



September 12, 2019

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

Re: Bid Number: 50-00127789
Two Year Contract to Supply Audiobook Compact Discs for the Jefferson Parish Library Department
Due: September 12, 2019 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 previous audiobook vendor, 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, processing, and repackaging audiovisual materials into cases appropriate for library circulation.

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.

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 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.

Best Regards,

A handwritten signature in blue ink that reads "Pamela R. Smith".

Pamela R. Smith
Vice President and General Manager

PRS/ds

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

To assist you in evaluating our proposal, we have answered each section of Bid 50-00127789. Throughout this response, we have provided information on our inventory, ipage website, collection development tools, ordering processes, delivery, customer service, returns policies, discounts, and pricing. In order to fully answer your Invitation to Bid, the same information may appear in responses to more than one section.

To begin our response, Ingram has provided an opening section including a brief overview and history of our company, for any selection committee members who may be unfamiliar with Ingram.

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

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

ipage: www.ipage.ingramcontent.com

Official Representative: Pamela R. Smith, Vice President and General Manager

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



Ingram Library Services LLC

To better support the unique needs of libraries, Ingram Library Services grew from a specialized department of Ingram Book Company in 1970 to a full-service library vendor. Because of our growth and success, Ingram Library Services incorporated in 1998 as a subsidiary of Ingram Industries Inc. Today we offer "one-stop shopping" for our library customers. Ingram provides librarians with immediate access to the largest selection of books, spoken word audio, DVD/Blu-ray titles, music CDs and other book-related products in the industry. Our full range of library value-added services includes comprehensive Collection Development support, Standing Order and Continuations programs, as well as shelf-ready cataloging and processing services customized to the library's specifications.

The Ingram vision is to be the premier services provider in and around the distribution, production, storage, creation, discovery, and assembly of content. To bring that vision into reality, Ingram Content Group has multiple operating units, each focused on a specific area of the book industry, including retailers, publishers, educators, and libraries. Those operating units are Ingram Book Group LLC including Ingram International and Spring Arbor Distributors®, Lightning Source LLC, VitalSource Technologies LLC, Ingram Library Services LLC, Ingram Publisher Services LLC, Tennessee Book Company LLC, and Verba Software Inc. All Ingram Content Group companies operate under a single mission of helping content reach its destination, and follow the same 5 values: to be Credible, Performance Driven, Agile, Innovative, and most importantly, Customer Focused.

Distribution Centers

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

Ingram operates four regional distribution centers, totaling more than 1.7 million square feet. We ship over 146,000,000 units across the nation annually. Having multiple distribution centers allows us to maintain the on-hand inventory required to meet fill rates, and to provide fast turn times - as little as 24 hours from order placement to delivery.

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

Ingram Staff

Ingram is a knowledge-based service company, and while we recognize that our investment in modern technology is of great value to our customers, the majority of the company's assets are vested in our employees. Every commitment, skill, feature and benefit we offer is dependent on the quality of our staff. Ingram believes that the single most important task of a company manager is to hire, train and retain the best people.

Ingram has built a talented, experienced staff of Associates dedicated to library service, including Collection Development and Technical Services Associates. Ingram Content has a staff of nearly 3,900 Associates, many 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 has many professional librarians on staff, with 37 holding Master's Degrees in Library and Information Science. All of them have years of experience working in and with libraries.



Our blend of library experience, along with a continuing infusion of new staff with fresh outlooks, enables Ingram to design innovative solutions with fundamental expertise in areas such as automation, collection development, cataloging, processing, all the way through to transportation. Ingram Library Services will give the highest priority to your needs by assigning key Ingram professionals to work with the Library to meet and exceed all goals and standards set forth in this proposal.

The Ingram Team works closely with library staff during set-up and throughout the project to maintain open lines of communication.

Stephen Casey serves as Senior Sales Manager for Ingram Library Services for the State of Texas. Stephen will continue to serve as the contact for all services Ingram provides. With over 20 years of experience serving libraries, Stephen will continue providing an on-site relationship to monitor progress and troubleshoot potential issues, making selection, ordering, and receiving materials smooth and simple. **John Mangrum** will serve as the Inside Sales Representative for the Library, providing an additional level of sales support.

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 Ext. (214) 952-6310
Email: stephen.casey@ingramcontent.com
- John Mangrum, Inside Sales Representative Ext. 35774
Email: john.mangrum@ingramcontent.com
- Customer Care..... Press Option 1, then 1
Email: ILSCustomer.service@ingrambook.com
To discuss concerns or issues regarding your account
- To Place an Order Press Option 1, then 2
- Account Services Press Option 1, then 3
Email: requirements@ingrambook.com
To Set Up / Update an Account
- To Check Stock Status Press Option 1, then 4
- Toll-Free FAX Ordering (800) 677-5116
- Credit Department (800) 937-8100

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



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.

1.1 Requirements

Ingram’s **spoken word audio inventory includes 109,000+ titles**, including abridged and unabridged editions including CD, MP3 and pre-recorded audio player formats from thousands of publishers. **Over 272,000 of our spoken audio titles are in Compact Disc format.**

ipage, Ingram’s web-based selection, ordering, and account management platform, serves as our online catalog. We discuss ipage in detail in Section 2 Specifications below. The Library’s ipage Administrator can add additional users to your account as needed; Ingram is offering ipage for unlimited concurrent users.

Collection development services, including standing order/new title notification programs, are also detailed in Section 2 below.

Ingram can provide processing and cataloging of spoken audio CDs, including hub labels, barcodes, spine labels, digital processing, RFID tags, and repackaging discs. Cataloging is discussed in Section 7, and processing in Section 8 below.

1.2 Award of Bid

Ingram understands that bid award will be based on total bid price. We have included our discounts and processing and cataloging prices on the Bid Form included with our proposal.

SECTION 2.0 SPECIFICATIONS

Contract Period

Ingram acknowledges that the contract period will be two years, with an anticipated start date of December 19, 2019.

Discounts

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

Spoken Word Audio, Trade	46.7%
Spoken Word Audio, Non-Trade/Short	10.0%
Net titles	0.0%

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.

Discount Details:

- Discounts apply to Adult, Young Adult, and Juvenile materials.
- Ingram discounts from the current publishers' list price of an item
- Spanish and other World Language books receive these same discounts.
- Continuations and Standing Order/New Title Notification Program titles, backorders, and re-orders receive the same discount schedule as firm orders.
- There are no hidden fees when ordering from Ingram.
- Ingram does not apply service charges for Net titles, for special orders, or for titles requiring prepayment from the publisher.

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 during the term of the contract.

Prior to placing an order, the Library can determine estimated discounts for titles on a list 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.

Cataloging and Processing Pricing

Ingram is offering shelf-ready services for \$6.00 per item. Included in this price are the following options, as appropriate for each EAN ordered:

- Full BookMARC record -FTP or ipage
- On-Order Record-Custom MARC
- Original Cataloging
- OCLC-CIP Upgrades/Special Cataloging
- Digital processing, to include spine label, barcode label and branch label
- Hub/barcode sets per CD
- Repackaging into Ingram standard case, if the original case supplied by the manufacturer is not suitable for circulation, e.g. a cardboard case.

The cost to apply a customer-supplied RFID tag (non-programmed) or to provide a Stingray RFID tag (unprogrammed) are listed on the bid form. Prices are per individual disc.

If the Library has additional requirements for processing, such as always repackaging, repackaging into a locked case, or programmed RFID, Ingram would be happy to provide pricing based on your complete and final specifications.

Please see Sections 7 and 8 for additional details on our cataloging and processing services.

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.

Our inventory includes unabridged and abridged compact disc titles, MP3 spoken word discs, and spoken word pre-recorded audiobook players, e.g. Playaways. We have over 408,000 spoken word units in current on-hand inventory, including nearly 179,000 spoken audio titles in CD format and over 94,000 titles in MP3 CD format.

ipage®

ipage is Ingram's online collection development and ordering tool for librarians, combining the industry's largest inventory with complete title information, collection development resources, reviews, and real-time stock check. 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**.



ipage can be accessed at <https://ipage.ingramcontent.com>. Through ipage, your Library account specific information is available and accessible at your convenience, **24 hours a day, 7 days a week.**



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.

ipage can be accessed at <https://ipage.ingramcontent.com>. The Library currently has seven registered users. The Library's ipage Administrator – Anna Leblanc - can add additional users as needed.

Here are just a few ipage features:

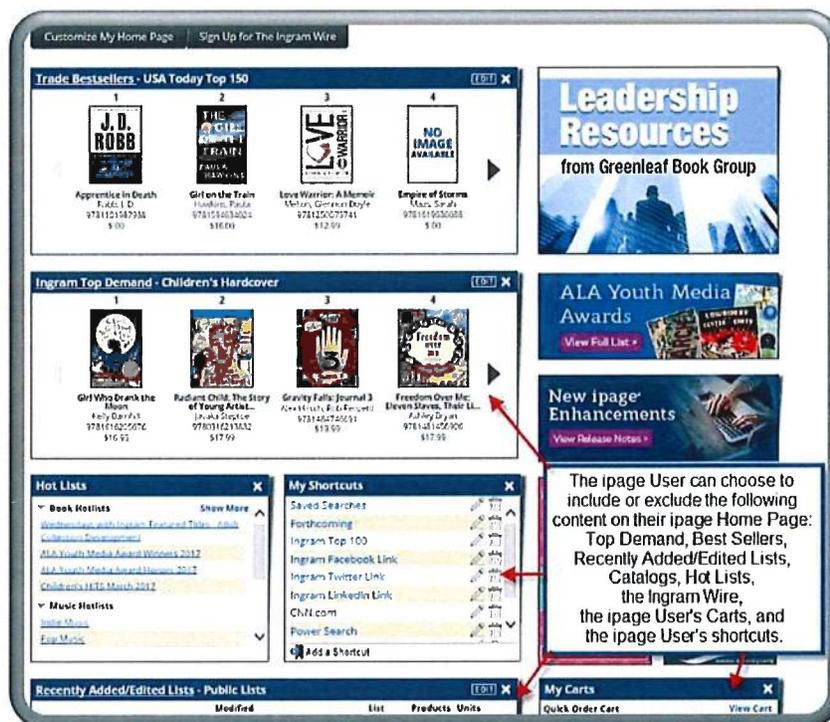
- Simple search by Title, ISBN, Author, Keyword, Series, Dewey®, and more
- Ingram stock information and real-time stock check
- Title descriptions
- Physical Information, LC Subjects, LCCN, Dewey
- Ability to create, edit, download, and/or order lists by clicking titles within ipage, importing a document 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 search all titles in our Extended database
- 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.



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.

[previous product in list](#) | [return to list](#) | [next product in list](#)

The Fallen (Memory Man #4)
 Contributor(s): [Baldacci, David](#) (Author)

ISBN: 1538761394 EAN: 9781538761397
 Publisher: [Grand Central Publishing](#) ([View Publisher's Titles](#))
 US SRP: \$29.00 US - (Discount: REG) [Price this Title](#)
 Binding: Hardcover
 Pub Date: April 17, 2018
 Copyright Date:
 Annotation: "Something sinister is going on in Baronville. The rust belt town h... clues left at the scenes-- obscure bible verses, odd symbols --have

Current Stock - Ingram Wholesale		
Real Time, Every Time		
DC	On Hand	On Order
TN PRIMARY	1,186	0
IN SECONDARY	398	0

[Show More](#)
 No Processing/Cataloging Services
 Qty: 1 [Add To Quick Order](#)
[View/Edit Cart](#)

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.

DC	On Hand	On Order
TN PRIMARY	1,050	48
IN SECONDARY	105	0

The Library can view stock levels in each distribution center for each item in your selection list by clicking on the *Stock Availability* link.

Created: 06/15/2017 12:12:21 PM by [Daneen Schneider](#)
 Move List To: Active
 Last Edited: 06/15/2017 12:12:21 PM by [Daneen Schneider](#)

[Product Detail Browse](#) [Email](#) [Download](#) [Duplicate Check](#) [Get Quote](#) [Edit](#) [View](#) [Search Result View](#) [Standard Order](#)

Display: Private Lists Only

This gives a snapshot of current availability of titles from the designated Primary and Secondary distribution centers, and also indicates if titles are not currently in stock and must be backordered, or if the title is not available from Ingram. The resulting report has been updated to include a total number of units available for immediate shipment from both the primary and secondary warehouses.

Immediate Shipment from Your Primary Warehouse (44)											
Select Title	ISBN Product Code	Binding	Pub. Date	Qty. Requested	Qty by DC						
					LA	MO	CH	OR	PA-A	PA-C	TX
<input type="checkbox"/> <i>12.00 A Day: Living on Almost Nothing in America</i>	9780544811929	Paperback	09/13/2016	1	0	0	0	100	0	20	124
<input type="checkbox"/> <i>Beloved Embroider: The Life of the Great-City Sewer of 1900 and the Working Woman</i>	9781598457572	Hardcover	10/04/2016	2	0	0	0	3	0	5	2
<input type="checkbox"/> <i>Home Under the Porchlight: The Surprising Science of Living in Your Home</i>	9781472912237	Paperback	06/16/2016	1	0	0	0	1	0	1	2
<input type="checkbox"/> <i>Remember the World as It Is: Accelerated Reader</i>	9780812993547	Hardcover	07/14/2015	1	0	0	0	532	0	354	410
<input type="checkbox"/> <i>Ship Histories: A Very Short Introduction</i>	9780199502647	Paperback	02/07/2016	2	0	0	0	1	0	5	3
<input type="checkbox"/> <i>Ship: Progress, Fire</i>	9780807018101	Paperback	09/01/2013	1	0	0	0	0	0	0	1
<input type="checkbox"/> <i>Choosing a Good Life: Lessons from People Who Have Found Their Place in the World</i>	9781616404621	Paperback	09/23/2014	1	0	0	0	0	0	3	5

Immediate Shipment from Your Secondary Warehouse (9)											
Select Title	ISBN Product Code	Binding	Pub. Date	Qty. Requested	Qty by DC						
					LA	MO	CH	OR	PA-A	PA-C	TX
<input type="checkbox"/> <i>The Book of Days: A Life-Like Guide to Six Thousand Seasons from Around the World</i>	9780226184614	Hardcover	01/09/2014	1	0	0	0	0	0	0	1
<input type="checkbox"/> <i>Prison and the Myth of Rationality</i>	9781442281506	Paperback	09/09/2013	2	0	0	0	0	0	0	2
<input type="checkbox"/> <i>Liberalism or How to Turn Good Men into Whores, Madmen, and Idiots</i>	9781882612037	Paperback	07/19/2016	1	0	0	0	16	0	25	0
<input type="checkbox"/> <i>Living with No Money: The Surprising Power of an American Teacher</i>	9781455599935	Hardcover	08/28/2016	1	0	0	0	0	0	0	1
<input type="checkbox"/> <i>Sea Sammen: Shallemoen: Samen on Dine (Arabic, English)</i>	9781941492748	Hardcover	10/06/2013	1	0	0	0	2	0	6	4
<input type="checkbox"/> <i>Longhorn: The Story</i>	9781919048850	Paperback	10/29/2016	2	0	0	0	18	0	26	0

Must Be Backordered or Available via an Alternate Warehouse											
Select Title	ISBN Product Code	Binding	Pub. Date	Qty. Requested	Qty by DC						
					LA	MO	CH	OR	PA-A	PA-C	TX
<input type="checkbox"/> <i>Amazing Grace: The Story</i>	9781442217900	Paperback	02/03/2013	1	0	0	0	0	0	0	1
<input type="checkbox"/> <i>Better Than Perfect: Strategies to Crush Your Dream, Conquer a Life You Love</i>	9781980295499	Paperback	09/23/2014	1	0	0	0	0	0	0	1
<input type="checkbox"/> <i>How to Be a Good Parent</i>	9781455599935	Paperback	07/30/2016	1	0	0	0	0	0	0	1
<input type="checkbox"/> <i>Think Forward: The Power of the Mind's Power of Imagination to Transform Your Self and Transform Your Life</i>	9781000082800	Paperback	10/14/2014	1	0	0	0	0	0	0	1

Will Not Ship with This Order											
Select Title	ISBN Product Code	Binding	Pub. Date	Qty. Requested	Qty by DC						
					LA	MO	CH	OR	PA-A	PA-C	TX
<input type="checkbox"/> <i>ML Church Inside America's Notorious First Negroes Square</i>	9781250087233	Hardcover	06/02/2015	1	0	0	0	0	0	0	1
<input type="checkbox"/> <i>Behind the Scenes of Goodwill: A Year with the Community</i>	9781476774497	Hardcover	06/16/2014	1	0	0	0	0	0	0	1
<input type="checkbox"/> <i>Get What's Yours: The Secrets to Moving Out Your In-Laws</i>	9781476772295	Hardcover	02/17/2015	1	0	0	0	0	0	0	1
<input type="checkbox"/> <i>The Millionaire Next Door: Why Self-Made Wealth is the Sign of Success</i>	9780316230815	Paperback	09/22/2015	1	0	0	0	0	0	0	1

page allows you to limit your search results to only those titles currently available through your designated Ingram distribution centers. You can also limit your search to only forthcoming titles:

Hide Options

SEARCH WITHIN YOUR RESULTS

SEARCH FILTERS

Hide Compilations

Hide Reproductions

REFINE YOUR RESULTS

Availability

My Warehouse(s) (1193243)

Publication Date

Next month (5866)

Next 2 months (12908)

Next 3 months (19529)

More...

Publication Date

Search:

Next month X Next 2 months X Next 3 months X Current month X

Past 2 months X Past 3 months X 2018-2019 X 2017-2018 X 2016-2017 X

2015-2016 X 2014-2015 X 2013-2014 X 2012-2013 X

<input type="checkbox"/> Include	<input type="checkbox"/> Exclude	Publication Date / Quantity
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Next month(5866)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Next 2 months(12908)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Next 3 months(19529)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Current month(186620)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Past 2 months(443005)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Past 3 months(660396)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2018-2019(4402797)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2017-2018(3659019)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2016-2017(1904940)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2015-2016(172825)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2014-2015(1450170)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2013-2014(2079940)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	2012-2013(3794784)

Standing Order New Title Notification Programs

Ingram Library Services can help ease the burden of keeping up with popular authors, titles and series titles for all ages. With our no-commitment Standing Order Programs, you are assured of having high demand materials on order, in your catalog, and on your shelves *before* patrons come looking for them. We offer a choice of 22 customizable programs that cover popular fiction and nonfiction with regularly updated titles in all subjects for all ages, including popular series programs in adult and youth fiction, easy readers, graphic novels, picture and board books, adult and youth nonfiction, and travel and nonfiction continuations for new editions, including test prep, computers, cooking, business, medical, and more.

Ingram's Author (Adult), Author (Teen), and Author/Illustrator (Children) programs contain audiobooks as a binding option. Our Forthcoming Popular Nonfiction (Adult) program includes an audiobook CD option.

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 standing order programs are **complimentary** for our customers—there are no hidden costs.

Profiling Standing Orders

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.

As forthcoming titles are announced, we match them to your profile and a Program (selection) list is created. The timing for titles to show up in Standing Order selection lists averages 3 months before publication date. 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 ability to create unlimited profiles, and 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 and edit the Program lists, upload final selections to the ILS and place orders solely at their convenience. With this Report Only option, **our programs serve as a new title notification system.**

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

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.

Customers can use ipage to review their Standing Order Lists and shipments/invoices, as well as current titles and available dates of titles. They can also view pending shipments and invoices from ipage.

Ingram provides simple on-line enrollment for all of our programs. In addition, customers can download the enrollment options into an Excel spreadsheet for each standing order program with the click of a button.

We provide many options to easily track standing orders, and if the library uses AutoShip, you will not have to make any requests beyond the initial enrollment.

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.

Please note that titles are added as soon as we receive information from the publisher and the title is set up in ipage. This is typically 3-4 months prior to publication. Therefore, it would not be possible for a vendor to report on titles requested but not yet available through the end of your fiscal year. We may not have information on all upcoming titles up to a year in advance, particularly for series with irregular publications cycles. Any special reporting would not be able to extend beyond the titles we have already identified.

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 monitors more than 23,130 of the industry's best active author, title, series and continuations offerings. **We maintain these programs so that we only offer *active series and continuations*** in order to save libraries time and to prevent budgeting headaches.

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.

Forthcoming Popular Nonfiction (Adult) Standing Order Program

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

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

Standing Order Customer Service

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



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

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 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.

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.



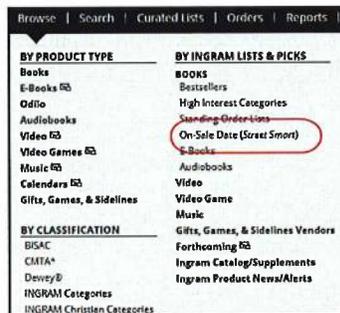
Ingram does not control publishers' street dates or their specialized parameters. We work closely with publishers to obtain news of publishing date changes or unexpected releases are added with limited advance notice of publication. We provide updated information through ipage as soon as it is available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

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.

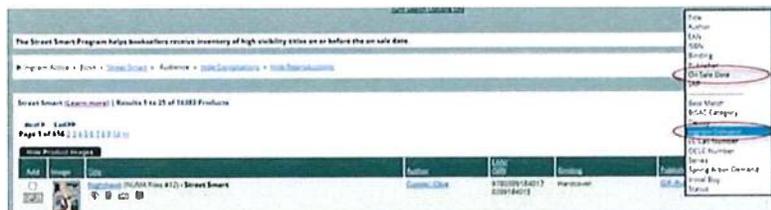
The library shall not display or loan any title before the publisher-assigned on-sale date. If Ingram receives proof that the Library has displayed or loaned a title before the assigned on-sale date, Ingram reserves the right to hold future shipments of high-visibility on-sale titles until the on-sale date has passed.

Searching for Street Smart Titles in ipage

The Street Smart list under the Browse tab on ipage enables libraries to view a listing of titles that have a hard street date from the publisher. This Street Smart list focuses on titles up to 18 months' pre-publication.



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

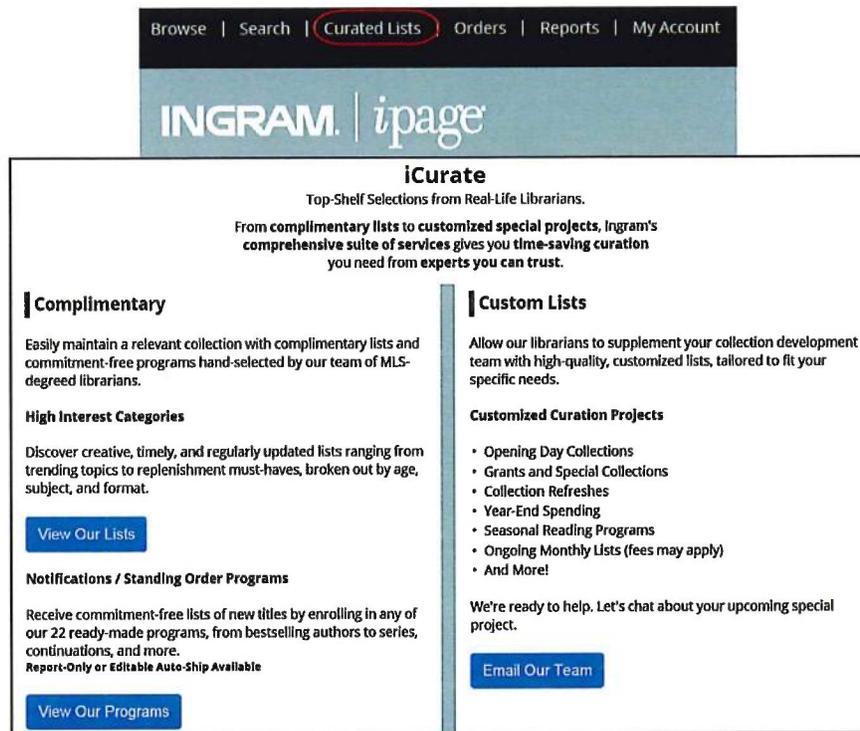


Complimentary Curation Services for Collection Development

Ingram's MLS-degreed Collection Development librarians provide a wide array of lists on ipage **at no charge** to Ingram customers. Many of our Standing Order/New Title Notification Programs can generate ongoing lists based on customizable enrollment profiles. In addition to these Ingram-created selection lists available on ipage, our staff of MLS-degreed librarians can also create customized Collection Development selection lists (Custom Curation Services.)

iCurate

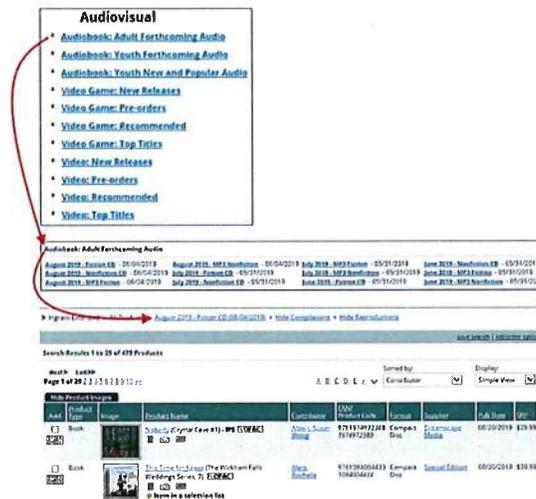
iCurate was launched on May 30, 2019 to aggregate collection development services in one place on ipage, making it even easier for libraries to discover and use these resources. A new “Curated Lists” tab at the top of the ipage screen directs users to the iCurate landing page, which provides a pathway to lists created by Ingram’s professional Collection Development team.



High Interest Category lists available through ipage including everything from African American lists, to Youth High/Low Popular Reading titles, to Spanish resources, to replenishment lists by Dewey®, and much more. These lists are regularly updated and refreshed, and can be edited, downloaded, or added to an existing or new selection list with just the click of a button for ordering.

Each of the High Interest Category headings is a link to additional sub-headings within the category, which link to lists of titles we have hand-selected for that category. The date the list was created shows next to the list name.

Audiovisual Material lists used to be housed under Hot Lists on ipage homepage, plus under the Browse tab with separate sections for Audiobooks, Video, and Video Game. All are now consolidated under the Audiovisual heading for High Interest Titles Categories.



Additional Collection Development Tools offered at no charge:

- E-Communications: 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.
- E-Catalogs: trade catalogs that showcase forthcoming and recently published titles, editorial content including author interviews, merchandising tips, and product news to help librarians stay abreast of trends in the book world.
- Ingram Wire: desktop app that provides stock news on fast-moving products specific to their assigned distribution center, alerts on top awards and breaking events, as well as “backorder now” messages to ensure they are among the first for allocations.
- Ingram Sendr: email marketing tool that allows the Library to create, send and track beautiful emails to your Library patrons to announce events, send staff picks, create an e-newsletter, or advertise a promotion or sale. Ingram Sendr can also be used to push messages to all your social media networks or create a print-ready flyer to distribute by hand.
- Marketing Materials on ipage: free publisher marketing materials including shelf talkers, author photos, Q&As, book trailers, reading group guides, printable giveaways, teacher guides, and more.

Quantities Purchases

Ingram understands that the Library anticipates purchasing 2,000 audiobook CD titles annually under this contract, but that actual requirements may vary.

SECTION 3.0 ORDERING

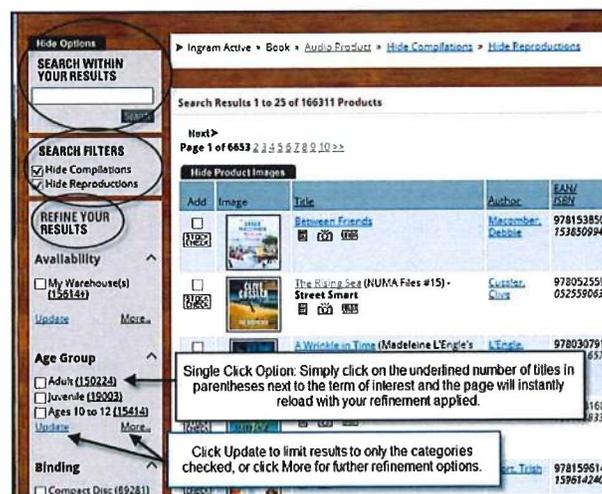
Simple Search is displayed at the top of every page within ipage, and allows for fast and quick search of titles. Among the simple search options for print books are Title Keyword, Start of, Phrase, or Exact Title; Author; ISBN/EAN; Keyword(s); Series; Dewey.

Additional search options include:

- **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. Through Power Search, ipage users can look for titles by publisher, subject heading, format, language, and other filters not listed on the simple search feature. Search criteria can be input for up to 25 data points, and the more search criteria added, the fewer results the search will return.
- **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. Under "further criteria", Boolean searching allows the user to select multiple attributes.
- **Predictive Search** is an optional functionality on ipage that 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.
- **Street Smart Titles** list under the Browse tab on ipage enables libraries to view a listing of titles that have a hard street date from the publisher. This Street Smart list focuses on titles up to 18 months' pre-publication.
- **Search results** can be sorted by the Title, Author, EAN/ISBN, Binding, Publisher, Pub Date, or SRP, and users can quickly jump to specific places in the result set by letter. The Search Result View also contains 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. ipage combines 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.
- **Saved Searches.** This time-saving option is a great way to organize searches a user might perform on a regular basis. Searches can be saved as a new search or as a replacement for an existing search. Saved searches are automatically purged from the user's account 13 months after the last accessed date, which is shown on ipage.

ipage Search Refinements

ipage provides multiple criteria for refining lists of titles from search results or selection lists:

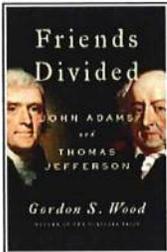


- **Search within Results** - To the left of your results, you will see a box for searching within your results. Enter your search words and click the Search button. You can further refine your results as needed using the options and search feature located on the left.
- **Search Filters** - Search Filters 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.
- **Refine Search Results** - 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. You can collapse and expand field to better meet your search needs by clicking on the up/down arrow to the right of each field. ipage will remember which fields you have collapsed or expanded for the next time you search.
- **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 under the search refinements, you can further refine your results by selecting or excluding as many terms as you want. 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.
 - For each refinement you apply, a breadcrumb will appear at the top of your search results, making it easy and intuitive to also remove any limiters you have applied.

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.

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
Audio More Audio >	\$55.00
Paperback	\$37.00
Hardcover	\$35.00
View All Formats	

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

Reviews

ipage includes review citations and full text reviews from:

- *Booklist*
- *The Bulletin of the Center for Children's Books*
- *Foreword Magazine*
- *Hornbook Guide*
- *Hornbook Magazine*
- *Library Journal*
- *Kirkus*
- *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 \$350.00 per year for that additional service. The Library also has the option of paying in installments of \$35.00 per month. The fee for reviews is subject to change annually.

Price This List Feature

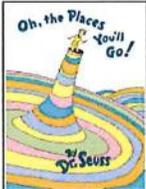
ipage shows current list price. Libraries can submit selection lists for product pricing based on the library's specific discount structure. On the *Orders, Selection List* page, the Library will see a button labeled *Price this List*. Clicking this button will send the list as a pseudo-order using the 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. The Library should note that the list price is set by the publisher, and is subject to change without notice in the interim between using the Price This List function, placing an order, and Ingram processing and invoicing that order. To "lock in" the current title pricing for up to 60 days, the Library can use our online Quotation Service available through ipage.

Total Products in List:	10
Total Units in List:	10
Total Retail Price*:	\$252.77
<input checked="" type="checkbox"/> Stock Availability	<input checked="" type="checkbox"/> Price this List
<input type="checkbox"/> iMatch this List	<input type="checkbox"/> Set DNE Priorities

Price This Title

Ingram offers an option to include a *Price This Title* button on the title detail page. This function must be requested by the Library and enable by Ingram on the Library's ipage accounts. Like the *Price This List* function, clicking this button will send the title as a pseudo-order using the active ship-to account of the ipage user. The estimated product price per unit will then be displayed.

Oh, the Places You'll Go! - Accelerated Reader - Reading Counts!
 Contributor(s): [Seuss \(Author\)](#)



ISBN: 0679805273 EAN: 9780679805274
 Publisher: [Random House Children's Books](#) [\(View Publisher's Titles\)](#)
 US SRP: \$18.99 US - (Discount: REG) **Price this Title**
 Binding: Hardcover
 Pub Date: January 22, 1990
 Copyright Date: 1990
 Annotation: In this joyous ode to life, Dr. Seuss addresses graduates of the get-up-and-go to move mountains with the unrivaled exuberance of...

Online Quotations

ipage subscribers can set up a selection list of titles and then request a price quotation for that list using the *Get Quote* function. Utilizing the *Get Quote* function will also keep the current title pricing firm for up to 60 days, if the quoted order is then placed through ipage.



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

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. This training is available for as many staff as the library specifies. **Stephen Casey**, your Ingram Senior Sales Representative, will provide the onsite ipage training.

Excellent, remote-delivery "WebEx" training can be provided for refresher and update training and is also **free of charge**. WebEx provides very flexible, user-friendly training, allowing libraries to request training sessions for individual library staff or for groups. **John Mangrum**, your Inside Sales Representative, will provide remote training.

Wednesdays with Ingram Webinar Series

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.

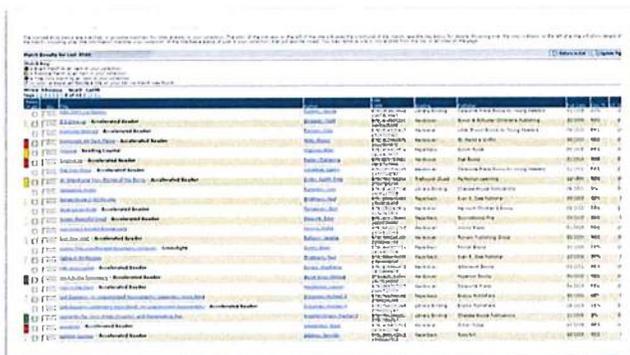
You can find registration information on ipage Home page. If library staff can't participate in the live sessions, by registering they will receive an email reminder post-live event when the webcast is archived and available for on-demand viewing at their convenience.

Duplicate Checking

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

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

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



OPAC View - Libraries have a feature that allows them to look into their Online Public Access Catalog (OPAC) from titles within ipage. Like iMatch, this duplicate service also matches against the Library's holdings, but uses EAN/ISBN as the match point.

The OPAC View feature requires a one-time setup by the Library's Administrator of the ipage account. The administrator needs to provide the following information in this setup:

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

Once the administrator of the account has set up this feature, users in the ipage account will start to see a button/graphic attached to titles as they search and build lists. Clicking this button will open a new browser window and point to this ISBN within the customer's web-based OPAC system. The match can occur for as long as the EAN is still listed in the Library's catalog. Since this feature is ISBN driven, the button will not appear with titles that do not have ISBN's (videos, music, etc.)



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

New in 2019 – Enhanced Duplicate Check and Holdings

Ingram understands that the ability to see duplicate items is of utmost importance to our library customers. In addition to our iMatch and OPAC duplicate check capabilities, ipage duplicate check has been enhanced to create more visibility prior to placing an order. Rather than waiting to check for duplicates as part of selection list finalization, the user can now proactively see duplicate items as they are searching and building lists. This ipage feature is automatically enabled for all Library users.

Ingram's ipage platform has the capability to ingest library holdings and make those holdings visible as users are navigating in the ipage site. With this enhancement, your ipage users can quickly spot items that are already owned by the Library and react accordingly when considering purchase of these items. Holdings will appear in traditional search results, Ingram-generated lists (found under the iCurate tab), as well as Library-created selection lists. This is similar to existing functionality for OPAC lookup and iMatch, but is a proactive approach and requires no extra click for your users.

To show Holdings information, we require the library to provide a weekly "MARC out" file of their holdings to Ingram, delivered via ftp. The file should be in either a .mrc or .out format. If you are interested in providing this data to Ingram so that it can be reflected in ipage for users in your account, please have your ipage Administrator contact ics-techsupport@ingramcontent.com.

There is no additional cost for this service, but the Library will be asked to sign a data license.

Duplicate Indicators

Color-coded indicator buttons on the search results page report on different "duplicate" information:



Red indicator:

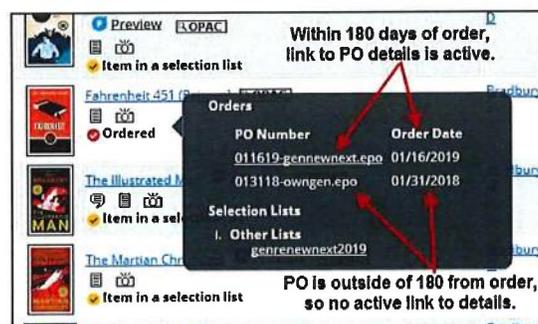
- This item is in your holdings (if provided to Ingram by the Library)
- OR
- We found this item in your Ingram order history from the past 180 days. Our System will check for duplicates from orders for any shipping account to which the user has access (per User permissions set by the Library's ipage account Administrator.)

Yellow indicator:

- We found this item in a selection list: **My Lists** (lists I created); **Other Lists** (lists created by other users in my account); and **Ingram Lists** (lists tied to Standing Order Programs or other Ingram-generated lists).

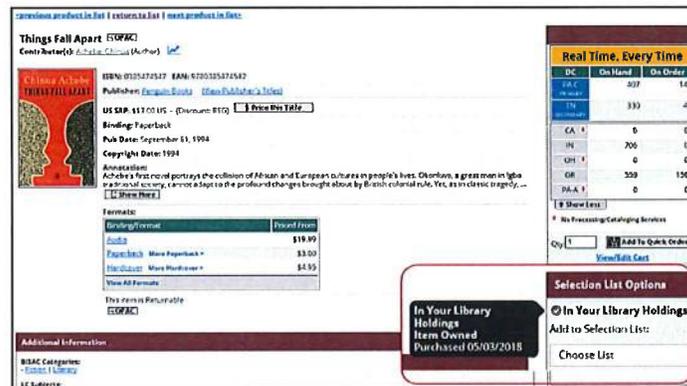
Hovering the cursor over the indicator shows fuller details:

- If the title was found in the Library's order data, you will see the PO number and date of order from Ingram. If the PO is within six months of order, a clickable link to order status details will be enabled.
- A red indicator *could* also contain matches to selection lists (as well as Holdings and/or Order data.)



- Selection lists matches against are further sub-divided into the 3 categories of lists as appropriate: **My Lists, Other Lists, and Ingram Lists.**
- The same selection list rules regarding visibility of public, shared and private lists apply, so that only lists the user is authorized to see and edit will appear in the pop-up box. If the matching item is in a deleted selection list, it will not appear as a duplicate.

For libraries who provide their holdings data to Ingram, an indicator will also appear on the product detail pages, showing the item is owned:



Ordering

Ingram can accept orders by toll-free phone, toll-free fax, mail, electronically, (via email attachment 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.

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.

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. Jefferson Parish accounts with Ingram are already established for enriched EDI orders with your Symphony ILS.

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

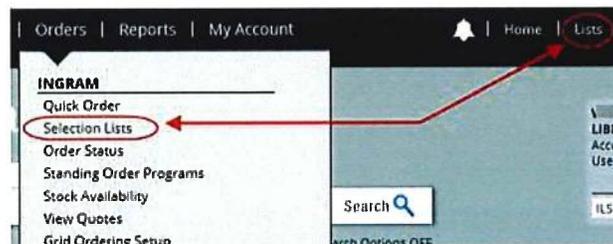
This enhanced order transaction allows users to send additional distribution information in the EDI order record that provides Ingram with all the information necessary to create complete holdings records to match the items shipped. The holdings records are loaded with MARC bibliographic records and overlay the on-order items. When the materials arrive from Ingram, they are shelf and circulating ready. 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. Users can create a selection list by uploading a file of EAN's and, optionally, quantities, including using an upload source document (.xls, .xlsx, .csv) where EAN's are stored as text.

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.



The Active Selection List(s) page is the starting place for you to navigate to your selection lists or orders, or to manage your selection lists. You can:

- create a new list
- merge up to ten different lists into one new list
- recover deleted lists (within a specified timeframe)
- view or edit lists
- check stock availability
- utilize the *Price this List* feature
- E-mail lists
- download lists
- check for duplicates
- delete or archive selected list

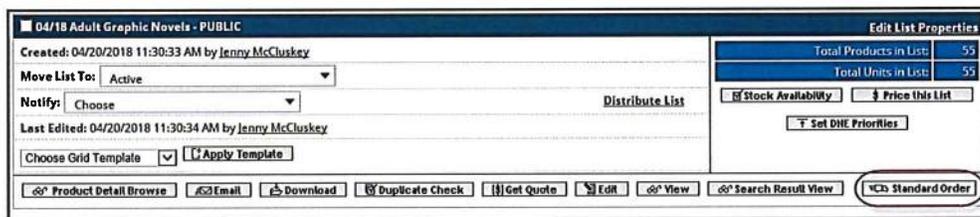
Clicking the **View** button displays all titles on a selection list. To change the sort order, click the arrow in the **Sorted By** box and then click the sort option you want. Users can sort by title, author, ISBN or product code, binding, publisher, pub date, and US SRP (U.S. suggested retail price).

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

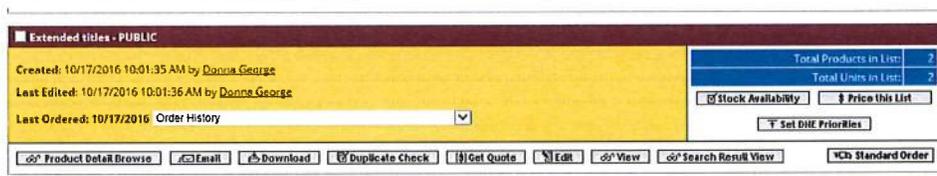
- **Private List** - only the user who created the list and the user's ipage Administrator can view or edit.
- **Public List** - only users who are in the same ipage account as the user who created the list can view or edit .
- **Shared List**, only users who are in the same Ship to account as the user who created the list can view or edit.
- **List Lock** - The creator of a list can lock to prevent others in the account from making changes.

Placing Orders Through ipage

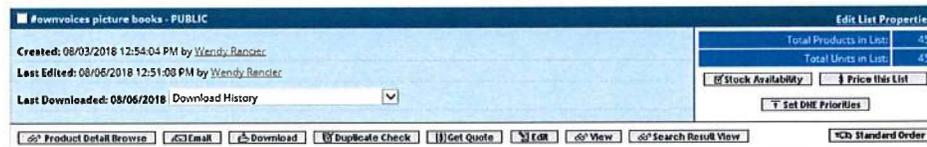
When the selection list is ready to be ordered, the Library can simply click the Standard Order button for that list. The user will then be prompted to fill out additional order details such as: shipping instructions, warehouse selection, backorder instructions, PO Number, and so forth.



Lists that have been ordered through ipage are shaded in yellow.



Lists that have been downloaded, but not ordered through ipage, are shaded in blue.



ipage Order Confirmation

ipage provides 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.

9XX

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

Grids

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

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

The screenshot shows the 'MARC Setup' interface. The 'Add Data Mapping' section contains instructions and a form to map additional data elements. Below this is a table titled 'Data Mapping' with columns for Tag #, Subfield, Data Element, and Action.

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)	
022	c	Price	
024	a	Universal Product Code	
024	d	Universal Product Code (Additional digits)	
035	a	Alphabetic Control Number	
038	a	Deney	
100	a	Author	
245	a	Title	
260	b	Publisher	
280	c	Pub Date	
960	o	Copies (Total Quantity)	<input type="button" value="Add/Remove Values"/>
960	l	Location	<input type="button" value="Add/Remove Values"/>
960	t	Copies (Location Quantity)	<input type="button" value="Add/Remove Values"/>
960	w	Fund	<input type="button" value="Add/Remove Values"/>
960	u	Copies (Fund Quantity)	<input type="button" value="Complete"/>

ipage 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.

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 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				41.0	699	1648	
				015028204	037181778X	U	141page0224				
9995	94	94		9999999 BARCODE PROTECTOR				NET	25	2350	
				000147050	9785551470502	C	141page0224				
9990	94	94		9999999 BARCODES (1) (ILS/B)				NET	20	1880	
				000147050	9785551470502	C	141page0224				
9999	94	94		9999999 PROPERTY STAMP (2)				NET	40	3760	
				000145023	9785551450216	C	141page0224				
9996	90	90		9999999 THEFT-SPINE INSERTION				NET	55	4950	
				000290407	9785552904075	C	141page0224				
Totals				SHIP	PRV. ORD	ORDER	h/o	OUTSTK	NYR		
CARTONS: 2				LIST:	1491	39	RETAIL:	1,91.39	COBT:	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's Returns Policies provide for prompt and efficient resolution for reporting and returning materials that are received damaged, defective, or shipped in error. A copy of our full Hassle Free Returns Policies is included at the end of our proposal.

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

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

Ingram will issue a credit for audiovisual titles received damaged or defective, including damage or defects to individual discs in a multi-disc set. If the title is currently in stock, we also offer the option to replace the entire product, rather than just the damaged discs, as Ingram does not stock individual replacement discs in our inventory.

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

Credit Memo

Upon proper notification and receipt of the returned titles in our distribution center (if required by Ingram), the Library will be credited for the full invoiced amount for the item(s.) A credit memo will be sent listing the item(s), dollar amount, and purchase order number credited. Credits will also be reflected on the monthly statement with reference to the purchase order number.

Additional credit terms for items that were received damaged, defective, or with an Ingram error:

- Customer Care will advise the Library whether the physical product should be disposed of or returned to Ingram.
- If Ingram requires the Library to return product to our distribution center, a Call Tag will be issued to cover the freight charges for the return.
- If the Library was invoiced for freight on the original order, we will also credit freight charges, calculated at the standard UPS rate for the weight of the items returned.
- The Library is responsible for shipping and carrying charges for returned items that are not damaged, defective or shipped with Ingram error.

If Ingram requires the Library to return product to our distribution center, a call tag will be issued to cover the freight charges for the return. The call tag is a pre-paid mailing label. We send it to the Library via email or mail, and you can print it off and just stick it on the box. The label will come directly from the UPS email pkginfo@ups.com.



No Charge Replacement

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

- If a replacement title is in stock, 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.
- If the Library requests a No Charge Replacement but the title is temporarily out of stock at the Library's assigned distribution centers or requires backorder, Ingram will suggest the Library receive a credit rather than an NCR and reorder the title.

Important: For Libraries that provide enriched data as part of their orders, e.g. data that guides cataloging and processing, Ingram will issue a credit. The Library would be responsible for submitting the reorder via whatever method was used for placing the original order, such as EDI or ipage grids.

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. Distribution center designation is subject to change by Ingram to provide the best service for your Library.

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 normally ships items via UPS ground transportation. Shipping will be via best method as determined by Ingram, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice. Ingram does not currently assess any additional fees for shipping. However, given the unpredictable impact of rising oil prices, Ingram reserves the right to assess a fuel surcharge with notice.

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

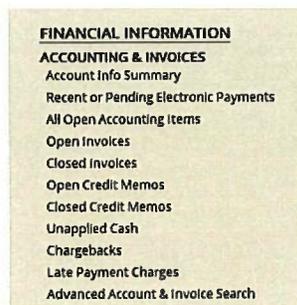
Payment terms under this offer shall be Net 30 Days. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped. While other vendors demand payment from invoice date, Ingram's terms are calculated 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.

Ingram has multiple payment methods, including Electronic Funds Transfer, online payment through ipage via bank account, and payment via credit card (account set for automatic charge) or by check. We are happy to review your current payment procedures with Ingram, and discuss any changes you may wish to make for your accounts.



Financial Information on ipage

The Library's ipage Administrator can designate which staff members have access to view account-specific accounting items such as 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 will supply books as ordered by the Library. Binding provided is determined by the ISBN, UPC, or Ingram Title Code provided by the Library with their order. Ingram does not substitute titles unless an 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.

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 37403



2003261

Company Name
Chattanooga, TN

SHIP TO NUMBER

PL #/1

WEIGHT

DATE H PAGE WT PAGE

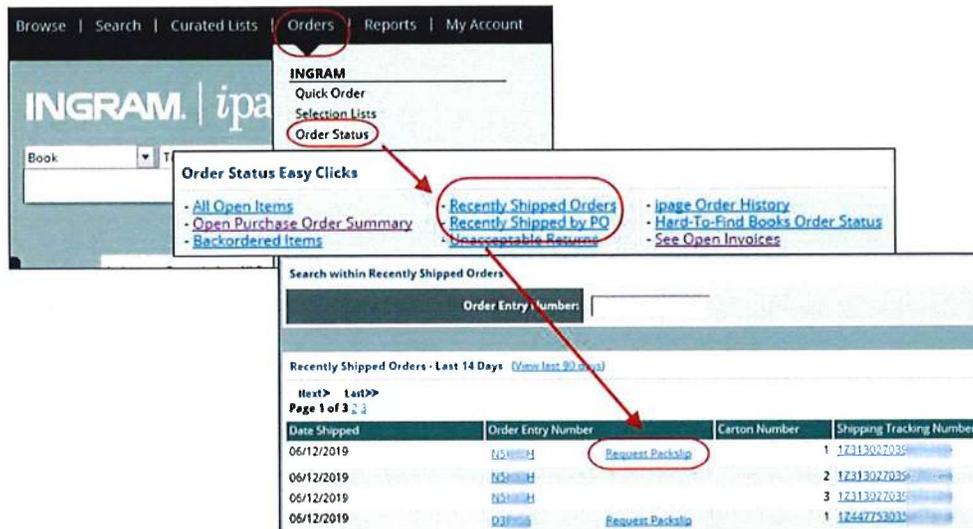
LIBRARY FAC CUSTOMER SERVICE # 800-837-5300 OPT 1

LINE NO	QTY SHIP	QTY ORDER	BO	TITLE	SORTED BY TITLE	P.O. NUMBER	DISC PCT.	MARK RETAIL	EXT. MARK
0041	5	5	B	ARMED STRONG		1412020221	30.0	1459	5445
0042	2	2	B	BUILDING AN AQUAPONIC SYSTEM		1412020221	30.0	1455	2542
0043	3	3	B	CATCH & RELEASE		1412020221	30.0	1459	1016
0044	4	4	B	CHRONICLES FROM WEST AFRICA		1412020221	30.0	1459	1044
0045	4	4	B	COLOS OF HEAVEN		1412020221	30.0	1459	1436
0046	2	2	B	FACE HEAVY & THE LATE LA		1412020221	40.0	1355	1426
0047	4	4	B	MANHOLE		1412020221	30.0	889	2448
0048	5	5	B	MY MAN HER BROTHER (PART ONE)		1412020221	30.0	1497	5415
0049	5	5	B	MY MAN HER BROTHER (PART TWO)		1412020221	30.0	1497	5415
0050	4	4	B	MY MATEY WHAT YOUR BOY BARE		1412020221	40.0	1395	4708
0051	3	3	B	IT SHOULD HAVE BEEN YOU		1412020221	30.0	1459	4272
0052	4	4	B	KILLER METHOD		1412020221	30.0	1455	4414
0053	2	2	B	LADDER TRAP		1412020221	30.0	1459	2438
0054	5	5	B	HOW TO USE YOUR PHONE		1412020221	40.0	1455	5000

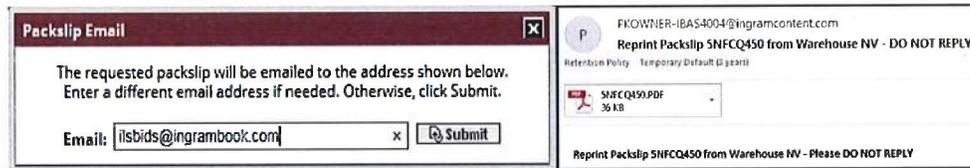
New in 2019 - ipage Request Packing Slip

Libraries who receive a packing slip with their shipments can now request a copy of a packing slip through ipage. This service is applicable for shipments from the past 30 days. The packing slip will be emailed to the address sent with the request.

To request a packing slip, the Library should open the Orders tab on ipage, choose Order Status, and then either the link for Recently Shipped Orders or Recently Shipped by PO.



Clicking the “Request Packslip” link will open a small window where the user can verify or overwrite the email address for delivery and submit the request.



“What Shipped Yesterday” Email Alert

iPage users can now receive a personalized email alerting them when a shipment is on its way! The “What Shipped Yesterday” electronic notification is a **proactive communication** to our customers. An email is sent the morning after an order has shipped, to let the user know that their shipments left the Ingram warehouse(s) the previous day, and to expect delivery soon. The email contains the shipment tracking number, plus an order entry number used to identify the warehouse the shipment is coming from and all the items in a single shipment. This service works regardless of the method used for placing orders, e.g. phone, iPage, EDI.



The "What Shipped Yesterday" notification is an opt-in service for the Library's Primary ipage Administrator(s.) The Administrator can enable this feature for one, some, or all of the shipping accounts within the Library's ipage account, can assign access rights to additional users in the account, and can limit access only to specific Library shipping accounts. This is especially helpful if the Library's ipage account contains multiple shipping accounts to different branches, and the specific user is only interested in receiving notification of shipments to their branch. Please note that the desired email address must exist in ipage to enable this feature, i.e. the person assigned to receive notifications must be set up as an ipage user under the Library's account.

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 1823
 1 INGRAM BLVD
 LA VERGNE TN 37088-3828

Date 10/31/2018 LO01
 Page 1

BILLTO/SHEPID 1

This monthly report displays the status of items that are backordered. Backordered items listed below will remain backordered until the cancellation date, or shown as cancelled. (Not Due Yet Received) items will remain on backorder for the period of the account's established backorder 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	When Location	Status	Cancel Date	
	THE FOLLOWING ITEMS HAVE BEEN CANCELLED:											
1	APPLICATIONS OF ENVIRONMENTAL SCIENCE	ROBERT J. SMITH	148000020	PEARSON	00000000	00000000	177.00	MPAP	FR	FR	10/31/2018	
1	COLLECTION OF JOHN DOUGLAS AS TOLD BY JIM FOLEY	JOHN DOUGLAS	032012480	DELACORTE	00000000	00000000	12.00	TPAP	FR	FR	10/31/2018	
1	THE MOUNTAIN & THE MOUNTAIN	JOHN DOUGLAS	032012480	DELACORTE	00000000	00000000	12.00	TPAP	FR	FR	10/31/2018	
1	THE MOUNTAIN & THE MOUNTAIN	JOHN DOUGLAS	032012480	DELACORTE	00000000	00000000	12.00	TPAP	FR	FR	10/31/2018	
1	THE MOUNTAIN & THE MOUNTAIN	JOHN DOUGLAS	032012480	DELACORTE	00000000	00000000	12.00	TPAP	FR	FR	10/31/2018	
1	THE MOUNTAIN & THE MOUNTAIN	JOHN DOUGLAS	032012480	DELACORTE	00000000	00000000	12.00	TPAP	FR	FR	10/31/2018	
1	THE MOUNTAIN & THE MOUNTAIN	JOHN DOUGLAS	032012480	DELACORTE	00000000	00000000	12.00	TPAP	FR	FR	10/31/2018	
1	THE MOUNTAIN & THE MOUNTAIN	JOHN DOUGLAS	032012480	DELACORTE	00000000	00000000	12.00	TPAP	FR	FR	10/31/2018	
1	THE MOUNTAIN & THE MOUNTAIN	JOHN DOUGLAS	032012480	DELACORTE	00000000	00000000	12.00	TPAP	FR	FR	10/31/2018	
1	THE MOUNTAIN & THE MOUNTAIN	JOHN DOUGLAS	032012480	DELACORTE	00000000	00000000	12.00	TPAP	FR	FR	10/31/2018	

Reverse side of Title Status Report:

PRODUCT TYPE LEGEND:

- TPAP - Trade paper
- MPAP - Mass market paper
- HARD - Hardcover
- ALD - 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 OEBO 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:



- **All Open Items** - This report shows the line items that are currently backordered or being processed and therefore have not yet been invoiced.
- **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. ipage Order History is posted for 6 months
- **Hard-To-Find Books Order Status** - This report shows the status of any books ordered through the optional Hard-To-Find Books function on ipage.

Many of these reports are available for printing by clicking on the "print version" button.

Sample ipage Order Status Report – Backorders:

Date Ordered	Order Date	EAN	Original Title	Revised Title	Format	Pub Date	Invoice Number	Qty
07/26/2015	03/26/2016	9780217627008	SHIRAZ: A D BURJANCA	SHIRAZ: A D BURJANCA	FacetBook	03/01/2016	WPNCE COR FAC 03/15/16	2 EA
07/28/2015	03/31/2016	9780217627015	STRANGER	STRANGER	FacetBook	03/18/2016	WPNCE COR FAC 03/15/16	1 EA
07/28/2015	06/03/2016	9780217627022	PARIS	PARIS	FacetBook	06/21/2016	WPNCE COR FAC 03/15/16	1 EA
07/28/2015	03/25/2016	9780217627029	ROAD BOOK 191	ROAD BOOK 191	FacetBook	03/24/2016	WPNCE COR FAC 03/15/16	1 EA
07/27/2015	03/31/2016	9780217627036	UPDATE BRIGADE 10145	UPDATE BRIGADE 10145	Mass Market FacetBook	03/04/2016	CORLND 7/10/2015	4 EA

Excel Reports in ipage

ipage offers three headquarters-level reports, downloadable in Excel format for easy searching and sorting. The reports cover:

- Cancelled Items (items cancelled during the previous month)
- Invoiced Items (items invoiced during the previous month)
- Open Items (all items, refreshed nightly)

The Excel reports may include columns for the following information, as appropriate to each specific report: Account numbers; Library name and address; Order Date; PO; EAN; Author; Title; Pub Date; Units Ordered; Committed Units; Backordered Units; Backorder Cancel Date; Invoice Date; Invoice Number; Units Invoiced; List Price; Customer Discount; Unit Discount Amount; and Extended Discount Amount.

These reports can be accessed from the main Reports menu tab on ipage. Simply click on any of these three links, and report will automatically generate. This Excel-format report can be opened or saved, and is easily searched and sorted.



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: 92.5 % shipped at time of initial order, 99.0 % shipped in 60 days, and 99.5 % 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 Specifications, and on the Bid Form. As we discuss in Section 2.0, 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.

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 22 standing order programs.
- complimentary 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**. We will be happy to negotiate a fee if customized lists are needed beyond the scope of the complimentary lists available; pricing will be 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

Upon notification of award, Ingram's Bids and Contracts Department will immediately write and issue in-house documentation for internal staff, detailing the contract's specifications. This provides for automated criteria that will apply to new accounts as they are established, including discounts, payment terms and freight terms. Ingram will hold a meeting with all internal stakeholders involved via conference call and in person, to discuss the contract terms and to allocate responsibilities. Included will be representatives from Ingram Departments including Bids and Contracts, Sales, Technical Services, Collection Development, Customer Requirements, Customer Care, Credit, Product, Operations, Shipping and Transportation.

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. . Library staff and friends group accounts that do not bill directly to the Library are subject to Ingram's private institution account application requirements, and may be charged freight and taxes.

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, and pricing will be negotiated based on final specifications.

No terms or conditions of the Library's purchase orders different from the terms of Ingram Library Services will become part of any sales agreement, purchase order, or other document unless specifically approved in writing by Ingram.

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

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

Ingram can repackage audiobooks where the manufacturer's case is not suitable for circulation.

Our standard audiobook clam shell case is a 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

In addition to our standard audiobook cases, Ingram offer the option of re-packaging spoken audio into a MediaSAFE Library Case. Upon request by the Library, we are happy to provide an updated bundled price using the MediaSAFE Library cases.

We offer StingRay Full Disc Overlay RFID Tags for compact discs The standard is to place one Stingray RFID tag per title. At the Library's request, we can put an RFID tag on every CD; each would be a separate charge.

We are happy to provide pricing for any of these additional options at the Library's request.

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

Ingram has attached 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.

Please note that our certificates of insurance are automatically renewed annually in October. Jefferson Parish's COI from Ingram will automatically renew as of October 1, 2019,

Ingram Hassle-Free Returns

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

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

Unprocessed Print Material

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

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

Product with Defects

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

- Missing pages
- Contents out of sequence
- Book bound upside down
- Contents different than the cover/title
- Ink or printing issues
- Crooked pages
- Blank pages
- Disc does not play
- Item is received with missing or incorrect disc(s)

Due to the wear and tear caused by circulation, Ingram can only accept defective books where the binding is falling apart up to 60 days after the invoice date.

Processed Materials

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

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

Audiovisual Materials

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



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

Ingram will issue a credit for audiovisual titles received damaged or defective, including damage or defects to individual discs in a multi-disc set. If the title is currently in stock, we also offer the option to replace the entire product, rather than just the damaged discs, as Ingram does not stock individual replacement discs in our inventory.

Ingram recognizes that individual discs in a multi-disc title may be lost or damaged once the title is in circulation. Replacements for discs lost or damaged after receipt from Ingram 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.

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. Ingram does not assign a non-returnable status to a publisher.

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

Items Damaged in Shipping

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

Overstock Returns

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

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

Hard to Find Books Alibris Returns Policy

If the Library is dissatisfied 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.
Ingram Returns Policies Page 3

Credit Memo

Upon proper notification and receipt of the returned titles in our distribution center (if required by Ingram), the Library will be credited for the full invoiced amount for the item(s.) A credit memo will be sent listing the item(s), dollar amount, and purchase order number credited. Credits will also be reflected on the monthly statement with reference to the purchase order number.

Additional credit terms for items that were received damaged, defective, or with an Ingram error:

- Customer Care will advise the Library whether the physical product should be disposed of or returned to Ingram.
- If Ingram requires the Library to return product to our distribution center, a Call Tag will be issued to cover the freight charges for the return.
- If the Library was invoiced for freight on the original order, we will also credit freight charges, calculated at the standard UPS rate for the weight of the items returned.
- The Library is responsible for shipping and carrying charges for returned items that are not damaged, defective or shipped with Ingram error.

No Charge Replacement

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

- If a replacement title is in stock, 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.
- If the Library requests a No Charge Replacement but the title is temporarily out of stock at the Library's assigned distribution centers or requires backorder, Ingram will suggest the Library receive a credit rather than an NCR and reorder the title.
- Important: For Libraries that provide enriched data as part of their orders, e.g. data that guides cataloging and processing, Ingram will issue a credit. The Library would be responsible for submitting the reorder via whatever method was used for placing the original order, such as EDI or ipage grids.

Claims

Please notify Ingram if you have not received an anticipated publication or if an order is short shipped. If an order is shipped but not delivered, claims will be directed to Customer Care to ensure tracking and credit or replacements are handled as quickly as possible. Anticipated publications may have a delayed release; if so, it will be reflected on ipage.

Cancellations

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

Returns Reporting

ipage features the following returns reporting options. You can report shortages, determine the date your return was received, see whether a return is in process, or view credit memo information.



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 10/31/2021.

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 Sheet

AUTHORIZED SIGNATURE: *Pamela R. Smith*

Pamela R. Smith

Printed Name

TITLE: Vice President and General Manager

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.: 50-00127789

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 for Trade Edition. _____ %</p>	Item #1	Item #1
				46.7%	46.7%
2	1.00	EA	<p>0020 - Discount (percentage) from Publisher's non-freight pass through list prices for Short/Non-Trade. _____ %</p>	Item #2	Item #2
				10.0%	10.0%
3	1.00	EA	<p>0030 - Discount (percentage) from Publisher's non-freight pass through list prices for Net/No Discount Items. _____ %</p> <p>**LINE ITEMS 0040 THROUGH 0130 IS A LIST OF TYPICAL ITEMS THE JEFFERSON PARISH LIBRARY DEPARTMENT WOULD PURCHASE.**</p>	Item #3	Item #3
				0.0%	0.0%
4	1.00	EA	<p>0040 - Provide the cost of the title with discount applied.</p> <p>Akin (Compact Disc) By: Donoghue, Emma/Culp, Jason ISBN - 9781549178207 Publish Date - 9/10/2019</p>	Item #4	Item #4
				\$18.66	\$18.66
5	1.00	EA	<p>0050 - Provide the cost of the title with discount applied.</p> <p>Vendetta in Death: An Eve Dallas Novel (Compact Disc) By - Robb, J.D./Erickson, Susan ISBN - 9781250231024 Publish Date - 9/3/2019</p>	Item #5	Item #5
				\$21.31	\$21.31
6	1.00	EA	<p>0060 - Provide the cost of the title with discount applied.</p> <p>Contraband (Compact Disc) By - Woods, Stuart/Roberts, Tony</p>	Item #6	Item #6
				\$18.66	\$18.66

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00127789

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
7	1.00	EA	ISBN - 9781984891198 Publish Date - 8/13/2019		
			0070 - Provide the cost fo the title with the discount applied.	Item #7	Item #7
8	1.00	EA	A Better Man: A Chief Inspector Gamache Novel (Compact Disc) By - Penny, Louise/Bathurst, Robert ISBN - 9781250230881 Publish Date - 8/27/2019	\$21.31	\$21.31
			0080 - Provide the cost of the title with discount applied.	Item #8	Item #8
9	1.00	EA	Surfide Sisters (Compact Disc) By - Thayer, Nancy/Campbell, Cassandra ISBN - 9781978617186 Publish Date - 07/2/2019	\$19.72	\$19.72
			0090 - Provide the cost of the title with discount applied.	Item #9	Item #9
10	1.00	EA	A Plain Vanilla Murder (Compact Disc) By - Albert, Susan Wittig/Gibson, Julia ISBN - 9781974965908 Publish Date - 7/2/2019	\$31.97	\$31.97
			0100 - Provide the cost of the title with discount applied.	Item #10	Item #10
11	1.00	EA	The Kennedy Heirs: John, Caroline, and the New Generation - A Legacy of Tragedy and Triumph, Includes a PDF of Photographs (Compact Disc) By - Taraborrelli, J. Randy/Petkoff, Robert ISBN - 9781250221513 Publish Date - 6/11/2019	\$31.97	\$31.97
			0110 - Provide the cost of the title with discount applied.	Item #11	Item #11
12	1.00	EA	Unfreedom of the Press (Compact Disc) By - Levin, Mark R./Lowell, Jeremy ISBN - 9781508287629 Publish Date - 5/21/2019	\$15.98	\$15.98
			0120 - Provide the cost of the title with discount applied.		

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00127789

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
				Item #12	Item #12
			Springfield 1880 (Compact Disc) By - Johnstone, William W./Johnstone, J.A./Turner, J. Rodney ISBN - 9781630158514 Publish Date - 4/30/3019	\$21.31	\$21.31
13	1.00	EA	0130 - Provide the cost of the title with discount applied.		
				Item #13	Item #13
			Accidental Presidents: Eight Men Who Changed America (Compact Disc) By - Cohen, Jared/Morey, Arthur ISBN - 9781508264187 Publish Date - 4/9/2019	\$29.84	\$29.84
14	1.00	EA	0140 - Yearly cost of inventory/ electronic ordering service.		
				Item #14	
15	1.00	EA	0150 - Cost to repackage multidisc CD sets per CD sets per specifications, including placing cover art in sleeve CD Case - Size: Small	\$0.00	\$0.00
				Item #15	Item #15
				Included in shelf-ready price	Included in shelf-ready price
16	1.00	EA	0160 - Cost to repackage multidisc CD sets per CD sets per specifications, including placing cover art in sleeve CD Case - Size: Medium		
				Item #16	Item #16
				Included in shelf-ready price	Included in shelf-ready price
17	1.00	EA	0170 - Cost to repackage multidisc CD sets per CD sets per specifications, including placing cover art in sleeve CD Case - Size: Large		
				Item #17	Item #17
				Included in shelf-ready price	Included in shelf-ready price
18	1.00	EA	0180 - Cost to produce and apply barcodes and hub label sets.		
				Item #18	Item #18
				Included in shelf-ready price	Included in shelf-ready price
19	1.00	EA	0190 - Cost to provide barcode scanning.		
				Item #19 Included in shelf-ready price	Item #19 Included in shelf-ready price
20	1.00	EA	0200 - Cost to provide downloadable purchase order record.		
				Item #20	Item #20
				Included in shelf-ready price	Included in shelf-ready price

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00127789

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			(On-order record)		
21	1.00	EA	0210 - Cost to provide Marc record including complete call number.	Item #21 Included in shelf-ready price	Item #21 Included in shelf-ready price
22	1.00	EA	0220 - Cost for original cataloging record including complete call number.	Item #22 Included in shelf-ready price	Item #22 Included in shelf-ready price
23	1.00	EA	0230 - Cost to provide OCLC Marc record including complete call number and item information for item creation.	Item #23 Included in shelf-ready price	Item #23 Included in shelf-ready price
24	1.00	EA	0240 - Cost to print and apply branch label (per label).	Item #24 Included in shelf-ready price	Item #24 Included in shelf-ready price
25	1.00	EA	0250 - Cost to print and apply spine label.	Item #25 Included in shelf-ready price	Item #25 Included in shelf-ready price
26	1.00	EA	0260 - Cost for digital processing including cover art, barcode, branch label and spine label.	Item #26 \$6.00	Item #26 \$6.00
27	1.00	EA	0270 - Cost to apply RFID Stingray tag per disc.	Item #27 \$0.10 per disc	Item #27 \$0.10 per disc
28	1.00	EA	0280 - Cost to provide a RFID Stingray NXP ICODE SLIX2 tag. Tag must be compatible with the library's RFID system provided by Bibliotheca.	Item #28 \$0.75 per tag	Items #28 \$0.75 per tag

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF

INCORPORATED.

AT THE MEETING OF DIRECTORS OF _____
INCORPORATED, DULY NOTICED AND HELD ON _____,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT
WAS:

RESOLVED THAT _____, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-
FACT OF THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON
BEHALF OF THIS CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS
AND TRANSACTIONS WITH THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES,
DEPARTMENTS, EMPLOYEES OR AGENTS, INCLUDING BUT NOT LIMITED TO, THE
EXECUTION OF ALL BIDS, PAPERS, DOCUMENTS, AFFIDAVITS, BONDS, SURETIES,
CONTRACTS AND ACTS AND TO RECEIVE ALL PURCHASE ORDERS AND NOTICES
ISSUED PURSUANT TO THE PROVISIONS OF ANY SUCH BID OR CONTRACT, THIS
CORPORATION HEREBY RATIFYING, APPROVING, CONFIRMING, AND ACCEPTING
EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT AND ATTORNEY-IN-
FACT.

I HEREBY CERTIFY THE FOREGOING TO BE
A TRUE AND CORRECT COPY OF AN
EXCERPT OF THE MINUTES OF THE ABOVE
DATED MEETING OF THE BOARD OF
DIRECTORS OF SAID CORPORATION, AND
THE SAME HAS NOT BEEN REVOKED OR
RESCINDED.

SECRETARY-TREASURER

DATE

Please see attached Certified Resolution for
Ingram Library Services LLC

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 Pamela R. Smith as Vice President and General Manager, ILS of the Company, effective June 1, 2018, 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 and General Manager, ILS

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.

FURTHER RESOLVED, That the effective date of these resolutions will be June 1, 2018.

Dated the 1st day of June, 2018.

SOLE MEMBER:

Ingram Industries Inc.



By: _____
John R. Ingram
Chairman of the Board

June 1, 2018

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 X 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.

Pamela R. Smith
Signature of Affiant

Pamela R. Smith
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 12 DAY OF September, 2019.

Daneen Schneider
Notary Public

Daneen Schneider
Printed Name of Notary

NA
Notary/Bar Roll Number

My commission expires August 22, 2022.





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/22/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Beecher Carlson Insurance Services 6 Cadillac Drive, Suite 200 Brentwood, TN 37027 www.beechercarlson.com	CONTACT NAME:	Beecher Carlson Insurance Services		
	PHONE (A/C, No, Ext):	615-277-9840	FAX (A/C, No):	615-277-9879
INSURED Ingram Industries Inc., et al. including Ingram Library Services LLC P.O. Box 23049 Nashville TN 37202-3049	E-MAIL ADDRESS:			
	INSURER(S) AFFORDING COVERAGE			NAIC #
	INSURER A:	Federal Insurance Company		20281
	INSURER B:	Great Northern Insurance Company		20303
	INSURER C:			
	INSURER D:			
	INSURER E:			
	INSURER F:			

COVERAGES

CERTIFICATE NUMBER: 50729957

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Standard Contractual Liability GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	<input checked="" type="checkbox"/>	3581-94-13	10/1/2018	10/1/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY	<input checked="" type="checkbox"/>	7350-68-50	10/1/2018	10/1/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	7171-10-02	10/1/2018	10/1/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The Jefferson Parish, its Districts, Departments and Agencies under the direction of the Parish President and the Parish Council are included as additional insured hereunder, except for workers compensation, but only to the extent of the amount that Ingram Library Services LLC has agreed to indemnify the Jefferson Parish in the agreement between Ingram Library Services LLC and the Jefferson Parish.

CERTIFICATE HOLDER

CANCELLATION

RP350 The Jefferson Parish, its Districts, Departments and Agencies under the direction of the Parish President and the Parish Council 474 West Napoleon Avenue Metairie LA 70001	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Paula Eason 
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Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Ingram Industries Inc.		
	2 Business name/disregarded entity name, if different from above Ingram Library Services LLC (FEIN 62-1746696)		
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.		4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) <u>5</u> Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
	<input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate		
	<input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.		
	<input type="checkbox"/> Other (see instructions) ▶ _____		
	5 Address (number, street, and apt. or suite no.) See instructions. 4400 Harding Road		Requester's name and address (optional)
6 City, state, and ZIP code Nashville, TN 37205			
7 List account number(s) here (optional)			

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number										
or										
Employer identification number										
6	2		-	0	6	7	3	0	4	3

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶ September 12, 2019
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.