catalog](#)

[Trade Publications](#) | [Advance Audio for Advance](#)

**Add** Table of Contents

- [BIOGRAPHY / AUTOBIOGRAPHY](#)
- [CHILDREN'S](#)
- [FICTION - ACTION / ADVENTURE](#)
- [FICTION - GENERAL](#)
- [FICTION - MYSTERY/ DETECTIVE](#)
- [FICTION - ROMANCE](#)
- [HUMOR](#)
- [LITERATURE / CLASSICS](#)
- [SELF-HELP](#)

**Add** Table of Contents

- [BUSINESS / PROFESSIONAL](#)
- [EXERCISE / HEALTH](#)
- [FICTION - ESPIONAGE / THRILLER](#)
- [FICTION - HISTORICAL](#)
- [FICTION - RELIGIOUS](#)
- [FICTION - SCIENCE FICTION / FANTASY](#)
- [INSPIRATION / PHILOSOPHY](#)
- [NONFICTION](#)
- [SPORTS & RECREATION](#)

Catalog Search: Title [v] [Search]

The Library can add selected items from a catalog into a selection list, or can download selected titles or the entire catalog.

**Add Catalog Items to List**

Add to Selection List(s): Selected Titles [v] Choose List [v] View Selection List(s): 2017 Author 50 Titles

[Add] [View]

**Download Catalog Items**

Lists with more than 4,000 items cannot be downloaded in their entirety. If you download a 4,000 items will be included in the download.

Download: Selected Items to: [v] Format: BISAC Frontlist Format [v]

Order PO: [text field]

If your account has been mapped with Order PO as a Custom MARC field, you can input a Pe your ipage administrator for complete inform

### E-Communications

In addition to our catalogs, Ingram offers current customers a wealth of information via e-mail. You can register on ipage for a variety of electronic newsletters, book alerts, special promotions, and other announcements that will keep you informed of the latest product and company news. After registering, you will receive an e-mail message that provides a link to a page for managing your e-mail preferences.

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.

**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
- Browse by Classification - BISAC, Dewey, and Ingram Categories
- Ingram Lists & Picks - including bestsellers, high interest categories, and standing order lists
- Ingram Catalogs

Under the ipage Browse tab "By Ingram Lists & Picks," Ingram offers complimentary curated lists for Audiobooks. Clicking any of the links will allow you to drill down into lists specific to the product type:

**Ingram Lists and Picks, Audiobooks**

- Adult Forthcoming
- Youth Forthcoming
- Youth New & Popular
  - Beneath each of these headings are additional lists. i.e. under the Adult header there are monthly lists for the previous, current, and forthcoming month, and for each month there are lists by Fiction CD, Nonfiction CD, MP3 Fiction, and MP3 Nonfiction.

**Standing Order New Title Notification Programs**

Ingram Library Services can help ease the burden of keeping up with popular titles and series titles for all ages. With our no-commitment Standing Order Programs, you are assured of having high demand materials on your shelves *before* patrons come looking for them. We offer a choice of 23 customizable programs that cover popular fiction and nonfiction with regularly updated titles in all subjects for all ages, including popular series programs in adult and youth fiction, easy readers, graphic novels, adult and youth nonfiction, and travel and nonfiction continuations for new editions, including test prep, computers, cooking, business, medical, and more. We have recently added a monthly Picture and Board Book Standing Order Program.

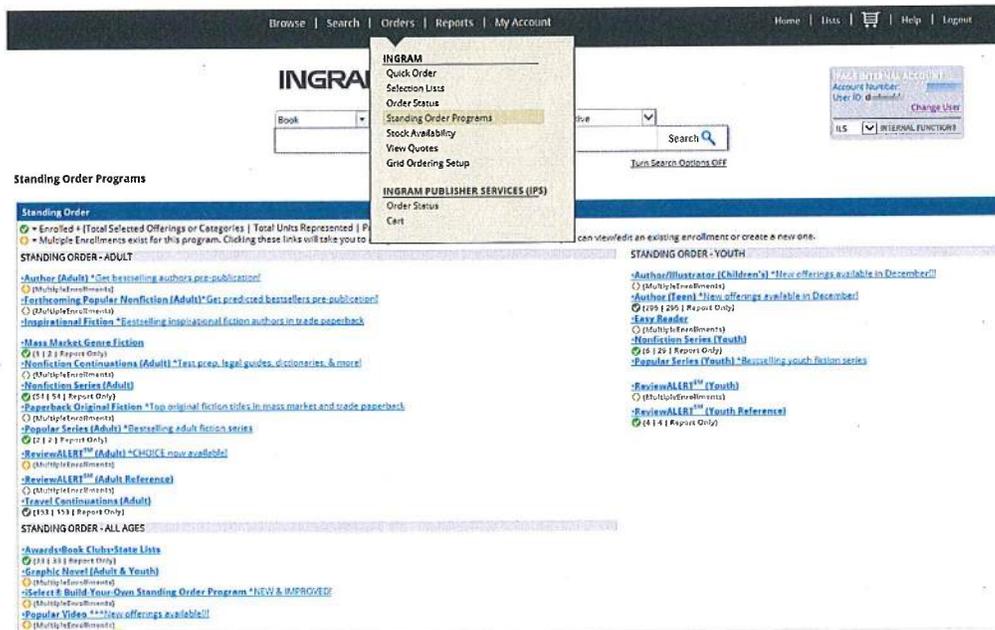
**Author Adult, Author Teen, Author/Illustrator Children, Awards/Book Clubs/State Lists, iSelect programs each feature Audiobooks as a format option for all line item offerings. For the Author programs, spoken audio titles in the program must be released within six months or the trade hardcover edition.**

Our dedicated programs customer service team is here to help you with everything from deciding which programs and offerings meet your needs, to helping you with those enrollments. Our experts can also make transitioning to Ingram easy. They'll work with you to ensure a seamless transition with nothing missed and no duplication.

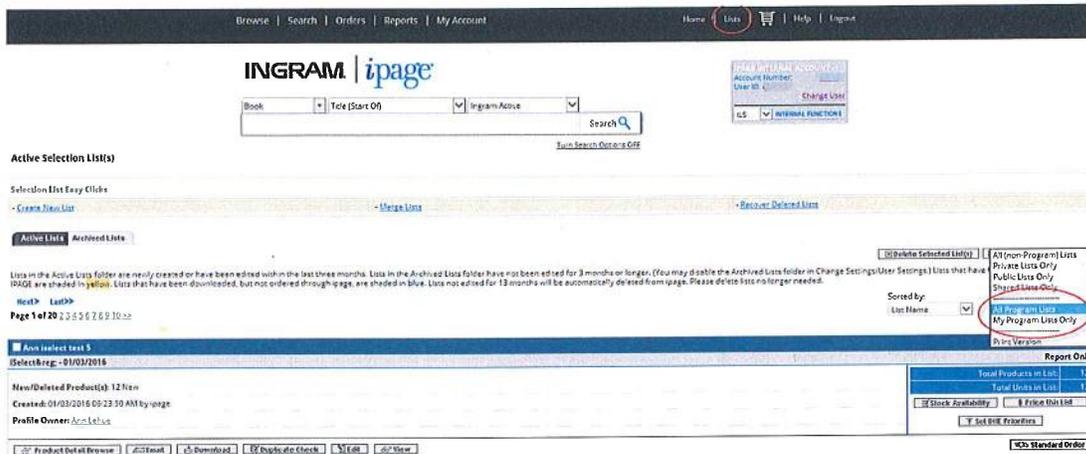
Our MLS-degreed librarians manage each program, so you know they will contain the materials that will generate high circulation. Each program has a specific focus. These Programs allow libraries to keep important portions of their collections up-to-date automatically and to more fully develop other parts of the collection to meet community needs. Each Program is specially designed to provide the latest releases with full customization, minimum hassle, and the Library's discounts. All of Ingram's 23 programs are **complimentary** for our customers—there are no hidden costs.

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

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



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



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

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

All offerings in our Standing Order Programs are available to libraries regardless of whether they are enrolled. These lists can be found under "Standing Order Lists" in the Browse section of ipage. The lists may be easily viewed, exported or downloaded in a variety of formats. For those libraries that are enrolled in programs, the customized selection lists that are generated based on their profiles are also always available to view, print, export or download.

### Titles Covered

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

**Ingram Adult Author Standing Order Program**

With Ingram's Author (Adult) Standing Order Program, libraries can always be assured of receiving the latest **fiction hardcover** titles by the most popular authors in a timely manner. This program identifies new titles by the most popular authors, months before release. Additional formats are also available, including large print and **audio editions** – abridged and unabridged CD, Library Edition CD, and Pre-Recorded Audio Players - when they are released within six months of the trade hardcover edition.

The top authors for libraries have been identified on the enrollment form in **boldface type**. These top authors will release and ship immediately upon receipt from the publisher, as well any Street Smart Select title (Street Smart Affidavit on file required), while other authors hold for consolidated shipment.

**Author (Teen) Standing Order Program**

In response to customer's requests, Ingram offers a standing order program featuring popular authors of books for ages 13-17. When a library signs up for this program, the newest YA titles by the library's selected writers will be included on a Selection List within ipage several months before publication date. As with the Author/Illustrator program, the bindings available include Trade Hardcover or Library Binding, plus Library Edition CD, Pre-Recorded Audio Player, and Unabridged CD, when released within six months of the regular hardcover.

**Author/Illustrator (Children's) Standing Order Program**

This popular standing order program features popular authors and/or illustrators of books for ages 0-12. When libraries sign up for their desired authors and/or illustrators in this program, the newest titles by writers and/or illustrators as diverse as Christopher Paolini, Mo Willems, and Laura Numeroff will be included on a Selection List within ipage several months before they are published. The bindings available include Trade Hardcover or Library Binding, plus Library Edition CD, Pre-Recorded Audio Player, and Unabridged CD, when released within six months of the trade hardcover.

**Awards \* Book Clubs \* State Lists Standing Order Program**

The Awards \* Book Clubs \* State Lists program provides libraries with a choice of notification or automatic order placement for the award winners, nationwide reading list picks, and state lists they track each year. From an individual state reading list to an international award, customers save time by letting Ingram stay on top of these developments, allowing libraries to offer the timeliest and most relevant title selections throughout the year.

**iSelect® Build-Your-Own Standing Order Program**

The iSelect Program is based on Ingram's buying level of pre-publication titles. Libraries select the categories and indicate the levels they want to see. Then, when Ingram makes a purchase of a forthcoming title at a library's pre-determined level, the library is notified in a weekly Program List. The iSelect Program is fully customizable to meet the needs and interests of every library. If a library only wants to see the hottest titles in certain categories, they can. If a library only wishes to see new titles by certain publishers, they can do that, too. If a library wants to see everything published in a specific category, they can. With iSelect, it's easy!

The iSelect program allows customers to "Include Only" or "Exclude Only" by Ingram Categories to identify titles that fall within a special community demographic, local area, or other special category.

Ingram's free build-your-own standing order program now allows more customization than ever. The Library can include or exclude by publisher and select desired BISACs or sub-BISACs, desired binding types, and buy levels. Top Tier and 2<sup>nd</sup> Tier indicate expected bestsellers within that category, 3<sup>rd</sup> Tier is average, and 4<sup>th</sup> and 5<sup>th</sup> Tiers indicate more modest expectations. The Library can further customize by selecting desired quantities of each combination of subject, binding, and buy level.

**Managing Standing Orders**

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

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

Title	High Demand	Publisher	Freq	Current Edition	Pub Date	US \$BP	Add Date	Qty	Cycle	PO Number
A to Zoo: Subject Access to Children's Picture Books		Libraries Unlimited, Inc.	irregular	9th	06/2014	95.00	03/1997	1	1	NF Continuations SO
Almanac of American Politics (paper)		Columbia Books Inc Publishers	biennial		10/2015	89.00	03/1997	1	1	NF Continuations SO
Almanac of Business & Industrial Financial Ratios (w/CD)		CCH Incorporated	annual		09/2015	289.00	03/1997	1	1	NF Continuations SO
Artist's & Graphic Designer's Market		North Light Books	annual		11/2015	34.99	03/1997	10	1	NF Continuations SO
Barron's ASVAB		Barron's Educational Series	irregular	11st	05/2015	18.99	12/1997	75	1	NF Continuations SO
Barron's GED (w/CD)		Barron's Educational Series	irregular		10/2013	29.99	11/1998	78	1	NF Continuations SO
Barron's GRE		Barron's Educational Series	irregular	21st	06/2015	18.99	12/1997	13	1	NF Continuations SO

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

**Standing Order Customer Service**

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

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

### **Street Smart**

Ingram understands the importance of getting high-visibility titles in the hands of Library patrons as soon those titles appear in local bookstores. Titles designated as part of the **Street Smart** program described below include any upcoming new releases with a publisher-assigned on-sale date. Working within the publishers' parameters, Ingram profiles the Library's account so Street Smart titles shipped from the primary distribution center are received on or before the on-sale date.

Ingram will make every available effort to ship titles to arrive before the street date for those libraries having a Street Smart affidavit on file; however, we cannot guarantee arrival on or before street date. Delivery within the allotted time frame is contingent upon the publisher providing books to Ingram in a timely manner. Occasionally, our ability to comply may be compromised on a title due to circumstances outside of our control such as weather delays or delay in receipt from the publisher. In such instances, the level of custom processing or cataloging profiled on a Library account may cause the title to be delivered after street date.

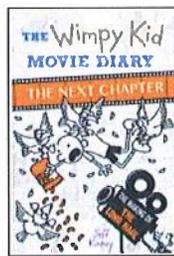
In 2016, we established a task force to thoroughly review our processes and procedures, with an end goal of improving our consistency with providing Street Smart titles prior to Street Date. The task force is comprised of stakeholders from across our Ingram Content Group companies. We chose associates with years of experience with Ingram processes and operations and from a variety of departments including Product, Operations, and Collection Development.

The purpose of the task force is to provide actual, measurable improvements to our processes. We therefore established a scorecard for our publishers to measure their delivery, including timeliness and accuracy. We also created an internal Ingram scorecard to track our distribution center efficiencies. Using the results of these scorecards, Ingram is committed to continued improvements with all of our publishers and for all of our customers. For example, we know that providing advance notification of any known delays in receiving publications is important, so that the Library can manage the patrons' expectations about when a title will be available for check-out and we are committed to doing so.

To receive Street Smart designated titles on or before the on-sale date, the Library is required to complete a signed affidavit in which you agree not to display, sell, or loan for advanced reading any title before the publisher-assigned on-sale date. Without this agreement, Ingram cannot ship Street Smart titles until one day before the published on-sale date. All wholesale distributors are held to these standards, and Ingram is dedicated to ensuring that we do not violate our agreements with publishers.

Occasionally, the publisher may designate a title as having stricter on-sale date parameters. Ingram designates these types of titles as **Street Smart Select**. These are usually major releases that typically have large print runs and major publicity scheduled. Similar to a standard street date, a title specific signed affidavit is required to receive advance delivery. Ingram will provide advance notification of these titles, including any order deadlines or minimum order quantities required to participate in the early delivery program. Per the publisher, Distributors are not allowed to deliver Street Smart Select titles until one day before the on-sale date.

**The Wimpy Kid Movie Diary: The Next Chapter** Street Smart Select  
 Contributor(s): [Kinney, Jeff](#) (Author)



ISBN: 1419727524 EAN: 9781419727528  
 Publisher: [Amulet Books](#) ([View Publisher's Titles](#))  
 US SRP: \$16.95 US - (Discount: REG)  
 Binding: Hardcover  
 Pub Date: May 09, 2017  
 Copyright Date:  
 Street Date: May 09, 2017 ← Street Date  
 Publisher Marketing:  
 GO ON A MOVIE-MAKING JOURNEY OF EPIC PROPORTIONS IN *THE WIMPY KID MOVIE DIARY: THE NEXT CHAPTER*  
 Making a movie is a lot like going on a road trip. There are twists and turns and lots of surprises along the way. Hit the road with ...

Ingram does not control publishers' street dates or their specialized parameters. We work closely with publishers to obtain news of publishing date changes or unexpected releases are added with limited advance notice of publication. We provide updated information through ipage as soon as it is available from the publisher. The Library can check any title as the scheduled street date approaches to ensure no change has been made.

**Quantities Purchases**

Ingram understands that the Library anticipates purchasing 3,000 audiobook CD titles annually under this contract, but that actual requirements may vary.

## SECTION 3.0 ORDERING

### ipage

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

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

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

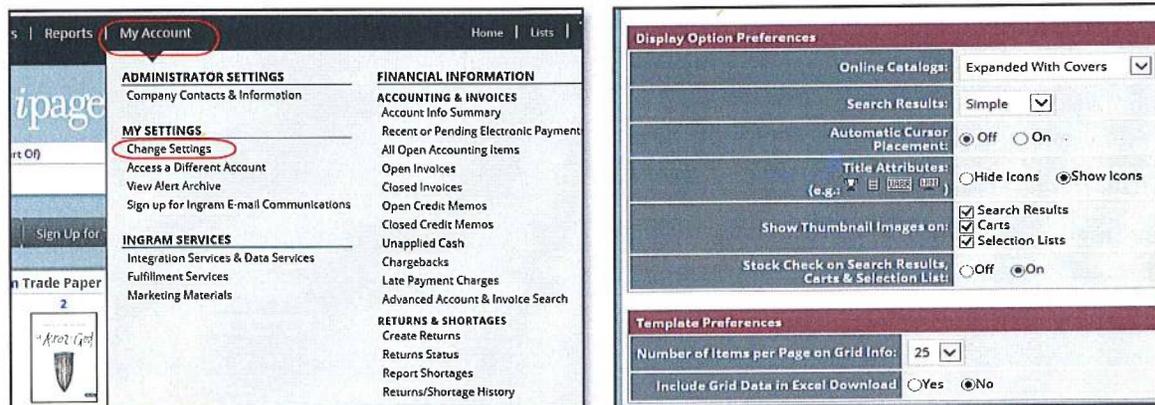
ipage is customer-driven, and **allows users to individually customize their ipage experience**. Users have even better tools to assist in prioritizing the critical information they need to search, order; and deliver more content to more patrons. ipage focuses on personalization and intuitive functionality.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

Benefits of ipage home page include:

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

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. Widgets can be realigned per the user's preferences; i.e. bestseller information can be brought to the top of the page. Further, the user can specify which bestsellers appear, based on their own requirements for their interests and area of work. For example, a children's librarian may use to have trade bestsellers appear based on Ingram hardcover demand. A Library selector may choose instead to position the widget for Recently Added/Edited Lists at the top of their ipage home page.

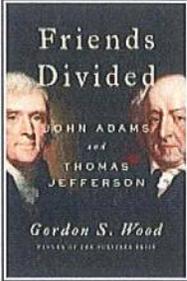
ipage users can also specify many defaults for search option preferences, selection list preferences, display option preferences, and template preferences.



### Title Details

A Title Detail page on ipage includes title, contributor (author, illustrator, editor, etc.), ISBN/EAN, publisher or studio, suggested retail price, binding or format, pub date or release 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, Illustrated, Maps), 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. ipage Title Detail screen shows alternate bindings/formats for a title, when available. Spoken audio product may include notation as to whether abridged or unabridged, and number of discs.

**Friends Divided: John Adams and Thomas Jefferson** - [Street Smart](#)  
Contributor(s): [Wood, Gordon S](#) (Author), [James, James](#) (Read by)



ISBN: 052549832X EAN: 9780525498322  
Publisher: [Penguin Audiobooks](#) [View Publisher's Titles](#)  
US SRP: \$55.00 US - (Discount: SRT) [Price this Title](#)  
**Binding: Compact Disc**  
Pub Date: October 24, 2017  
Copyright Date:  
Street Date: October 24, 2017

Formats:

Binding/Format	Priced From
<a href="#">Audio</a> <a href="#">More Audio &gt;</a>	\$55.00
<a href="#">Paperback</a>	\$37.00
<a href="#">Hardcover</a>	\$35.00
<a href="#">View All Formats</a>	

This item is Returnable

**Additional Information**

**BISAC Categories:**  
- [History](#) | [United States](#) | [Revolutionary War](#)  
- [Biography & Autobiography](#) | [Political](#)  
- [Political Science](#) | [American Government](#)

**INGRAM Categories:**  
- [Chronological Period](#) | [18th Century](#)

**Features: Unabridged**

**Carton Quantity:** 12

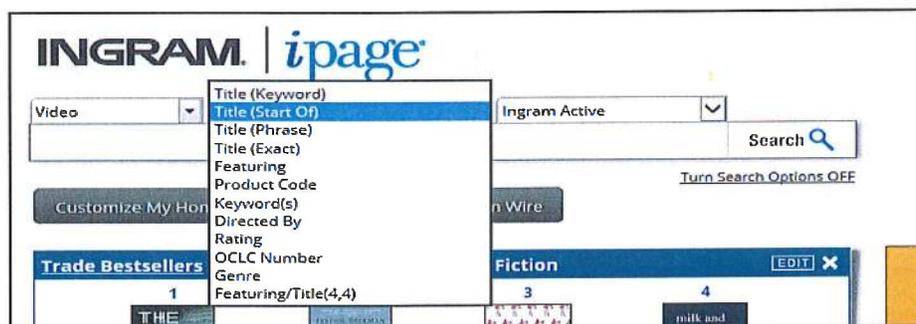
**Reports:** [Sales/Demand History](#) - internal use only

**Department:** AUDIO CASSETTES AND CDS (W) - internal use only

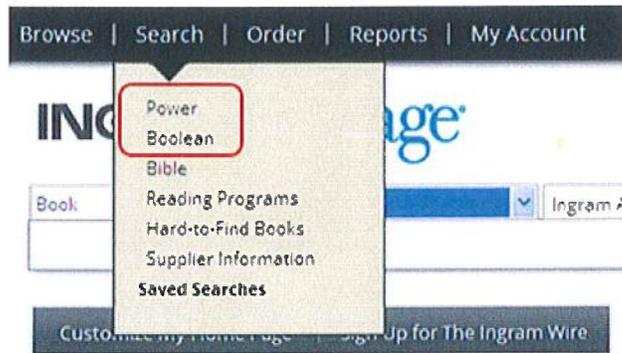
**Number of Units in Package: 14**

### 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.

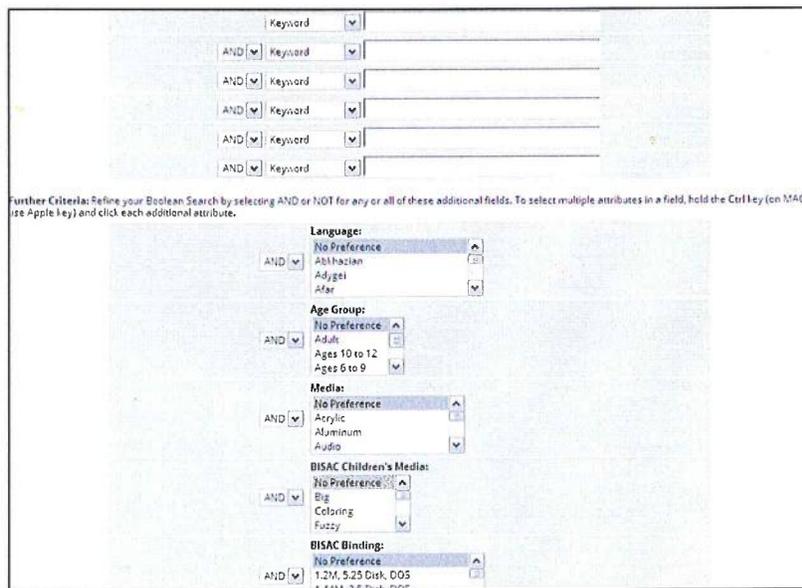


Boolean Search and Power Search are also available. Power Search allows ipage users to focus their search to a much narrower list of titles by using some or all of a specific set of search criteria. This feature is invaluable when the user has only limited information about a specific title, or when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



Power searching is an easy way to get exactly the results the user desires; search criteria can be input for up to 25 data points, and the more search criteria added, the fewer results the search will return. The user can limit by publication date, subject, binding, Dewey, language, review citations, etc.:

Boolean searching is like power searching but is mainly focused on criteria for the Title, Contributor, Publisher, BISAC, Ingram Theme, and Series fields and uses Boolean terms. The user may also put search criteria on Language, Age Group, Binding, Publication Date, etc. Please note that under "further criteria", Boolean searching allows the user to select multiple attributes in the field:



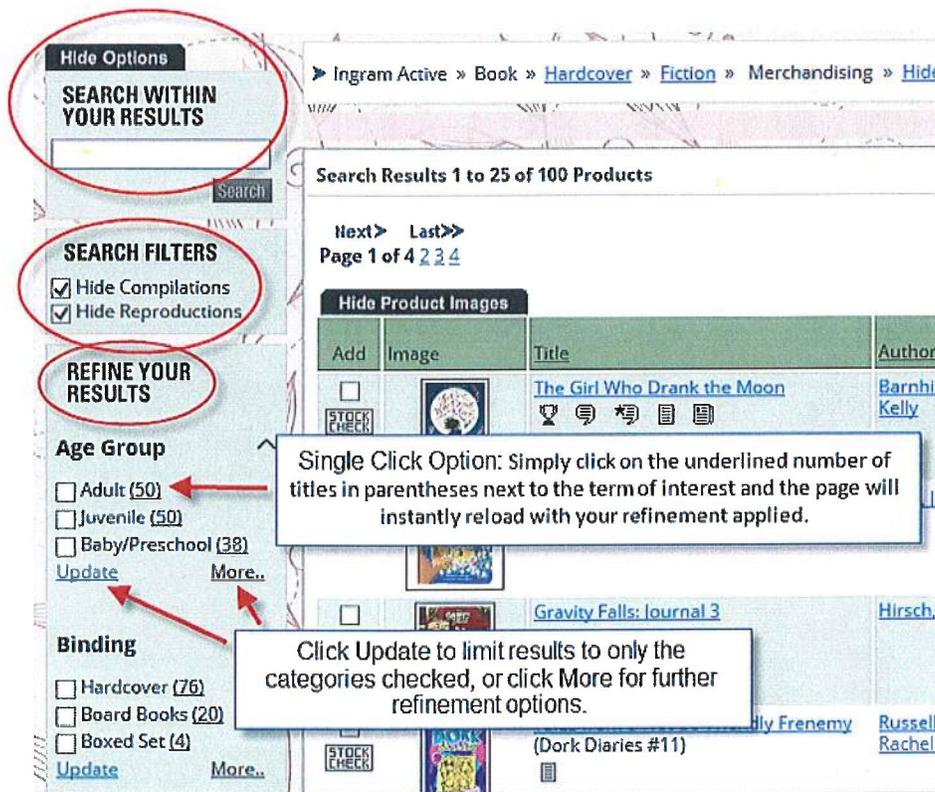
### Predictive Searching

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.

### ipage Search Refinements



**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**

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.

**Refining Search Results**

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**

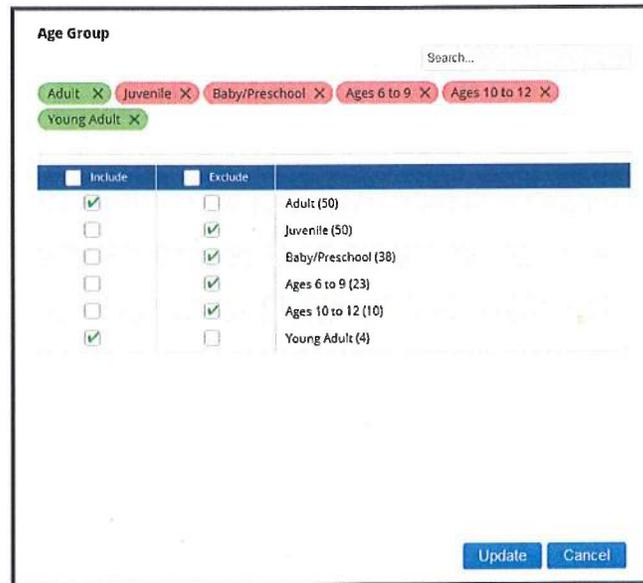
**Quick Limit** - If the refinement terms you are looking for are in the top three showing under the refinement field, check them off and click 'Update' to quickly limit your results. You can now select multiple terms to drill into your results.

**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, 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:

**Batch Edit**

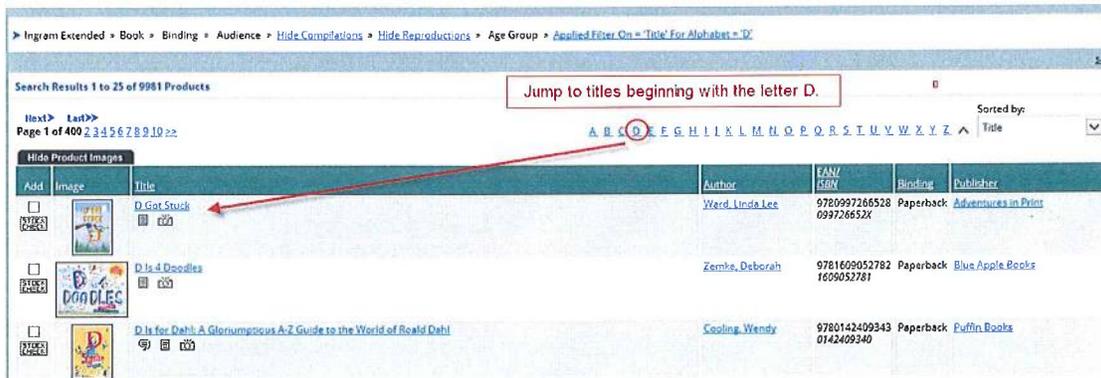
The Search Result view for Selection Lists enables users to identify and isolate items within a large list that meet certain criteria. For example, you could filter your selection list to show only those items where Dewey = Fiction or where Reading Level = Juvenile. Once you've isolated items using the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

**2017 ipage Search Updates:**

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.

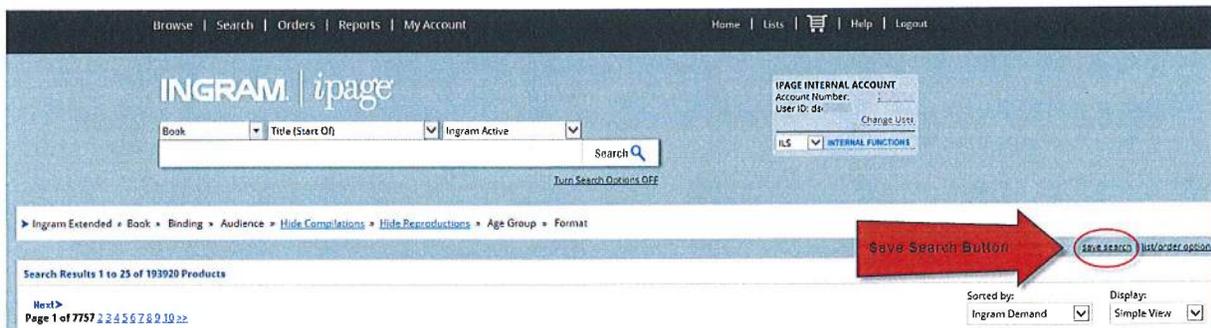
The new Search Result View also contains some new options at the item level. For each item, the user can perform actions such as Duplicate Check, Add or Edit Grid Information, or Edit other information about the item.

With our June 2017 ipage updates, we have improved the navigation through search results sorted by Author, Title, or Publisher to enable users to quickly jump to specific places in the result set by letter:

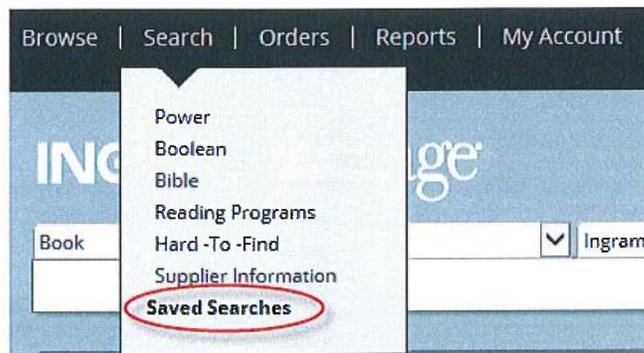


### Saved Searches

This time-saving option is a great way to organize searches a user might perform on a regular basis. For instance, a children’s selector may want to see all Easy Readers available from Ingram in a hardcover format. Once performing the search, the user can just click on “save search” at the top of the result set, and ipage prompts her to name the search for easy access a later date. Searches can be saved as a new search or as a replacement for an existing search.



To view and edit saved searches, click the link under the Search tab at the top of every screen of ipage.



Saved searches are automatically purged from the user's account 13 months after the last access date.

**Reviews**

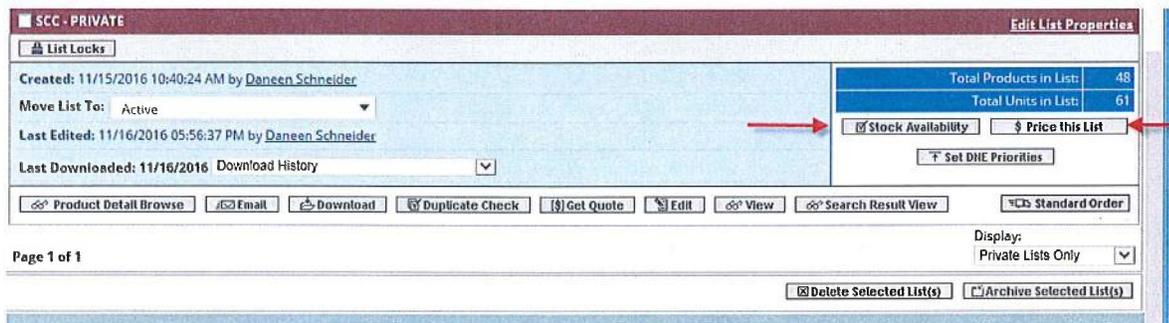
ipage includes review citations and full text reviews from:

- *Booklist*
- *The Bulletin of the Center for Children's Books*
- *Criticas*
- *Foreword Magazine*
- *Hornbook Guide*
- *Hornbook Magazine*
- *Library Journal*
- *Kirkus Adult*
- *Kirkus Children's*
- *School Library Journal*
- *Publishers Weekly*
- *VOYA*
- *Shelf Awareness*
- *BookPage*
- *BlueInk Review*

While not all titles on ipage have reviews, we display the review information for print titles where it exists. If a Library wishes to view full-text reviews, there is a nominal fee of \$300.00 per year for that additional service. The Library also has the option of paying in installments of \$30.00 per month. Under the Library's current print book contract with Ingram, we have agreed to waive this yearly fee.

**Price This List Feature**

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



Using the Price This List feature, the library can download Custom MARC records which would include the library's discounted price. The Library must first have mapped discounted price into their download format. It is important to note that this function will not include cataloging and processing services in the discounted price.

### Price This Title

We also offer option to include a "Price This Title" on the title detail page on ipage. Similar to the Price This List function described above, clicking this button will send the title as a pseudo-order using the active ship-to account of the ipage user. The total estimated product price will then be displayed.

### ipage Training

ipage training will be provided **free of charge** for library staff who are unfamiliar with ipage or who would like a review of ipage functions. Excellent, remote delivery "WebEx" training can be provided by your Inside Sales Representative. WebEx provides very flexible, user-friendly training, allowing libraries to request training sessions for individual library staff or for groups.

In addition, Ingram has a regular, ongoing webinar series called Wednesdays with Ingram. These one-hour webinars are held most Wednesdays throughout the year, from 1:00 p.m. – 2:00 p.m. CST. The Inside Sales Team hosts these ipage tutorials, which cover topics from basic functionality to high-level navigation.

You can find registration information on ipage Home page:



If library staff can't participate in the live sessions, by registering they will receive an email reminder post-live event when the webcast is archived and available for on-demand viewing at their convenience.

**Electronic Ordering**

Ingram Library Services is the industry leader in EDI (Electronic Data Interchange) offerings for libraries through their library automation systems. Ingram Library Services cultivates strong partnerships with libraries and their automation vendors to provide EDI services that utilize the most current book industry formats and transactions. Ingram has a highly-specialized team of associates dedicated to establishing, supporting, and maintaining EDI trading partnerships with library automation vendors and their customers.

Ingram adheres to all Book Industry Approved standards for the computer-to-computer exchange of business transactions for libraries. Ingram has implemented all transactions in industry approved formats available through library automation systems today, and has pioneered many of them. Formats include EDIFACT and X12 and are used depending upon what the vendor supports. Transactions include purchase order, purchase order acknowledgment, invoice, advance shipping notifications, and enriched order transactions. FTP is the method of communications.

Ingram supports both basic and enriched ordering via EDI using FTP. Enriched capabilities depend upon the automation system vendor and typically include 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.

The following matrix shows our capabilities by vendors 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	✓		✓		

**Lory Koch** serves as Manager of ILS Systems. Lory has been with Ingram since 1987 and worked with our library EDI customers between 1998 and 2011. Lory rejoined Ingram Library Services after serving as a Data Integration Specialist for Lightning Source, Ingram’s print-on-demand company.

**Genny Maxwell** serves as EDI Support Specialist. Genny assists in the set up and maintaining of EDI ordering streams, as well as resolving customer issues involving EDI, ipage, and interfacing with library automation systems.

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.

### **SirsiDynix Symphony Interface**

The interface between Ingram and Symphony allows the exchange of X12 transactions. This includes Purchase Order, Purchase Order Acknowledgement, and Electronic Invoices.

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 Symphony ILS acquisition system for order placement via EDI.

Ingram EDI offerings include:

- Electronic ordering using the X12 format and FTP for communications.
- Enriched EDI ordering. Please note that for Audiovisual materials, the order must include EANs, not UPCs.
- Text format full order confirmation via email from Ingram email to user-specified email address.
- Electronic invoicing using the X12 format and FTP for communications.

### **EDIFACT Order, Order Response and Invoice**

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

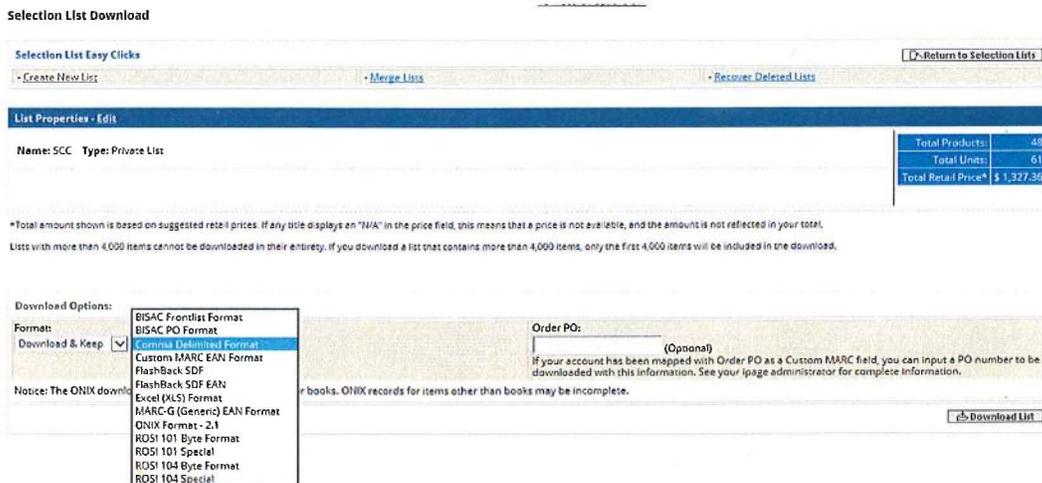
### **Enriched Edifact Order**

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

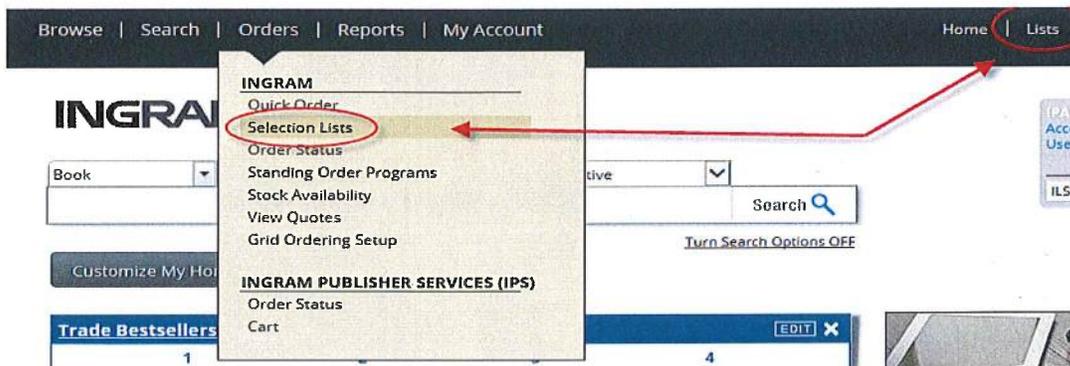
### ipage Ordering

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.



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.

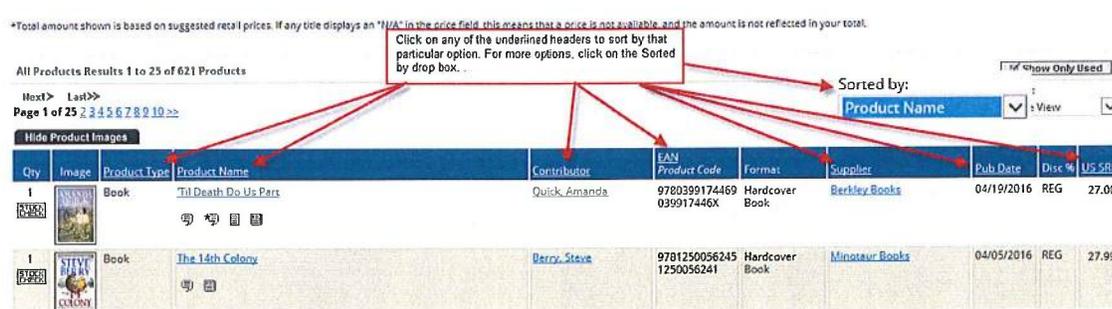


An **Active Selection List(s)** page appears. This page is the starting place for you to navigate to your selection lists or orders, or to manage your selection lists.

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.



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:

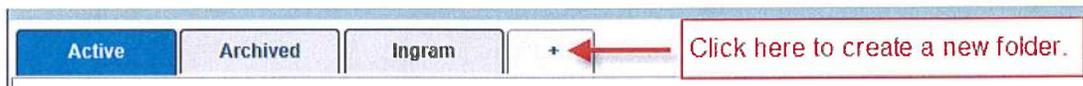
- **Title Lock:** Other users in the account can view the existing list and can add notes, quantities, or grid information. Users other than the creator or administrator cannot add or takeaway titles from the list. This includes the ability to “see” this list name when adding items from search results 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.

## Folders

ipage now includes the ability to place selection lists in folders. Automatically, users will have the following pre-built folders:

- Active
- Archived
- Ingram Lists

In addition to these default folders, users can create up to 25 custom folders. Others in the user's account cannot see or affect those folders, and cannot place a selection list into another user's folders. An ipage user can also use this feature to create a folder called My Lists, then put any lists created by himself into this folder.



As you are creating a new Selection List in ipage, you have the option to specify a folder to place the list into. If no folder is selected, the list will be placed into the default Active folder.

### Additional Ordering Options

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](mailto:ILS.orders@ingramcontent.com).

### Order Confirmation

For orders placed via the Library's ILS, Ingram sends full order acknowledgements in text format via email to user-specified email address. The order acknowledgement includes: ISBN/EAN; Title; Author; Publisher; List Price Line Item; Order Units; Ship Units; B/O or Cancelled Binding; Status Code; and Shipping DC. Order acknowledgements are sent within two to four hours of order placement. Most acknowledgments fall within the two-hour window.

ipage orders receive immediate order confirmation, which can be printed. The ipage order confirmation includes titles that have shipped, as well as backordered titles. The order confirmation gives a detailed summary of the order, including title, author, EAN, whether the item is shipped or backordered, discount, and retail price.

Confirmation Summary for Purchase Order: 3000183214					
Status	Products Ordered	Units Ordered	Units Shipped	Units Backordered	
STOCKED & SHIPPED:	263	263	263	0	0
OUT OF STOCK, B/O:	16	16	0	16	0
GREENLIGHT, STOCKED & SHIPPED:	23	23	23	0	0
<b>Totals:</b>	<b>302</b>	<b>302</b>	<b>286</b>	<b>16</b>	<b>0</b>

Confirmation Detail for Purchase Order: 3000183214	
Ship To Account:	20
Order Method:	
Customer PO or Reference Number:	3000183214
Warehouse:	LAVERGNE, TN
Backorder:	Use my Order Default - (Hold/Release: Hold)
Do Not Exceed Amount:	\$2,852.00
Shipping Instructions:	Default Ingram Shipping Instructions
Total Items:	302
Total Units:	302
Extended List Price:	3,895.97
Order Date:	Wed Apr 14 14:01:00 CDT 2010
Ordered By:	
ECU:	G5SPZ
Warehouse Pairs:	N

STOCKED & SHIPPED									
Product Name	EAN Product Code	Contributor	Order	Ship	BO	Disc %	Line Level PO	US SRP	
<a href="#">Abraham Lincoln, Vampire Hunter</a>	9780446563086	Grahame-Smith, Seth	1	1	0		N/A	21.99	
<a href="#">Adoration of Jenna Fox</a>	9780305076684	Pearson, Mary E.	1	1	0		N/A	16.95	
<a href="#">Air Gear, Volume 1</a>	9780345492764	Oh! great	1	1	0		N/A	10.95	
<a href="#">Air Gear, Volume 10</a>	9780345508133	Oh!great	1	1	0		N/A	10.95	
<a href="#">Air Gear, Volume 11</a>	9780345508140	Oh!great	1	1	0		N/A	10.99	

### Custom MARC

Ingram’s ipage features an option 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 can 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.



### 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.

MARC Setup

**Add Data Mapping**  
 Your selected acquisitions vendor, III Enhanced, has unique requirements for the format of their MARC records. The fields below have been automatically mapped based on your selection of this vendor. Use the Add/Edit Values button to build a list of your library's Locations and Funds. Enter values for these fields exactly as they appear in your acquisition system.

If desired, you can map additional data elements and values into your MARC download using the fields below.

Tag #: Subfield: Data Element:  
  Other--Input customer data element

---

**Data Mapping**

Tag #	Subfield	Data Element	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	
260	b	Publisher	
260	c	Pub Date	
960	o	Copies (Total Quantity)	
960	t	Location	<input type="button" value="Add/Edit Values"/>
960	t	Copies (Location Quantity)	
960	u	Fund	<input type="button" value="Add/Edit Values"/>
960	u	Copies (Fund Quantity)	

ipage now has a streamlined process for adding grid information to a title from the title's detail page. The new flow reduces clicks.

### Grid Summary

We have a Grid Summary option available for our Library customers who use grids. Users can 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.

**Grid Summary** [This Report Shows Grid](#)

Grid Summary for Selection List - Lisa Test 040115 ◀ Back | Edit Selection List | View Selection List

Sum By: Location - Fund

Created By: Lisa Johnson  
List Type: Private List  
Last Updated: 05/22/2015 10:50:49 AM

Selection List Totals			
Number of Titles	0		
Total Quantity of Units	18		
Extended List Price of all Items in Selection List	\$344.22		
Extended Discounted Price of all Items in Selection List	\$206.52		

Sum By Totals					
Location	Fund	Titles	Quantity	Extended List Price	Extended Disc. Price
buf	abfr	0	0	\$114.74	\$68.84
<b>buf Totals</b>		<b>0</b>	<b>0</b>	<b>\$114.74</b>	<b>\$68.84</b>
cmn	abfr	0	0	\$114.74	\$68.84
<b>cmn Totals</b>		<b>0</b>	<b>0</b>	<b>\$114.74</b>	<b>\$137.68</b>
chl	abfr	0	0	\$114.74	\$68.84
<b>chl Totals</b>		<b>0</b>	<b>0</b>	<b>\$114.74</b>	<b>\$206.52</b>
<b>Selection List Totals</b>		<b>0</b>	<b>18</b>	<b>\$344.22</b>	<b>\$206.52</b>

◀ Back | Edit Selection List | View 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.

**Display Option Preferences**

Online Catalogs: Expanded With Covers

Search Results: Simple

Automatic Cursor Placement:  Off  On

Title Attributes:  Hide Icons  Show Icons

Show Thumbnail Images on:  Search Results  Carts  Selection Lists

Stock Check on Search Results, Carts & Selection List:  Off  On

---

**Template Preferences**

Number of Items per Page on Grid Info: 25

Include Grid Data in Excel Download:  Yes  No

---

**Receive Email Order Confirmations**

Send me confirmations for only the orders I place.  Copy me on confirmations for all orders placed for my accounts.

Update | Reset

### 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.

### Find and Replace for Grid Data

At a selection list level, users can now perform a 'find and replace' function to update grid data attached to the list or items in the list. This feature is available from the Search Result View of a selection list.

Using this feature will allow the user to quickly update any occurrence of one grid data element with a different option. For example, this is especially helpful as libraries roll to a new fiscal year and need to update a fund value.

**SECTION 4.0 SHIPPING AND BILLING**

**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.

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.

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.



Each Packing Slip will reflect the number of cartons in each shipment:

\*\*LIBRARY PROC\*\*      CUSTOMER SERVICE # 800-937-5300 OPT 1

LINE NO	QTY SHIP	QTY ORDER	B O	TITLE \SORTED BY TITLE			P.O. NUMBER	DISC PCT.	BASE		EXT. BASE
				TITLE CODE	PROD I.D.	DEPT			RETAIL		
0014	4	4	B	1 WINTERS NIGHT & RISKY PLEASU	015098204	037381778X	P	141page0224	41.0	699	1648
9995	94	94		9999999 BARCODE PROTECTOR	000063416	9785552904075	C	141page0224	NET	25	2350
9998	94	94		9999999 BARCODES (1) (ILS/S)	000147050	9785551470502	C	141page0224	NET	20	1890
9999	94	94		9999999 PROPERTY STAMP (2)	000145023	9785551450230	C	141page0224	NET	40	3760
9996	90	90		9999999 THEFT-SPINE INSERTION	000220407	9785552904075	C	141page0224	NET	55	4950
Totals				SHIP	ORDR	B/O	OUTPCT				
				CARTONS:	2	LIST:	1491 39	RETAIL:	1191.39	COST:	126077
IF THERE ARE ANY QUALITY ISSUES WITH YOUR ORDER, PLEASE CONTACT A CUSTOMER SERVICE REPRESENTATIVE.											

### **Ingram Returns Policy**

Ingram Library is not a manufacturer, but exercises due diligence in the shipping of quality materials as part of our standard service level.

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's convenience, 24/7.

### **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.

Ingram's Returns Policy 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.

### **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.

### **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.



**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**.

**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.

**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.

**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.

**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 optional 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.

#### **Delivery**

Orders will ship to Jefferson Parish Library with Ingram-paid freight from your primary distribution center in La Vergne, Tennessee, where our custom cataloging and digital processing services are located. Any title available from Ingram can be ordered or backordered through the La Vergne warehouse.

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. Any damages can be reported as per our Returns Policy.



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.

Ingram normally ships items via UPS ground transportation, Ingram delivery, or common carrier.

### **Inside Delivery**

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

### **Invoices**

Ingram will continue to submit invoices to Jefferson Parish per our already-established workflows, including providing invoice in the box. We are happy to discuss any changes the Library may require.

Title data on Ingram 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. Also included on the invoice is a code for each binding type. Invoice date may differ from ship date.

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.

Items will be packaged per 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. Invoices are generated nightly as items are shipped and may contain multiple purchase orders on a single invoice.

### **"Invoice in the Box"**

Ingram 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 Symphony. 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.

**Payment Terms**

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.

**Payment Methods**

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

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



Only the ipage Administrator and the Accounts Payable designate have access to this function. Note that EFT is set up to allow only one Library staff member at a time to use the function. When one user leaves the EFT function, another Library-designated staff will be able to use EFT.

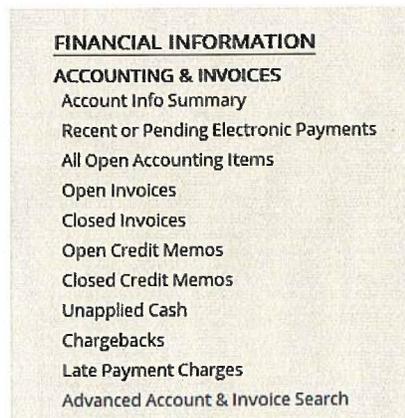
**Credit Card** - Ingram can profile your account to receive payment via your MasterCard, VISA, American Express and Discover credit card. An account must be established specifically for credit card purchases, and your credit card information must be provided at the time of account set-up. Orders placed on these accounts will be automatically charged to the credit card. The Library may also establish an additional non-credit card billing account with Ingram's standard 30-day billing/payment terms.

**Pay Online** - Payments can be made electronically on ipage through a bank account(s) profiled on the account. Pay Online Easy Clicks include: Pay Amount Due, Pay Total Balance, Pay Individual Items Only, Recent or Pending Electronic Payments, and Change Bank Account. All financial transactions processed on ipage utilize SSL encryption.

**Check** – Ingram will accept payments by check. Please include your account number and invoice number on the check to ensure proper credit to your account.

#### Financial Information on ipage

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



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

### **Turn Times and Backorders**

In-stock, non-processed and non-cataloged audiobook orders are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. In-stock processed items not requiring custom cataloging services will ship within two to five of receipt of order. Our turnaround time for in-stock, shelf-ready, custom cataloging orders is 7-10 working days from receipt of order to shipment.

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

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

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

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

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

Should the Library order items 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.

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.

**No Partial Shipments Option**

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. We are happy to discuss with the Library to determine the best option to meet your workflows.

**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 "fill or kill" from in-stock inventory 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.

**Cancellations**

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

EDI Cancellation notices are not available through any library automation vendor today. Should SirsiDynix develop this capability at some point in the future, Ingram would make every effort to accommodate the request and is prepared to participate in any development discussions. Our suggestion is that any EDI Cancellation Notice would include a return message that would confirm or deny the cancellation request. This would be of key importance, as it is possible that a Library would request to cancel a not-yet-received or backordered title, but by the time the cancellation request is submitted the item would have come into stock and the order already in process and therefore not able to be cancelled.

**Status Reports**

Status Reports come in the form of our Packing Slip and our Title Status Report.

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

Ingram's Packing Slip contains the following information:

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

Packing slips can be sorted by author, title, or purchase order number. **The box containing the packing slip is marked.**

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  
CHATTANOOGA, TN 37222



2003261

Company Name  
Chattanooga, TN

2003261  
SHIP TO NUMBER

354                      81.158  
PL ROW 1                      WEIGHT

2/22/2014                      H 91015                      00 1  
DATE                      OF 1                      OF PAGE

**\*\*LIBRARY PROC\*\***                      CUSTOMER SERVICE # 800-937-5300 OPT 1

LINE NO	QTY SHIP	QTY ORDER	B O	TITLE	ISORTED BY TITLE	P.O. NUMBER	DISC PERC	MARK	EXT. DASH	
				TITLE CODE	PROD I.D.	DEPT				
0001	5	5	N	AARON SWANN	146372263	O	1410000224	25.0	1399	5245
0002	2	2	N	BUILDING AN ACADEMIC SYSTEM	146386816	O	1410000224	25.0	1495	2547
0003	5	9	N	CATCH A RELEASE	143221174	O	1410000224	25.0	1499	1016
0004	4	4	N	CHOCOLATE AND MEAT SUBSTITUTES	143221193	O	1410000224	5.0	1499	8544
0005	4	4	N	COLOR OF HEAVEN	143221222	O	1410000224	25.0	1299	3896
0006	2	2	N	FADY'S MARY & THE LATE SATS SA	143221221	N	1410000224	40.0	1395	1426
0007	4	4	N	HERNANDO	143221221	N	1410000224	25.0	849	2468
0008	5	5	N	HE HAD HER BROTHER (PART ONE)	147202624	O	1410000224	25.0	1497	5615
0009	5	5	N	HE HAD HER BROTHER (PART TWO)	147202624	O	1410000224	25.0	1497	5615
0010	4	4	N	HE HAD HER BROTHER (PART TWO)	147202624	O	1410000224	41.0	1395	4708
0011	3	3	N	IF PEOPLE HAVE BEEN TOO	147202624	O	1410000224	5.0	1499	4273
0012	4	4	N	JAILBON MOTO	147202624	O	1410000224	25.0	1495	4444
0013	2	2	N	LADARUS TRAP	147202624	O	1410000224	30.0	1499	2494
0014	5	5	N	NEW YORK ON ARCS & 28 FOR SMEL	147202624	O	1410000224	41.0	1495	5020

**Ingram Title Status Report**

The monthly Title Status Report will provide you with current backorder status information as well as indicate which titles could not be supplied within your normal backorder period.



**TITLE STATUS REPORT**

BID TEST ACCOUNT 1  
 BIDS AND CONTRACTS  
 MS #823  
 1 INGRAM BLVD  
 LA VERGNE TN 37086-3829

Date 10/31/2015 L001  
 Page 1

BILLTO/SHIPTO :

This monthly report advises on the status of items that are backordered. Backordered items listed below will remain backordered until the cancellation date, or shown as cancelled. NYR (No: Yes; Received) items will remain on backorder for the period of the account's established backordered period beyond the date of first receipt by Ingram.

QTY	Title	Author	ISBN	Publisher	Customer PO Number	Line Item PO Number	List Price	Prod Type	Whse Location	Status	Cancel Date
THE FOLLOWING ITEMS HAVE BEEN CANCELLED:											
1	APPLICATIONS OF ENVIRONMENT-3E	HEINER, EUGENE R.	1439853320	TAYLOR &	2044863		125.95	HARD	FR		10/16/2015
5	CALCULATION OF DRUG DOSAGES RE	OSPIN, WILIA J.	032310249	ELSEVIER	01249		77.95	TPAP	FR		10/27/2015
3	FOUNDATIONS & ADULT HEAL-7E 5G	KUMACAI, CANDECE	032310249	ELSEVIER	01249		48.95	TPAP	FR		10/27/2015
3	FOUNDATIONS & ADULT HEALTH NUR	COOPER, KIM	0323100015	ELSEVIER	01249		129.00	TPAP	FR		10/27/2015
3	HUMAN BODY IN HEALTH & ILL-5E	HOFF, EMY BARBARA	1455726030	ELSEVIER	01249		37.95	TPAP	FR	OS	10/27/2015
4	HUMAN BODY IN HEALTH & ILL-5E	MERLIHY, BARBARA	1455723418	ELSEVIER	01249		65.95	TPAP	FR	OS	10/27/2015
4	HOBBS'S DICTIONARY OF MEDICINE	MOSBY	0323076030	ELSEVIER	01249		66.95	HARD	FR		10/27/2015
4	HOBBS'S 2016 NURSING DRUG REF	SKIDMORE, ROTH L.	032310244	ELSEVIER	01249		44.95	TPAP	FR		10/27/2015

**Reverse side of Title Status Report:**

**PRODUCT TYPE LEGEND:**

- TPAP - Trade paper
- MPAP - Mass market paper
- HARD - Hardcover
- AUD - Audio
- MUS - Music
- MULT - Multimedia
- MAPS - Maps, Calendars, Board Games

**STATUS CODE LEGEND:**

- BO - Backordered
- CANC - Cancelled
- CAN1 - Cancelled: ISBN incorrect/unknown
- CAN2 - Cancelled: Publisher cancelled
- CAN3 - Cancelled: Out of stock
- CAN4 - Cancelled: Out of stock indefinitely
- CAN5 - Cancelled: Out of print
- CAN6 - Cancelled: Not yet available
- CAN7 - Cancelled: Not our publication
- CAN8 - Cancelled: Delay in publication
- CAN9 - Cancelled: Apply direct - Not available
- CAN10 - Cancelled: Publisher did not respond
- CAN11 - Cancelled: Via OE60 screen
- IR - In research
- NAI - Product unavailable through Ingram
- NOP - Publisher has indicated "not our publication"
- NYR - Not yet received
- OS - Out of stock; Backordered
- OSI - Publisher and Ingram out of stock indefinitely
- OP - Cancelled; Out of print
- PPD - Publisher postponed publication
- PEND - Pending Alibris availability



**Order Status Information on ipage**

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

Order Status Easy Clicks	<a href="#">Order Status Search</a>	
<ul style="list-style-type: none"> <li>- <a href="#">All Open Items</a></li> <li>- <a href="#">Open Purchase Order Summary</a></li> <li>- <a href="#">Backordered Items</a></li> </ul>	<ul style="list-style-type: none"> <li>- <a href="#">Recently Shipped Orders</a></li> <li>- <a href="#">Recently Shipped by PO</a></li> <li>- <a href="#">Unacceptable Returns</a></li> </ul>	<ul style="list-style-type: none"> <li>- <a href="#">ipage Order History</a></li> <li>- <a href="#">Hard-To-Find Books Order Status</a></li> <li>- <a href="#">See Open Invoices</a></li> </ul>

- **All Open Items** - This report shows the line items that are currently backordered or being processed and therefore have not been invoiced yet.
- **Open Purchase Order Summary** - This report shows a summary by PO Number that includes the date ordered, total units open, units in process, and units backordered. The PO Number can be clicked on to receive title-specific information.
- **Backordered Items** - This report includes the titles currently on backorder with the date ordered, the backorder cancel date, EAN, title, format, publication date, PO number, quantity, and the distribution center. You can also cancel a backordered item.
- **Recently Shipped Orders** - This report shows orders shipped within the last 14 days, with the option to view the last 90 days, including the date shipped, order entry number, and shipping tracking number. Order details can be viewed by clicking the order entry number, and delivery status can be viewed by clicking the shipping tracking number.
- **Recently Shipped by PO** - like the Recently Shipped Orders, this report shows orders shipped within the last 14 or 90 days. It is sorted by PO Number and includes the date shipped, order entry number, and shipping tracking number. Order details can be viewed by clicking the order entry number, and delivery status can be viewed by clicking the shipping tracking number.
- **Unacceptable Returns** - This report shows returns sent that were outside of Ingram’s return policies.
- **ipage Order History** - This feature shows the order date and time, PO number, and the name of the person whose account login 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.
- **Hard-To-Find Books Order Status** - This report shows the status of any books ordered through the Hard-To-Find Books function on ipage.

**Order Status Search**

Customers can search for the status of an order by order date range, product code, control number, invoice number, order entry number, PO number, title, or warehouse code.

**Fill Rates**

Ingram’s senior and executive leadership constantly monitor fill rate reports across all market segments. Ingram Library Services is proud to state initial fill rates are usually 85-90%, with a fill rate of 95 to 100% shipped or reported within 90 days, on items in Ingram’s database. Fill rates for certain specific libraries are monitored periodically and we have programming in place to accurately calculate fill rate for any customer upon request. Note that our fill rate includes over 16,000,000 available titles.



**Average Fill Rates for Spoken Word Audio**

- 92.53 % shipped at time of initial order
- 99.30 % shipped in 60 days
- 99.44 % shipped in 90 days

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

**SECTION 5.0 DISCOUNT**

Ingram has provided our discount schedule in Section 2.0 Specification, and on the Bid Form. As we discuss in that section, once awarded, the contracted discount schedule will remain firm for the term of the contract.

Discounts are applied to the publisher's current list price at the time of order entry.

Our pricing includes Ingram paid freight with delivery FOB destination, as detailed in Section 4.0 Shipping and Billing.

**Ingram does not charge for:**

- unlimited simultaneous access to ipage.
- onsite and web-based ipage training.
- profiling and maintaining any of our 23 standing order programs.
- selection lists available on ipage, curated by our professional library staff.
- E-catalogs, Ingram Sendr, or marketing materials available through ipage.
- grid creation.

Ingram does not apply service charges for Net titles, for special orders, or for titles requiring prepayment from the publisher.

**Collection Development**

Ingram's Complimentary Curation Services; including ipage lists and standing order programs, are provided **free of charge**. **Custom Curation Services**, including up to two on-going customized lists updated four times annually, will also be provided at **no charge**. We will be happy to negotiate a fee if additional customized lists are needed, based on the complexity of the list requirements.

## SECTION 6.0 BID AWARD

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

Ingram Library Services LLC  
Attn: Bids and Contracts (MS # 623)  
One Ingram Blvd.  
La Vergne, TN 37086-1986  
[ilsbids@ingramcontent.com](mailto:ilsbids@ingramcontent.com)

After initial contract set-up, it is the responsibility of each Library to inform Ingram's Account Services Department that they wish to set up a new account under the terms of this contract. Ingram cannot issue credits for accounts failing to follow the proper notification and account set up procedures. Libraries wishing to establish a new account will be asked to complete an Ingram New Account Application and Terms of Sale Form and provide a copy of their tax exemption certificate if one is not already on file.

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

The discounts and terms reflected in this response are offered only to Jefferson Parish Library Department for the public library. They are not extended to other libraries, schools, or government agencies.

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

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

## SECTION 7.0 CATALOGING

### 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.

BookMARC records are compatible with all major integrated library systems.

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

- CIP, OCLC, or other Level 5/7 records can be brought up to FULL AACR2 / RDA / MARC 21 standards to correspond with item in hand by an MLS-degreed cataloger.
- Where existing or derived records are not available, an original cataloging record can be created with item 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. Please note that OCLC charges a one-time project set-up fee, which will be the responsibility of the Library.
- **Ingram currently provides BookMARC records, record upgrades, and original records to the Library.**

After all needed cataloging records are created per the specific order; they are transmitted via FTP to a designated library employee, who is responsible for loading the new records. This loading process will need to be completed by the Library within one business day after Ingram sends the information.

Ingram's standards and quality control measures help to ensure that cataloging errors are rare. However, we understand every library's desire to maintain a database with only records accurate to your specifications. In the event an Ingram record is received by the Library that does not meet your specifications, Ingram will offer the Library credit for the cost of the record, or offer to correct the error at no additional charge, whichever is most convenient for the Library. We will work with the Library at the beginning of the project to clearly define what constitutes an error and during the project to remedy reported errors quickly and accurately.

## SECTION 8.0 PROCESSING

Library accounts already established with Ingram are profiled for digital processing, repackaging into standard Ingram audio cases, and the addition of hub/barcode sets per CD.

Based on the bibliographic information and the physical processing specifications from the Library, Ingram staff will create the appropriate label sets and complete the digital processing as described below and on our Bid Form.

### Digital Processing for Audiovisual

Ingram makes digital processing easier with our exclusive one surface printing that combines all customizable labels on a single reformatted reprint. Options include library logo, spine label, barcode, branch name, special alert, contents label, and platform to name a few. This accommodating printing stimulates patrons' interest and increases circulation by featuring your library's logo and brand identity. We print to the exact size of the designated casing then trim and insert the single printed piece to match your custom profile.

Ingram's processing pricing for this proposal is based on Ingram-standard processing supplies.

### Audiobook Cases

In addition to our standard audiobook cases, Ingram offer the option of re-packaging spoken audio into a MediaSAFE Library Case. We have provided pricing for both options on our Bid Form.

#### Audiobook Clam Shell Case -Blackbourn:

- CD 2-Ring Album in white or black
- 2-48-disc capacity
- Vinyl construction
- Cloth lined pages
- 2-disc pages
- Discs insert from the top to eliminate slippage
- Full outer sleeve, sealed at bottom

#### Audiobook MediaSAFE Library Case

- Strong, injection molded polypropylene case
- Sturdy metal 2-ring binding rings
- Clear overlay for album artwork
- Durable, crush-proof design
- 14 Disc Case Dimensions: 6-3/16" H x 6-3/4" W x 1-1/8" Spine
- 26 Disc Case Dimensions: 6-3/16" H x 6-3/4" W x 2" Spine

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 can change your account profile upon written notification. Ingram will be pleased to establish the necessary accounts to accommodate whether processed or unprocessed books are ordered.

**INSURANCE REQUIREMENTS**

Upon written receipt of award, Ingram is happy to provide a Certificate of Insurance. Ingram does not issue separate additional insured endorsements; instead we have blanket additional insured provisions. The blanket additional insured provisions grant additional insured coverage wherein Ingram is contractually obligated to provide such coverage. Therefore, we are requesting the following changes to Section 8. of the Standard Terms and Conditions.

Welcome to ipage®! You are now entering the most innovative and powerful web-based title information and account management tool available. ipage will revolutionize the way you access information.

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**What is the ipage URL (address)?**

<https://ipage.ingramcontent.com>

**What is my UserID?**

JPL\_Spoken\_Word

**How do I create a password?**

Please [use this link](#) to create your ipage password. This link expires on **Friday August 11, 2017 at 06:29 PM CDT**. Should this link expire before you are able to create your password, follow the instructions below under: "What if I forget my password?"

IMPORTANT: Your password is case sensitive and should only be used by you. You can, however, have as many unique user passwords as you need per location for which a subscription was purchased.

**What if I forget my password?**

Just click on "Forgot Your UserID or Password?" on the Login screen. You will be prompted to enter your user id or email address. You will then receive an email message with instructions for resetting your ipage password.

**How do I change my password?**

Select "Change Settings" from the "My Account" menu, located at the top of every page. You will then input your current password in the Old Password box. Input your new password in both the New Password box and the Confirm New box. You'll need to click the Update button at the top or bottom of the screen to save your work. Now your password is changed.

**What is the role of the Administrator?**

Your Administrator is the only person authorized to add, change, or delete users and assign user access roles on your account.

**How do I manage my account on ipage?**

Select "Site Help" from the "Help" menu and review the items under the Account Management heading to learn how to view your invoices online, get information on Electronic Funds Transfer, view account information, and more.

**How do I use ipage?**

An easy-to-use guide to ipage is available by selecting "User Guides" from the "Help" menu at the top-right of every page. Once your password is created, you can go directly to the guide [by clicking here](#).

The "Help" menu also has a "Site Help" link containing answers to Frequently Asked Questions. Click on any of the links in the "Suggestion Box" to send us your comments and suggestions about ipage. If you have technical questions, please call Tech Support at 800-937-7978 or email us at [ics-techsupport@ingrambook.com](mailto:ics-techsupport@ingrambook.com). Enjoy your new ipage subscription!