



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at [wvOASIS.gov](http://wvOASIS.gov). As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at [WVPurchasing.gov](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 2

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1010501

Procurement Type: Central Master Agreement

Vendor ID: VS0000014463

Legal Name: Ingram Industries Inc.

Alias/DBA: Ingram Library Services LLC

Total Bid: \$441.15

Response Date: 03/21/2022

Response Time: 15:31

Responded By User ID: IngramLibrary

First Name: Tammy

Last Name: Spurlock

Email: ils bids@ingramcontent.c

Phone: 615-213-5763

SO Doc Code: CRFQ

SO Dept: 0433

SO Doc ID: LIB2200000004

Published Date: 3/14/22

Close Date: 3/22/22

Close Time: 13:30

Status: Closed

Solicitation Description: Open-End Contract for Large Print Library Materials

Total of Header Attachments: 2

Total of All Attachments: 2



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 1010501  
**Solicitation Description:** Open-End Contract for Large Print Library Materials  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2022-03-22 13:30	SR 0433 ESR03212200000005767	1

**VENDOR**  
 VS0000014463  
 Ingram Industries Inc.

**Solicitation Number:** CRFQ 0433 LIB2200000004  
**Total Bid:** 441.1499999999999772626324556 **Response Date:** 2022-03-21 **Response Time:** 15:31:32

**Comments:** Payment terms under this contract shall be Net 30 EOM. 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. Invoice discrepancies must be reported to Ingram within 30 days of the invoice date. All discrepancy reports must include an invoice number and date of invoice. Discrepancies reported after 30 days from invoice date will not be adjusted.

**FOR INFORMATION CONTACT THE BUYER**  
 Joseph E Hager III  
 (304) 558-2306  
 joseph.e.hageriii@wv.gov

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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Large Print Library Materials	1.00000	EA	441.150000	441.15

Comm Code	Manufacturer	Specification	Model #
14111536			

**Commodity Line Comments:** In-stock, non-processed and non-cataloged book orders are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. In-stock processed books not requiring custom cataloging services will ship within two to five days of receipt of order. No other vendor can attain this level of service. Our turnaround time for in-stock, shelf-ready, custom cataloging orders is 7-10 working days from receipt of order to shipment.

**Extended Description:**

Enter the Total Bid Cost in the commodity line of wvOASIS and attach the Exhibit A Pricing page



STATE OF WEST VIRGINIA  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON STREET, EAST  
CHARLESTON, WEST VIRGINIA 25305-0130

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## LARGE PRINT LIBRARY MATERIALS | FY2023

**Due Date: Tuesday March 22, 2022**  
**Time: 1:30 p.m. ET**

**Submitted By:**

**INGRAM®**

One Ingram Blvd.  
La Vergne, TN 37086-1986  
[www.ingramcontent.com](http://www.ingramcontent.com)  
Federal ID # 62-1746696



March 15, 2022

State of West Virginia  
Attn: Joseph E. Hager III, Buyer  
2019 Washington Street East  
Charleston, WV 25305-0130

Re: Request for Proposal - FY2023 | LARGE PRINT LIBRARY MATERIALS  
Due: March 22, 2022, 1:30 p.m. ET

Dear Mr. Hager,

Thank you for including Ingram Library Services LLC in your search for a vendor to fulfill the Supply of Large Print Library Materials for the State of West Virginia. We welcome this opportunity to present our proposal to continue our partnership with your library.

As an **Ingram Content Group** company, we have the full range of content and value-added services to truly offer “one-stop shopping” for our library customers. With over five decades of experience in distribution, we serve libraries with a wide range of collection development, cataloging and processing services guaranteed to enhance your collections and please your staffs and patrons. Our goal is to partner with the State of West Virginia to help support your mission to connect community members with innovative, value-added services to increase the quality of life and strengthen the fabric of your community.

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

Ingram staff members are readily available to provide any additional information you may request, and to further discuss Ingram’s current and developing strategy for content and service delivery. Should you have any questions regarding Ingram’s proposal, please feel free to contact Cynthia Gallegos, Contract Management Specialist, at (800) 937-5300, extension 35783. You may also reach Cynthia by email at [ilsbids@ingramcontent.com](mailto:ilsbids@ingramcontent.com) or by fax at (615) 213-6004.

Best Regards,

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

Pamela R. Smith  
Vice President and General Manager

PRS/cg

## COMPANY HISTORY

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 five decades.

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

Ingram is a privately held, family-owned corporation **operating under the same ownership since our inception**. The Ingram family is actively involved in the day-to-day operations of our company and has a vested interest in our customers' satisfaction.

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

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

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, Ingram Library Services LLC, Ingram Publisher Services LLC, and Tennessee Book Company LLC. 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.

### **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.

## Distribution Centers

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

Ingram operates four regional distribution centers, totaling more than **1.7 million square feet** and employing over **3,600** associates. 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 Publisher Services LLC

Ingram Publisher Services LLC, an Ingram Content Group company, represents more than **625** publisher clients from around the world, which agree to allow Ingram to be the exclusive distributor of their product. Built on a longstanding tradition of Ingram quality, IPS provides our customers with a wide variety of books and book related product from an outstanding roster of publishers, with easy ordering options, fast delivery, and excellent service. The advantage this brings to our library customers is the guaranteed availability of current titles from these publishers at Ingram distribution centers. **As the exclusive distributor of these publishers, even other vendors source these purchases from Ingram.**

## Print on Demand through Lightning Source

With national and international facilities, Lightning Source LLC, an Ingram Content Group company, has a **virtual inventory of over 16,600,000 titles representing more than 155,000+ Publishing Partners**. We print only what is needed to meet our customers' current demand-whether that's a single book order or 10,000. We not only give you access to content that was once out of print or hard-to-find, but also make it possible for low-volume titles to stay in print and for new titles to be released. All this translates into wider title selection and better customer service for your patrons and your community.

Once an order is placed, we have all the electronic data necessary to print and deliver the book to its intended destination. The distance between bookmaker and book-reader has never been shorter. Print on demand allows for a book to be printed in order in a range of formats within 24 hours, even if the order is for one book. On average, we print over **4,000,000** books per month.

Lightning Source and Ingram Publisher Services titles are listed on ipage and are ordered through the same methods you usually use with Ingram - by telephone, fax, mail, or electronically. There is no need to use a separate account or purchase order. Lightning Source titles will be printed especially for you once the order is placed.

## 1. PURPOSE AND SCOPE:

Ingram acknowledges the Purpose and Scope of the bid to establish an Open-End contract Large Print book and print materials (collectively "Large Print Library Materials").

## 2. DEFINITIONS

Ingram understands and acknowledges the definitions and terms provided by the State of West Virginia. Ingram has included our definitions for reference.

### Definitions of Binding Types and Presses

Discounts are applied to the publisher's current list price. Prior to placing an order, the Library can determine estimated discounted pricing for an entire list by utilizing the *Price this List* feature on ipage.

In determining which titles receive less than full trade discounts, Ingram has utilized its best efforts to categorize books for pricing purposes by considering the binding, cost of acquisition, general marketing categories, publisher's discount, and other factors as defined by the Definitions of Binding Types and Presses provided. Ingram reserves the right to be the sole and final determinant of the pricing category.

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

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

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

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

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

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

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

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

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

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

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

**Spoken Word Audio:** Audiobooks produced for the general consumer and dealing with subjects of mass appeal. Spoken Word audio may be abridged or unabridged and are generally sold by publishers at full

trade discounts, however some titles may be short discounted by the publisher. Ingram does not differentiate between MP3 CD and Audio CD formats for discounting purposes.

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

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

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

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

### 3. GENERAL REQUIRMENTS:

#### 3.7 CONTRACT ITEMS AND MANDATORY REQUIREMENTS:

##### 3.7.1 - 3.7.4

Ingram offer's Large Print options in both our Complimentary Lists section and our Standing Order Programs.

##### **Complimentary Lists**

- Adult
- Teen
- Children's

##### **Standing Order Programs**

- Author (Adult)
- Forthcoming Popular Nonfiction (Adult)
- iSelect
- Pop Series (Adult)

##### 3.7.5

##### **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. 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
- ❖ For video product: additional Information such as Features, View, Number of Units in Package, Awards, Dewey, Based on the Book
- ❖ For video product: Advanced search by Directed By, MPAA Rating, and Featuring/Title
- ❖ For video product: Sort by Title, Featuring, Product Code, Format, Studio, Release Date, US SRP
- ❖ For music: Simple search by Title, Product Code/EAN, Artist, Song Keyword, and more
- ❖ For music: Sort by Album Title, Artist, EAN, Media, Label, Release Date, Suggested Retail Price.
- ❖ 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.

### ipage Searching

- **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.
- **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 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

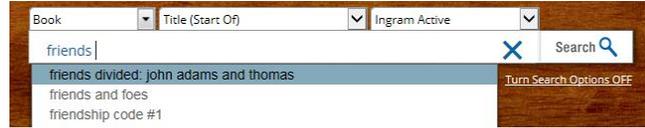
ipage provides multiple criteria for refining lists of titles from search results or selection lists:

- **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.

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. iPage title details are updated daily, providing the most current and up to date information available from the publishers to our customers.

**Finding title details on ipage is as easy as 1, 2, 3:**

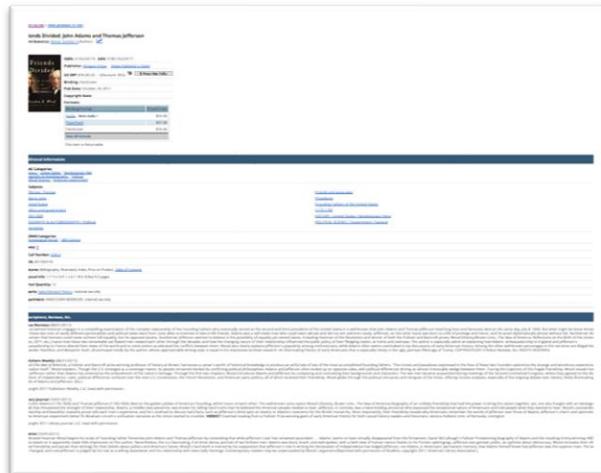
Step 1: Enter Search Terms:



Step 2: Choose Title from Search Results:



Step 3: Title Details:



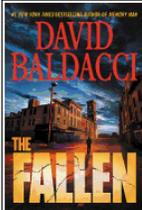
**Real Time Stock Check**

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.

Note that "On Order" stock for DVD titles shown on ipage reflects the inventory level in the Ingram Entertainment distribution center. Upon order, they are received in our distribution center in 24 hours.

<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 has 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:  [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

[Show More](#)

\* No Processing/Cataloging Services

Title	Author	ISBN	Format	Publisher	Date	Price
<a href="#">Where Do Diggers Sleep at Night?</a>	<a href="#">Sayres, Brianna Caplan</a>	9780385374156 0385374151	Board Books	<a href="#">Random House Books for Young Readers</a>	06/24/2014	\$7.99
<a href="#">Trucks and Things</a>	<a href="#">Scarry, Richard</a>	9780307157850 0307157857	Hardcover	<a href="#">Golden Books</a>	06/01/1998	\$15.99
<a href="#">Christmas!</a>	<a href="#">Seuss</a>	9780394800790 0394800796	Hardcover	<a href="#">Random House Children's Books</a>	10/12/1957	\$16.99

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

NWCA - PRIVATE Edit List Properties

List Locks

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](#)

Total Products in List: 9

Total Units in List: 9

[Stock Availability](#) [Price this List](#)

[Set DNE Priorities](#)

Product Detail Browse | Email | Download | Duplicate Check | Get Quote | Edit | View | Search Result View

Page 1 of 1 Display: Private Lists Only

This gives a snapshot of current availability of titles from the designated Primary and Secondary distribution centers and 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	EAN Product Code	Binding	Pub Date	Qty Requested	CA	IN	OH	OR	PA-A	PA-C	TN
<input type="checkbox"/>	\$2.00 a Day: Learn an Almost Nothing in America	9780544811929	Paperback	09/13/2016	1	0	0	0	100	0	28	124
<input type="checkbox"/>	American Revolution: Buffalo Bill, the Great Cowboy Race of 1883, and the Vanishing Wild West	9781588345752	Hardcover	10/04/2016	2	0	3	0	3	0	5	2
<input type="checkbox"/>	Rooms Under the Floorboards: The Surprising Science Hidden in Your Home	9781472912237	Paperback	06/26/2016	1	0	1	0	4	0	1	2
<input type="checkbox"/>	Rowan: the World and I - Accelerated Reader	9780812993547	Hardcover	07/14/2015	1	0	532	0	354	0	110	436
<input type="checkbox"/>	Black Holes: A Very Short Introduction	9780199402687	Paperback	02/01/2016	2	0	1	0	5	0	3	2
<input type="checkbox"/>	Black Prophets: Five	9780807018101	Paperback	09/01/2015	1	0	0	0	0	0	8	4
<input type="checkbox"/>	Choosing a Good Life: Lessons from People Who Have Found Their Place in the World	9781616494681	Paperback	09/23/2014	1	0	0	0	3	0	0	1

Immediate Shipment from Your Secondary Warehouse (9)												
Select	Title	EAN Product Code	Binding	Pub Date	Qty Requested	CA	IN	OH	OR	PA-A	PA-C	TN
<input type="checkbox"/>	The Best of Frogs: A Life Size Guide to Six Hundred Species from Around the World	9780226184854	Hardcover	01/09/2016	1	0	3	0	3	0	3	0
<input type="checkbox"/>	Prayers and the Ethics of Targeted Killing	9781442231566	Paperback	09/03/2015	2	0	3	0	0	0	3	1
<input type="checkbox"/>	Liberalism or How to Turn Good Men Into Whores, Women and Strips	9781482612057	Paperback	07/19/2016	2	0	16	0	29	0	1	0
<input type="checkbox"/>	Living with No Excuses: The Remarkable Story of an American Soldier	9781455596935	Hardcover	08/23/2016	1	0	16	0	9	0	19	0
<input type="checkbox"/>	Pop Science: Shakespearean Spies and Your Favorite Songs	9781594748288	Hardcover	10/06/2015	1	0	2	0	6	0	9	8
<input type="checkbox"/>	Laughs They Came	9781191904800	Paperback	10/25/2016	2	0	16	0	29	0	36	0

Must Be Backordered or Available via an Alternate Warehouse												
Select	Title	EAN Product Code	Binding	Pub Date	Qty Requested	CA	IN	OH	OR	PA-A	PA-C	TN
<input type="checkbox"/>	American Evangelicals Today	9781442217300	Paperback	02/08/2015	1	0	0	0	0	0	0	0
<input type="checkbox"/>	Better than Perfect: 7 Strategies to Crush Your Inner Critic and Create a Life You Love	9781580255494	Paperback	09/23/2014	1	0	0	0	2	0	1	0
<input type="checkbox"/>	Israel: Is It Good for the Jews?	9781416579896	Paperback	07/30/2016	1	0	0	0	0	0	0	0
<input type="checkbox"/>	Think Forward to Thrive: How to Use the Mind's Power of Anticipation to Transcend Your Past and Transform Your Life	9781608029900	Paperback	10/14/2014	1	0	0	0	3	0	0	5

We Don't Ship with This Order									
Select	Title	EAN Product Code	Binding	Pub Date	Qty Requested				
<input type="checkbox"/>	90 Church Inside America's Notorious First Narcotics Squad - Not Available from Ingram	9781250067333	Hardcover	06/02/2015	1				
<input type="checkbox"/>	Behind the Gates of Gomorrah & Face with the Criminals Inside - Publisher Out of Stock Indefinitely	9781476774487	Hardcover	09/16/2014	1				
<input type="checkbox"/>	Get What's Yours: The Secrets to Moving Out Your Social Security - Publisher Out of Stock Indefinitely	9781476772295	Hardcover	02/17/2015	1				
<input type="checkbox"/>	The Marshmallow Test: Why Self-Control is the Engine of Success - Not Available from Ingram	9780316230965	Paperback	09/22/2015	1				

ipage 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

**SEARCH FILTERS**

Hide Compilations

Hide Reproductions

**REFINE YOUR RESULTS**

**Availability** ^

My Warehouse(s) (11193243+)

Update More...

**Publication Date** ^

\_\_\_\_\_ to \_\_\_\_\_

Next month (5866)

Next 2 months (12908)

Next 3 months (19529)

Update 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(1772825)
<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)

Update Cancel

## Online Account Management

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

- Review your current account information, such as standard backorder settings, primary distribution center, and more.
- Keep your contacts up to date with Ingram and make sure the right people receive the information they need to help you manage your account.
- Cancel backorders.
- View cancellations.
- Print invoices and credit memos.

The screenshot displays the Ingram ipage account management dashboard. At the top, there are navigation links for 'Browse', 'Search', 'Order', 'Reports', and 'My Account'. The main header features the 'INGRAM | ipage' logo and a search bar. A central menu is open, listing various account management options such as 'ADMINISTRATOR SETTINGS', 'MY SETTINGS', 'INGRAM SERVICES', 'FINANCIAL INFORMATION', and 'ACCOUNTING & INVOICES'. Below the menu, the 'Account Info Summary' section is visible, followed by a table titled 'All Open Accounting Items through 05/13/2014'. This table shows a breakdown of account balances, including 'Future Due', 'Current Due', and 'Past Due' categories, with a total account balance of 5,027.20. Below this, a table titled 'Less Payments Received' lists several payment entries with their respective dates, check numbers, and amounts.

All Open Accounting Items through 05/13/2014	
Future Due	2,493.22
Current Due	2,536.98
Past Due 1-30	0.00
Past Due 31-60	0.00
Past Due 61+	0.00
Future Credits	-3.00
<b>Total Account Balance</b>	<b>5,027.20</b>

Less Payments Received		
Received	Check Number	Amount
05/02/2014	00619023	693.95
04/28/2014	00618844	1,279.49
04/21/2014	00617956	1,637.91
04/14/2014	00617502	904.94
04/07/2014	00617116	1,490.50
03/31/2014	00616649	257.32

## Reviews on ipage

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*
- *Shelf Awareness*
- *BookPage*
- *BlueInk Review*

**Descriptions, Reviews, Etc.**

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

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

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

**Review Quotes:**  
Praise for the NUMA Files novels of Clive Cussler and Graham Brown  
""Devil's Gate" is a breathtakingly suspenseful, wildly inventive, enjoyable thriller. Hard-core fans will snap it up." -"Library Journal"  
"Cussler and Brown deliver nonstop action in "Zero Hour". The most exciting NUMA Files novel in the series!" -Associated Press

**Review Quotes:**  
Praise for "Ghost Ship"  
"Electrifying...Cussler delivers all the usual twists and turns on the way to an explosive climax." -"Publishers Weekly"  
Praise for the NUMA Files novels of Clive Cussler and Graham Brown  
""Devil's Gate" is a breathtakingly suspenseful, wildly inventive, enjoyable thriller. Hard-core fans will snap it up." -"Library Journal"  
"Cussler and Brown deliver nonstop action in "Zero Hour". The most exciting NUMA Files novel in the series!" -Associated Press

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

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

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

While not all titles on ipage have reviews, we display the review information for print titles where it exists. If a Library wishes to view full-text reviews, there is a nominal fee of **\$350.00** per year for that additional service. The Library also has the option of paying in installments of **\$35.00** per month. Price of reviews is subject to change on an annual basis.

### 3.7.6 - 3.7.7

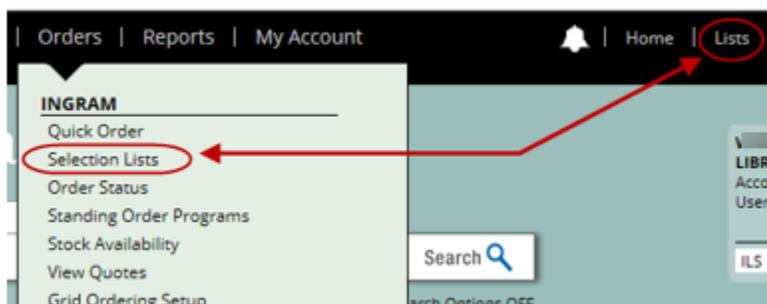
#### ipage Selection Lists

ipage selection lists, similar to the shopping cart functionality found in other Internet sites, are among the most versatile features on ipage. They are 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.

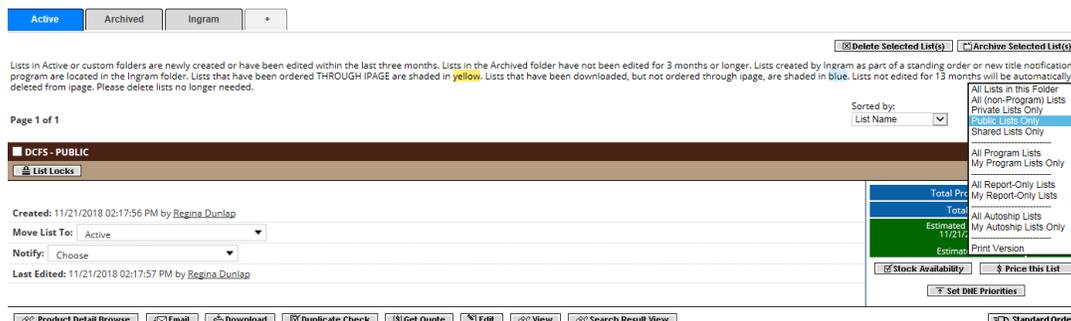
Users can create a selection list by uploading a file of EAN's and, optionally, quantities, including using an upload source document (.xls, .xlxs, .csv) where EAN's are stored as text.

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).

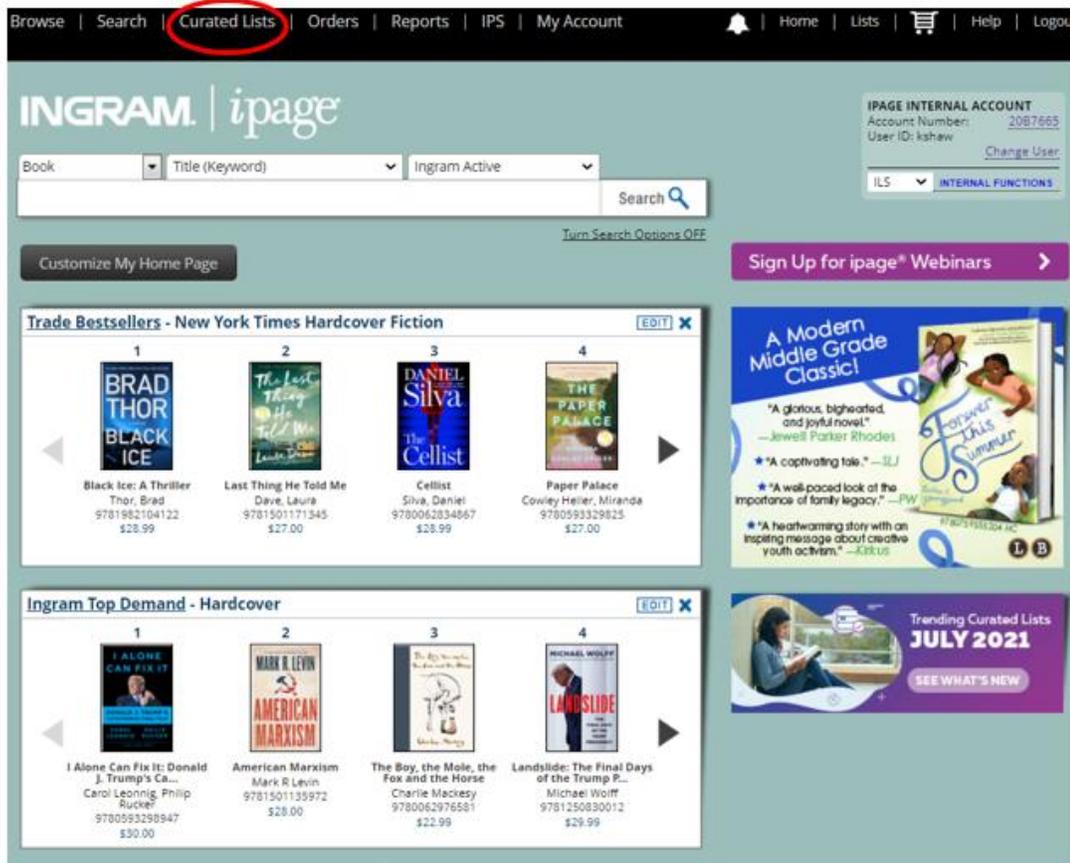
ipage allows you to create the following types of selection lists:

- **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.

## Complimentary High Interest Category Lists

You can access our complimentary high interest category lists from the iCurate landing page.

1. From the ipage homepage, click on Curated Lists at the top of the screen in the black shaded area.



2. Click on "View Our Lists" in the first column on the page, under the "Complimentary" heading.

**iCurate**  
Top-Shelf Selections from Real-Life Librarians

From complimentary lists to customized special projects, Ingram's comprehensive suite of collection development services gives you time-saving curation you need from experts you can trust.

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**Complimentary**

**Free Curated Lists & Commitment-Free Programs**

Easily maintain a relevant collection with complimentary lists and commitment-free programs, hand-selected by our team of MLS-degreed librarians.

**High Interest Category Lists**

Discover creative, timely, and regularly updated lists ranging from trending topics to replenishment must-haves, broken out by age, subject, and format.

[View Our Lists](#)

**New Title Notification Programs**

Receive commitment-free lists of new titles by enrolling in any of our ready-made standing order programs, from bestselling authors to series, continuations, and more.

Report-Only or Editable Auto-Ship Available

[View Our Programs](#)

**Coming Soon**

**Monthly Forthcoming Title List Subscription**

Remove the guesswork from new title selection with a subscription service that offers suites of hand-selected lists, delivered on the first of every month within iPage®, and sized appropriately to ensure a well-balanced, relevant, high-circulating collection.

**Adult Lists**

Fiction • Graphic Novels • Large Print Fiction & Nonfiction • Nonfiction 000s - 900s • Nonfiction Biographies

**Children's Lists**

Board Books • Easy Nonfiction • Easy Reader Fiction & Nonfiction • Juvenile Fiction & Nonfiction • Juvenile Graphic Novels • Picture Books

**Teen Lists**

Fiction • Graphic Novels • Nonfiction

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**Core**

**Essential Collection Gap Analysis**

Allow (y)our librarians to rebalance your collection with a one-time list suite of essential titles missing from your collection - whether classics, evergreen standards, or new releases - curated by category and tailored to the size of your library.

**Adult Lists**

Fiction • Graphic Novels • Nonfiction 000s - 900s • Nonfiction Biographies

**Children's Lists**

Board Books • Easy Nonfiction • Easy Reader Fiction & Nonfiction • Juvenile Fiction & Nonfiction • Juvenile Graphic Novels • Picture Books

**Teen Lists**

Fiction • Graphic Novels • Nonfiction

[Get Started](#)

3. For Adult Large Print titles, click on the “Large Print” link. For Children’s and Teen Large Print titles, click on “Top Library Titles.”

High Interest Categories

<p><b>Adult</b></p> <ul style="list-style-type: none"> <li>Adult/YA Crossovers</li> <li>Asian Interest</li> <li>Black Interest</li> <li>Debut</li> <li>Genre Fiction</li> <li>Greatest HITS (High Interest Title Selections)</li> <li>High/Low</li> <li>HITS (High Interest Title Selections)</li> <li>Indigenous Peoples Interest</li> <li><b>Large Print</b></li> <li>Latina Interest</li> <li>LGBTQIA+ Interest</li> <li>Middle Eastern Interest</li> <li>Social Awareness</li> <li>Spanish Language Books</li> <li>Subject Lists</li> <li>Summer Reading Club 2022</li> <li>Top Library Titles</li> <li>Virtual Book Display</li> </ul> <p><b>Audiovisual</b></p> <ul style="list-style-type: none"> <li>Audiobook: Adult Forthcoming Audio</li> <li>Audiobook: Youth Forthcoming Audio</li> <li>Video</li> </ul>	<p><b>Children's</b></p> <ul style="list-style-type: none"> <li>Asian Interest</li> <li>Black Interest</li> <li>Board Books and Big Books</li> <li>Children's/Teen Crossovers</li> <li>Debut</li> <li>Genre Fiction</li> <li>High/Low and Accessible Formats</li> <li>HITS (High Interest Title Selections)</li> <li>Indigenous Peoples Interest</li> <li>Latina Interest</li> <li>LGBTQIA+ Interest</li> <li>Middle Eastern Interest</li> <li>Social Awareness</li> <li>Spanish Language Books</li> <li>Summer Reading Club 2022</li> <li><b>Top Library Titles</b></li> <li>Virtual Book Display</li> </ul> <p><b>Award &amp; Noteworthy</b></p> <ul style="list-style-type: none"> <li>2021 Eisner (Graphic Novels)</li> <li>2021 Harvey Award (Graphic Novels)</li> <li>ALA Awards 2022</li> </ul>	<p><b>Teen</b></p> <ul style="list-style-type: none"> <li>Adult/YA Crossovers</li> <li>Asian Interest</li> <li>Black Interest</li> <li>Children's/Teen Crossovers</li> <li>Debut</li> <li>Genre Fiction</li> <li>High/Low and Accessible Formats</li> <li>HITS (High Interest Title Selections)</li> <li>Indigenous Peoples Interest</li> <li>Latina Interest</li> <li>LGBTQIA+ Interest</li> <li>Middle Eastern Interest</li> <li>Social Awareness</li> <li>Spanish Language Books</li> <li>Summer Reading Club 2022</li> <li><b>Top Library Titles</b></li> <li>Virtual Book Display</li> </ul> <p><b>K12</b></p> <ul style="list-style-type: none"> <li>American Rescue Plan Act (ARPA) Funding Lists</li> <li>Homework Help</li> <li>Picture Book Themes &amp; Concepts</li> </ul>
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4. Because we typically work 3-6 months prepublication, you will see lists dated up to 3 months ahead of the current month for Adult Large Print. Click on any link to view a list. You can refine and search within your results.

Large Print [Turn Search Options Off](#)

<p>Large Print</p> <ul style="list-style-type: none"> <li>Large Print for 2022 May - 05/01/2022</li> <li>Large Print for 2022 April - 02/01/2022</li> <li>Large Print for 2022 March - 01/10/2022</li> </ul>	<ul style="list-style-type: none"> <li>Large Print for 2022 February - 12/28/2021</li> <li>Large Print for 2022 January - 11/01/2021</li> <li>Large Print for 2021 December - 09/21/2021</li> </ul>	<ul style="list-style-type: none"> <li>Large Print for 2021 November - 08/30/2021</li> <li>Large Print for 2021 October - 07/28/2021</li> <li>Large Print for 2021 September - 01/06/2022</li> </ul>	<ul style="list-style-type: none"> <li>Large Print for 2021 August - 06/01/2021</li> <li>Large Print for 2021 July - 04/27/2021</li> <li>Large Print for 2021 June - 03/29/2021</li> </ul>
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5. For Juvenile Large Print, click on the “Top Juv Large Print” link. Our Collection Development librarians update these lists quarterly.

Top Library Titles [View All Top Library Titles](#)

Curious to see what libraries across the country are buying? Updated quarterly, these lists show you the 250 top-selling titles among Ingram's library customers over the last 12 months.

<p>Top Library Titles</p> <ul style="list-style-type: none"> <li>Top Board Books - 12/20/2021</li> <li>Top Children's Media Tie-ins - 12/20/2021</li> <li>Top Easy Reader Fiction - 12/20/2021</li> <li>Top Easy Reader Fiction Paperbacks - 12/20/2021</li> <li>Top Easy Reader Nonfiction - 12/20/2021</li> </ul>	<ul style="list-style-type: none"> <li>Top Picture Books - 12/20/2021</li> <li>Top Picture Books Paperbacks - 12/20/2021</li> <li>Top Juv Fiction - 12/28/2021</li> <li>Top Juv Fiction Paperbacks - 12/28/2021</li> <li><b>Top Juv Large Print</b> - 12/28/2021</li> </ul>	<ul style="list-style-type: none"> <li>Top Juv 600s - 12/13/2021</li> <li>Top Juv 100s &amp; 200s - 12/13/2021</li> <li>Top Juv 300s - 12/13/2021</li> <li>Top Juv 400s &amp; 500s - 12/13/2021</li> <li>Top Juv 500s - 12/13/2021</li> </ul>	<ul style="list-style-type: none"> <li>Top Juv 600s - 12/13/2021</li> <li>Top Juv 700s - 12/13/2021</li> <li>Top Juv 900s - 12/13/2021</li> <li>Top Juv 800 - 12/13/2021</li> <li>Top Graphic Novel Juvenile - 12/15/2021</li> </ul>
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Juvenile Large Print List for December 28, 2021:

► Ingram Extended > All Products > [Top Teen Large Print \(12/28/2021\)](#)

Search Results 1 to 100 of 250 Products

Next> Last>> Page 1 of 3 2 3

Sorted by: Ingram Demand | Display: Simple View

Add	Product Type	Image	Product Name	Contributor	ISBN/ Product Code	Format	Supplier	Pub Date	SRP
<input type="checkbox"/>	Book		Escaping Paris (Wings of Fire #8) - Large Print (EOPAC)	Sutherland_Tal T	9781432874285 1432874284	Paperback	Thomson's Scoville Reader	02/01/2020	\$12.99
<input type="checkbox"/>	Book		The Daughters' Prophecy (Wings of Fire #1) - Large Print (EOPAC)	Sutherland_Tal T	9781432874490 1432874487	Paperback	Thomson's Scoville Reader	02/01/2020	\$12.99
<input type="checkbox"/>	Book		The Lamppost Echo - Large Print (EOPAC) Item in a selection list	Rowling_Dusti	9781432880150 1432882753	Hardcover	Thomson's Scoville Reader	10/07/2020	\$22.99
<input type="checkbox"/>	Book		Signs of a Storm - Large Print (EOPAC) Item in a selection list	Stone_Nic	9781432882167 1432882763	Paperback	Thomson's Scoville Reader	10/07/2020	\$22.99
<input type="checkbox"/>	Book		The Last Day (Wings of Fire #2) - Large Print (EOPAC)	Sutherland_Tal T	9781432874513 1432874879	Paperback	Thomson's Scoville Reader	02/01/2020	\$12.99

6. For Teen's Large Print, Click on "Top Teen Large Print."

Top Library Titles

Curious to see what libraries across the country are buying? Updated quarterly, these lists show you the 250 top-selling titles among Ingram's library customers over the last 12 months.

Top Library Titles
<a href="#">Top Teen Fiction - 12/28/2021</a> <a href="#">Top Teen Fiction Paperbacks - 12/28/2021</a> <a href="#">Top Teen Large Print - 12/28/2021</a> <a href="#">Top Teen Nonfiction - 12/15/2021</a> <a href="#">Top Graphic Novel Teen - 12/15/2021</a>

Top Teen Large Print List of December 28, 2021:

► Ingram Extended > All Products > [Large Print for 2022 March \(01/19/2022\)](#)

Search Results 1 to 100 of 164 Products

Next> Page 1 of 2 2

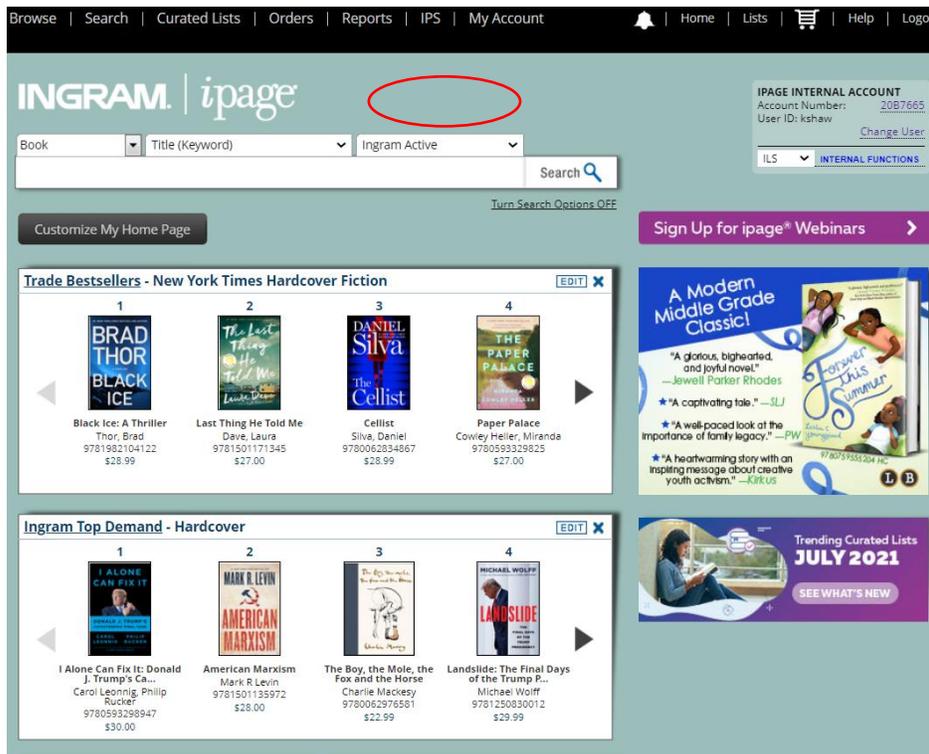
Sorted by: Ingram Demand | Display: Simple View

Add	Product Type	Image	Product Name	Contributor	ISBN/ Product Code	Format	Supplier	Pub Date	SRP
<input type="checkbox"/>	Book		Run, Rose, Run - Large Print (EOPAC) Item in a selection list	Anderson_James	9780316378994 0316378992	Paperback	Little Brown and Company	09/07/2022	\$32.00
<input type="checkbox"/>	Book		High States - Large Print - Street Smart (EOPAC) Item in a selection list	Steel_Danielle	9780593584415 0593584414	Paperback	Random House Large Print Publishing	03/29/2022	\$31.00
<input type="checkbox"/>	Book		The March - Large Print - Street Smart (EOPAC) Item in a selection list	Cohen_Hanan	9781538710227 1538710226	Hardcover	Grand Central Publishing	09/15/2022	\$31.00
<input type="checkbox"/>	Book		The Diamond Eye - Large Print - Street Smart (EOPAC) Item in a selection list	Dubin_Kate	9780063211407 0063211408	Paperback	HarperLuxe	03/29/2022	\$29.99
<input type="checkbox"/>	Book		King of the Dead: An Alex Delaware Novel (Alex Delaware) - Large Print (EOPAC)	Kellerman_Jonathan	9780593587668 0593587666	Paperback	Random House Large Print Publishing	03/08/2022	\$31.00

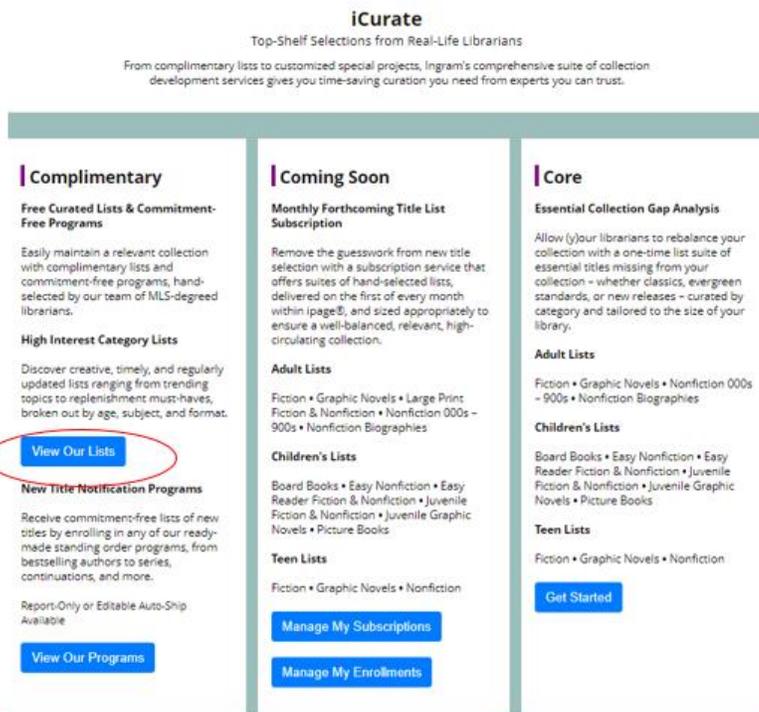
Standing Order Programs

You can access our complimentary standing order programs from the iCurate landing page.

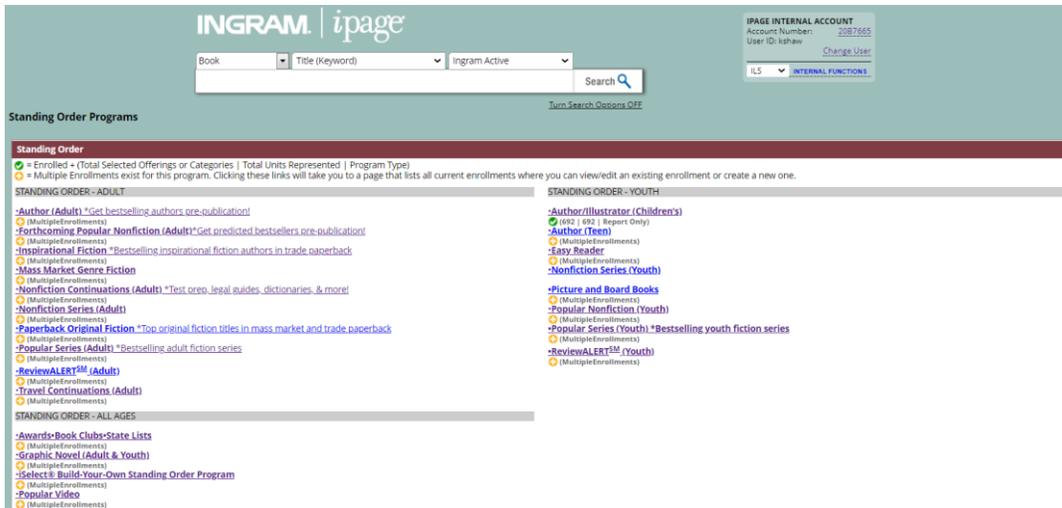
1. From the ipage homepage, click on Curated Lists at the top of the screen in the black shaded area.



2. On the iCurate landing page, in the first column under the Complementary heading, click “View Our Programs.”

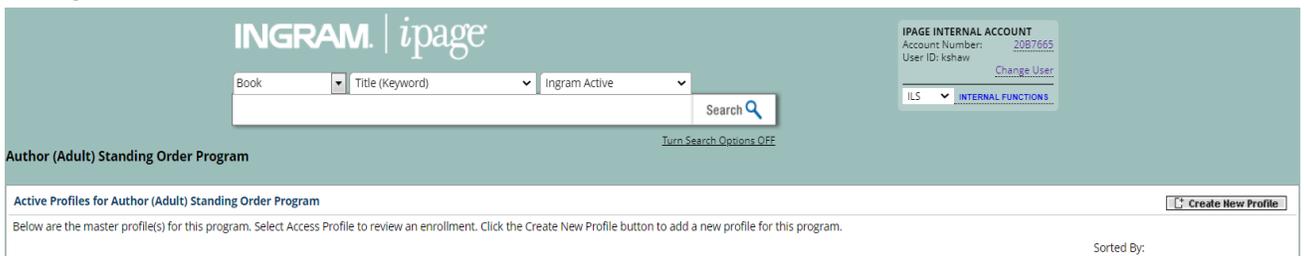


- This will bring you to our Standing Order Programs landing page, where you will see links to 22 different programs in which you can find large print offerings.



To enroll in large print offerings in any of the standing order programs listed in subsequent pages of this handbook, you will create a new profile by completing an enrollment form:

- Click on the link of program's name. Then click on "Create New Profile" in the top or bottom right of the screen.



- The preliminary fields in the enrollment forms of each program are almost identical.

Profile Owner:	Kathryn Shaw
List Name:	Author (Adult)
Start Receiving Lists:	July 2021 (Choose the month and year you want to start receiving selection lists for this enrollment.)
Starting Publication Date for Titles:	July 2021 (Your lists will not contain titles where the publication date is before what is selected here.)
Program Type:	Report only Type: Shared List
Apply Grid(s):	No
Purchase Order Method:	Single PO at Program Level (You will enter your PO number(s) on the following pages)
Order Method:	HOTLIST LIBRARY ACCOUNTS
Email Address(es) to Receive Notification of Program Selection Lists:	

You may enter multiple email addresses in this field. Please use a semi-colon to separate each address.

- i. **Profile Owner:** enter the name of the person who will manage/own this profile. The profile owner is typically the primary person who will receive the standing order program lists.
- ii. **List Name:** ipage provides a default name for lists, but you can change it to anything you would like it to be.
- iii. **Start Receiving Lists:** this is the month and year you would like to begin receiving lists for the standing order enrollment you are about to create. The default date is the current month, which you can change by clicking on the dropdown menu.
- iv. **Starting Publication Date for Titles:** This is month and year of publication dates of titles included on lists you will receive. Your lists will not contain titles with publication dates prior to you select here. The current month is the default date, which you can change by clicking on the dropdown menu.
- v. **Program Type:** choose from Report Only, which means you will receive lists only and can order titles at your convenience. Automatic Shipment allows you two weeks to edit your lists or cancel them altogether before an order for titles on your lists is scheduled (i.e., “dropped”)
- vi. **Type:** choose from Shared (select people can see the lists); Private (only the profile owner can see the lists); or Public (all ipage users within this ipage account can see the lists).
- vii. **Apply Grids:** You can choose to apply a grid at the list or item level.
- viii. **Purchase Order Method:** choose from Single PO at Program level; Separate PO per Author; or Separate PO per Binding
- ix. **Order Method:** The default status of Hotlist Library Accounts should not be changed
- x. **Email Address(es) to Receive Notification of Program Selection lists:** Enter the email addresses of all library staff who will receive the lists

### Author (Adult)

1. Once you’ve completed your author selections in the enrollment form, click “Update Page” and then “Review and Continue” in the bottom or top right corner of the page.

The screenshot shows a web interface for selecting authors. At the top left, there are navigation links: '<<First', '<Previous', 'Page 21', and '22 of 22'. Below this is a table with a header 'Select Contributor' and a list of names, each with a checkbox. The names listed are: Wilde, Fran; Wilhelm, Kate; Willett, Marcia; Williams, Beatriz; Williams, Tad; Willig, Lauren; Willis, Connie; Wilson, Daniel H.; Wilson, F. Paul; Wilson, Robert; Winegardner, Mark; Wingate, Lisa; Winslow, Don; Winspear, Jacqueline; Winterson, Jeanette; Wolf, Dick; Wolfe, Gene; Woltzer, Meg; Wood, Barbara; Woods, Sherry; Woods, Stuart; Woodson, Jacqueline; Yoshimoto, Banana; Zahn, Timothy; Zane; and Zevin, Gabrielle. The checkboxes for 'Winspear, Jacqueline' and 'Woodson, Jacqueline' are checked. At the bottom left, there are navigation links: '<<First', '<Previous', 'Page 21', and '22 of 22'. At the bottom right, there are three buttons: 'Save/Continue Later', 'Update Page', and 'Review and Continue'.

- This will take you to the Selected Author Information page, where you can choose the number of copies for each binding per author. Large print binding options are **Large Print Trade Edition and Large Print Library Edition**. When finished, click Enroll.

### Forthcoming Popular Nonfiction

- On the Forthcoming Popular Nonfiction standing order program enrollment form, you can select Dewey ranges and your preferred list size, either Basic (good for small libraries) or Expanded (good for medium and large-sized libraries).

The second-to-last option is **Large Print Titles (All Dewey Ranges)**. We offer one list size for the Large Print option. Click Continue.

- This will bring you to the next page, where you can choose your quantities per title that will appear on your standing order lists. Most libraries choose “1”

- You will receive email confirmation of your enrollment in the Forthcoming Popular Fiction – Large Print standing order program.

## iSelect

1. In the iSelect standing order program enrollment form, in the “Include/Exclude Specific Publishers” section, choose “Include only these publishers” from the drop-down menu. Then, click “add publisher”:

The screenshot shows the 'Include/Exclude Specific Publishers (optional)' section of the iSelect form. A dropdown menu is set to 'Include ONLY these publishers', and the 'Add Publisher' button is visible. A red circle highlights these elements.

2. This will take you to the Publisher Search page. In the Keyword search box, type “large print.” A list of all large print publishers will populate, from which you can make selections. Then click “add selected items” at the top right or bottom right of page.

The screenshot shows the 'Publisher Search Results' page. A table lists publishers with checkboxes for selection. The following publishers are selected:

Select	Publisher Name	Relationship
<input type="checkbox"/>	Ant Press Large Print	Primary Publisher
<input checked="" type="checkbox"/>	Atlantic Large Print	Primary Publisher
<input checked="" type="checkbox"/>	Aurora Large Print	Primary Publisher

3. Next, review your large print publisher selections and click “continue” at the top right or bottom right of page

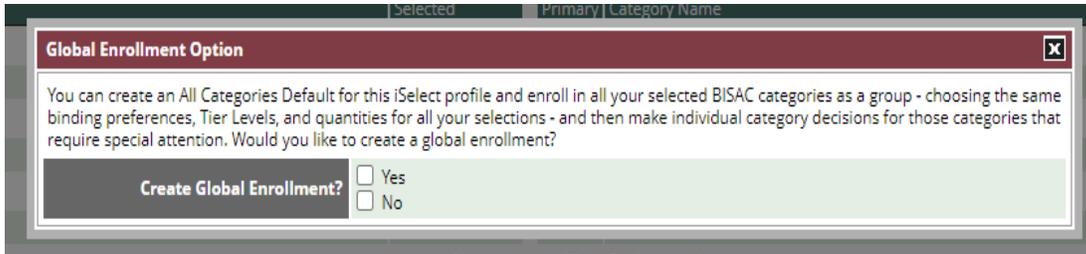
The screenshot shows the 'Include ONLY these publishers' section of the iSelect form. The selected publishers are listed: Simon & Schuster Large Print, Thorndike Press Large Print, and Thorndike Press Large Print Regular and Narrative Nonfiction. The 'Continue' button is visible at the bottom right.

4. Select your BISAC categories. Click on the primary BISAC category to select sub-categories. If you select secondary and/or tertiary BISAC categories, do NOT check the primary category as well. Click “continue” at the top right or bottom right of page.

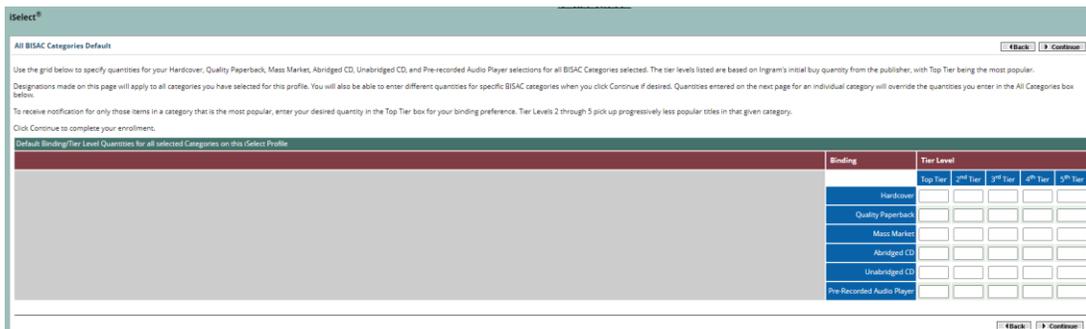
The screenshot shows the 'Primary BISAC Categories' selection page. It displays a grid of categories and sub-categories. The following sub-categories are selected:

Select Primary	Category Name	# Sub-Categories Selected	Select Primary	Category Name	# Sub-Categories Selected
<input checked="" type="checkbox"/>	Biography & Autobiography	0	<input checked="" type="checkbox"/>	Self-Help	0
<input checked="" type="checkbox"/>	History	0	<input checked="" type="checkbox"/>	Travel	0
<input checked="" type="checkbox"/>	Juvenile Fiction	0	<input checked="" type="checkbox"/>	Young Adult Fiction	0

- The Global Enrollment Option box will appear. Click “yes” to choose Global Enrollment. Global Enrollment will apply the same binding preferences, Tier Levels, and quantities to all your selections.



- The default grid will appear, from which you choose your quantities per binding. To receive enough Large Print titles, select all 5 tiers offered for each of your selected categories. Then click “Continue”:



- At the top of the page, you’ll see confirmation that your selected quantities have been saved. You can edit quantities at this point by clicking on “Enter/Edit Quantities” below each category or at the bottom right corner of the page. Then, click “Save.”



- Review your selected quantities and click “Enroll.” You will receive email confirmation of your enrollment.

Binding	1st Year	2nd Year	3rd Year	4th Year	5th Year
Hardcover	1				
Quality Paperback					
Mass Market					
Abridged CD					
Unabridged CD					
Pre-Recorded Audio Player					

### Popular Series (Adult)

Both the **Inspirational** and **Romance** categories offer Large Print titles.

1. Make selections by checking the box next to the title. When finished, click “Continue” at the top or bottom right of the page.

Popular Series (Adult) Standing Order Program Series [Select All](#) [Download](#)

To enroll in the program, please check the box next to the Series you wish to add to your program and click the Continue button. The next screen will take you to the quantity options.

Offering Group	Select	Series	Binding	Publisher	Freq.	US SRP
<b>Inspirational</b>						
<input type="checkbox"/>		Daughters of the Mayflower	Quality Paperback	Barbour Publishing	6/yr	16.99
<input type="checkbox"/>		Love Inspired	Mass Market	Love Inspired	4-6/mo	5.99
<input type="checkbox"/>		Love Inspired Larger Print	Mass Market	Harlequin	6/mo	7.25
<input type="checkbox"/>		Love Inspired Miniseries Collections	Mass Market	Love Inspired	irregular	6.50-8.99
<input type="checkbox"/>		Love Inspired Suspense	Mass Market	Love Inspired	6/mo	5.99
<input type="checkbox"/>		Love Inspired True Large Print	Quality Paperback	Steeple Hill	4-6/mo	12.99
<input type="checkbox"/>		My Heart Belongs	Quality Paperback	Barbour Publishing	6/yr	16.99
<b>Romance</b>						
<input type="checkbox"/>		Berkley Sensation #	Mass Market	Berkley Publishing	2-5/mo	7.99
<input type="checkbox"/>		Dafina	Mass Market	Kensington Publishing Corporation	1-4/mo	8.99
<input type="checkbox"/>		Hallmark Romance	Quality Paperback	Hallmark Publishing	12-15/yr	15.99-19.99
<input type="checkbox"/>		Harlequin Bestselling Author Collection	Mass Market	Harlequin	6-8/yr	6.99-7.99
<input type="checkbox"/>		Harlequin Betty Neets 2 in 1	Mass Market	Harlequin	12/yr	6.50
<input type="checkbox"/>		Harlequin Desire	Mass Market	Harlequin	6/mo	5.25
<input type="checkbox"/>		Harlequin Heartwarming Larger Print	Mass Market	Harlequin	4/mo	6.99-7.25
<input type="checkbox"/>		Harlequin Historical Romance	Mass Market	Harlequin	6/mo	6.50
<input type="checkbox"/>		Harlequin Intrigue	Mass Market	Harlequin	6/mo	5.75
<input type="checkbox"/>		Harlequin Medical Romance Larger Print	Mass Market	Harlequin	6/mo	6.25
<input type="checkbox"/>		Harlequin Presents	Mass Market	Harlequin	8/mo	5.25
<input type="checkbox"/>		Harlequin Presents Larger Print	Mass Market	Harlequin	8/mo	6.50
<input type="checkbox"/>		Harlequin Romance Larger Print	Mass Market	Harlequin	4/mo	6.50
<input type="checkbox"/>		Harlequin Romantic Suspense	Mass Market	Harlequin	4/mo	5.75
<input type="checkbox"/>		Harlequin Special Editions (formerly Silhouette Special Editions)	Mass Market	Harlequin	6/mo	5.75
<input type="checkbox"/>		Misadventures #	Quality Paperback	Waterhouse Press	irregular	12.99
<input type="checkbox"/>		Nora Roberts Quality Paperback Originals #	Quality Paperback	St. Martin's Griffin	irregular	17.99
<input type="checkbox"/>		Nora Roberts Quality Paperback Originals - Large Print	Quality Paperback	Varies	irregular	17.00-18.99
<input type="checkbox"/>		True Colors	Paperback	Barbour Publishing	irregular	12.99-14.99

- On the next page, review your selections. Enter your desired quantities for each teach title you would in each series. Most customers enter quantities of “1.”

2. Click “Enroll” at the top or bottom right.
3. You will receive email confirmation of your enrollment in the Popular Series (Adult) standing order program.

### 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.

## Folders

ipage includes the ability to sort selection lists into folders. Users automatically have the following pre-built folders available, and by default, your selection lists will go into the folders as follows:

- **Active** - active selection lists, regardless of Public/Shared/Private status
- **Archived** - any lists you have opted to archive or that have been archived automatically due to lack of activity, regardless of Public/Shared/Private status.
- **Ingram Lists** - the default destination for any selection lists you receive tied to a New Title Notification/Standing Order Programs enrollment (either report only or auto ship).

In addition to these default folders, users can create up to 25 custom folders.



As you are creating a new Selection List in ipage, you have the option to specify a folder to place the list into rather than the default Active folder. Others in the user's account cannot see or affect those custom folders and cannot place a selection list into another user's folders. A Public selection list, viewable by all users in the ipage account, may be "foldered" by different users

## Collection Development Services

Ingram's Collection Development Team is recognized for their expertise and superior service:

- ◆ Our Collection Development Team has almost 300 years of library and/or publishing experience combined and includes a group of dedicated MLS-degreed Librarians, each with at least five years of Collection Development experience in public libraries.
- ◆ Ingram offers a wide range of cutting-edge and comprehensive Collection Development services, branded as iCurate®. They feature the work of (y)our librarians rather than canned lists and automated queries—No Robots Here!
- ◆ iCurate *Complimentary Curated Lists*: The ipage catalog includes thousands of librarian-curated lists available without charge. These lists are updated regularly and include forthcoming bestsellers, a wide variety of DEI title lists, current trending topics, top library titles, and much more.
- ◆ iCurate *Complimentary Standing Order Programs*: 22 commitment-free programs that can be managed online through ipage 24/7, are regularly maintained to ensure only active offerings are included and are available either Report Only or Auto-ship with no discount reductions.
- ◆ iCurate *Coming Soon*: Monthly list subscription service that delivers hand-selected lists with no gaps or duplication, balanced toward the public library collection.
- ◆ iCurate *Core*: One-time gap analysis comparing print holdings to a public library core collection with a library's holdings marked so that a library can see missing *Core* titles.
- ◆ iCurate *inClusive*: An assessment of the diversity of a library's holdings with eye-catching reporting and shopping lists of the diverse titles that are missing, all delivered within two weeks, saving years of tedious work and providing the tools to quickly improve the inclusiveness of the collection.
- ◆ iCurate *Custom Ad Hoc Lists*: Ingram's MLS-degreed Collection Development librarians create one-time targeted custom lists for libraries with grants, end-of-year spend budgets, and special projects.

- iCurate *Custom Opening Day Collections & Large Projects*: Ingram wrote the book on Opening Day Collections, and our collection development librarians build hand-selected custom lists tailored to help you meet your community's unique needs.

#### **Collection Development Services Pricing:**

**Complimentary Curation Services:** Ingram offers a variety of curated selection lists and collection development tools through iCurate® *Complimentary* on ipage. Regularly updated, Librarian-curated selection lists and New Title Notification/Standing Order Programs, are provided **free of charge**.

**Custom Collection Development:** Fees associated with uniquely customized lists will be quoted on a list-by-list basis and based on the Library's specifications including level of customization, number of lists required annually, and whether it is for a special project or an ongoing list requiring regular updates. Standard charges will apply to any future programs we may develop and offer for customized collection development services.

#### **iCurate® *Custom*:**

##### **Ad Hoc Lists**

Complimentary when purchased solely from Ingram

##### **Opening Day Collections**

Complimentary if Ingram-created lists are purchased solely from Ingram.

##### **Ongoing Curation**

Based on requirements and estimate of time spent; Ingram will develop an agreement with the specs and pricing detailed and partner with the customer to find the best solution.

#### **iCurate® *inClusive*: Diversity Audits Made Easy**

\$1,500 each for Adult, Children's, or Teens, or \$4,200 All Ages

#### **iCurate® *Core*: One-Time Gap Analysis**

\$1,000 each for Adult, Children's, or Teen, or \$2,800 for All Ages

#### **iCurate® *Coming Soon* \***

Annual Pricing: \$775 Adult, \$775 Children's, \$775 Teen, or \$2,100 for All Ages

Ingram has provided our full Returns Policy in Section 7. Delivery and Return below. 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 Service associates are happy to assist with issues including shortages, damages, or defects, and to provide returns authorizations as required.
- Customer Service hours of operation are Monday through Friday, 7:00 a.m. – 7:00 p.m. (Central Time.) Hours are subject to change.
- 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.

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### 3.7.8

Cataloging and processing components are available at the current standard pricing in place at the time the option is added to your account profile. The pricing is based on the use of Ingram's standard supplies. Any non-standard supplies would need to be provided by the library. Pricing for processing of non-standard supplies would be established when added. Standard pricing is subject to change with notice. Ingram has included our current Value-Added Pricing list with our response.

#### Processing

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

Processing options include, but are not limited to:

- AR/SRC Label
- Barcode
- Branch Label
- Date Due Slip
- Label Protector
- Laminated Paperback Cover
- MARC Record
- Mylar Jacket
- Pocket
- Preprogrammed RFID/Barcode Set
- Property Stamp
- RFID Tag
- Spine Label
- Spine/Pocket Label
- Spine Tape
- Audiovisual Cases
- Theft

To add processing and cataloging services, Ingram offers online enrollment through our OnBoarding portal. Our Manager of Client Integration is available to guide the Library through the portal and to answer any questions throughout the process to ensure consistency of book appearance. Included in the OnBoarding portal are questions related to both physical processing and/or MARC record needs for both books and A/V materials. Included details are physical processing rules such as label location, taping requirements, and jacketing needs. Adult and Juvenile materials can have different processing profiles if the Library prefers. We can further refine the Library's profiles based on binding of book. Using the Library's OnBoarding portal responses, our team will create a BookMARC profile for any account requiring certain kinds of labels, e.g., spine labels, or full cataloging records. Cataloging profiles can be refined by type - fiction or non-fiction - by collection - Adult, Young Adult, Juvenile, and Easy - and by genre – Graphic Novel, Fantasy, etc. – to ensure that the Library's materials are all cataloged in accordance with what is already in the Library's ILS system.

Processing and/or cataloging is profiled on an account level, and any item ordered on an individual account will receive the appropriate processing services. We are able to change your account profile upon written notification.

For this multi-year contract, Ingram reserves the right to review Cataloging and Processing pricing on an annual basis.

**4. CONTRACT AWARD:**

**4.7**

Ingram acknowledges the award criteria.

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

Ingram’s exceptional discounts are provided below. Ingram does not recognize Large Print as a separate category. The applicable purchasing discount will be based on the binding type of the item ordered.

**4.8**

**Discounts:**

**Discounts (Trade Hardcover, Quality and Mass Market Paperbacks):**

Copies per TITLE	ELECTRONIC ORDERS:	MANUAL ORDERS: MAIL / FAX / PHONE
1 to 4	40.0%	35.0%
5 to 9	41.0%	38.0%
10 to 99	42.0%	39.0%
100+	43.0%	40.0%

**Additional Discounts:**

- Library Bindings .....15.0%
- \* Short Discounted Titles.....10.0 - 25.0%
- \*\* Spoken Word Audio..... 0-45.0%
- \*\*\* DVD/Blu-ray (*Discount based on List Price of item*):
  - < \$14.99 .....35.0%
  - \$15.00-\$19.99 .....30.0%
  - \$20.00 + .....25.0%

Video Games.....	5.0%
Net Titles.....	0.0%

- \* *Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes graphic novels, 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.*

Utilizing the discount structure Ingram is proposing, provides a cost savings of 9.5% off the “Total Bid Cost” on Exhibit A Pricing Page.

In determining which titles receive less than full trade discounts, Ingram has utilized its best efforts to categorize books for pricing purposes by considering the binding, cost of acquisition, general marketing categories, publisher’s discount, and other factors as defined by the Definitions of Binding Types and Presses provided. Ingram reserves the right to be the sole and final determinant of the pricing category.

#### 4.9

Ingram has completed and returned the Pricing Pages provided by the State of West Virginia with our bid response.

### 5. CATALOG:

#### 5.7

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.

#### 5.8

Discounts are applied to the publisher’s current list price. Prior to placing an order, the Library can determine estimated discounted pricing for an entire list by utilizing the *Price this List* feature on ipage.

### 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 type="checkbox"/> \$ Price this List
<input type="checkbox"/> iMatch this List	<input type="checkbox"/> Set DNE Priorities

## 6. ORDERING AND PAYMENT:

### 6.7

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

## **EDI**

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

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

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

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

## 6.8

### **Payment Terms**

Payment terms under this contract shall be Net 30 EOM. 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.

Invoice discrepancies must be reported to Ingram within 30 days of the invoice date. All discrepancy reports must include an invoice number and date of invoice. Discrepancies reported after 30 days from invoice date will not be adjusted.

### **Payment Methods**

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

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

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

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

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

The screenshot displays the Ingram Pay Online web interface. At the top, there is a navigation bar with links for 'Browse', 'Search', 'Order', 'Reports', and 'My Account'. A search bar is present with a dropdown for 'Book' and a search button. The user is logged in as 'User ID: Larryfeidman01' with a 'Change User' link. Below the navigation, the 'Pay Online' section is active, showing 'Pay Online Easy Clicks' with buttons for 'Pay Amount Due', 'Pay Total Balance', 'Pay Individual Items Only', 'Recent or Pending Electronic Payments', and 'Change Bank Account'. The 'Pay Amount Due - Unpaid Open Item Totals as of 5/11/2015' section includes a table with columns for Current Due, Past Due, Unpaid Credits, and Amount Due. The 'Pay Total Balance - Unpaid Open Item Totals as of 5/26/2015' section includes a table with columns for Amount Due, Future Due, Unpaid Credits, and Total Balance. At the bottom, there is a 'Select Individual Item(s) to Pay Online' section and a footer note about SSL encryption.

Current Due	Past Due	Unpaid Credits (as of last statement)	Amount Due
18,751.79	4,359.15	-16,558.09	6,552.85
Available Cash Discount for EFT Payments:			110.47

Amount Due	Future Due	Unpaid Credits (posted since last statement)	Total Balance
6,552.85	5,635.18	-2,132.85	10,055.18
Available Cash Discount for EFT Payments:			235.26

**Check** – Ingram will accept payments by check. To ensure proper credit to your account, please list your Ingram account number and invoice number(s) you wish to pay on the check. All payment checks should be sent to the Post Office Box listed on your invoice. This is a remittance-only address, and no other correspondence should be sent to this P.O. Box.

Cut Along Broken Line

**INGRAM**

INGRAM LIBRARY SERVICES  
P. O. BOX 277616  
ATLANTA, GA 30384-7616  
1-800-337-5300 OPTION 1

IF PAYING BY INVOICE  
PLEASE RETURN THIS PORTION WITH PAYMENT

IF PREPAID, PLEASE DISREGARD

OE #

ACCOUNT #

INVOICE #

AMOUNT DUE

INVOICE DATE

Remittance Address for sending payment by check

## Monthly Statement

Ingram emails a monthly statement, which serves as an open item register and monthly summary report. The statement contains, among other information, the transaction type, date of transaction, due date, account number, total amount due, total account balance. You can also view your last statement online through ipage by clicking on the My Account tab, then the Account Info Summary link under Financial Information:

The screenshot shows the Ingram account management interface. The 'My Account' tab is selected. Under 'FINANCIAL INFORMATION', the 'ACCOUNTING & INVOICES' section is highlighted, containing the 'Account Info Summary' link. To the right, a table titled 'All Open Accounting Items through 03/15/2021' displays the following data:

All Open Accounting Items through 03/15/2021	
Future Due	7,765.86
Current Due	5,029.58
Past Due 1-30	1,870.60
Past Due 31-60	0.00
Past Due 61+	0.00
Future Credits	-60.15
<b>Total Account Balance</b>	<b>14,605.89</b>

## Invoices

Ingram can provide multiple copies of invoices. Invoices can be e-mailed or included with the shipment. Ingram can mail invoices if requested. As part of Ingram's Green Initiative our preference is an electronic transmission.

Title data on invoices is listed in the following order: (1) quantity ordered and shipped, (2) author, (3) title, (4) publisher, (5) ISBN/EAN, (6) unit list price, (7) discount, (8) unit net price, and (9) extended price. Items on invoices are listed alphabetically by either the author or the title per the Library's request.

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

Also included on the invoice is a code for each binding type. If a title is a Library Binding, it may be designated as such by the notation LIB after the title.

Ingram can invoice for cataloging and processing on the same invoice as materials or on a separate invoice, per request of the Library. Processing and cataloging charges appear as separate line items when billed on the same invoice as materials. Processing and cataloging are invoiced as accumulated charges, not individual line items per each title.

### **“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**

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

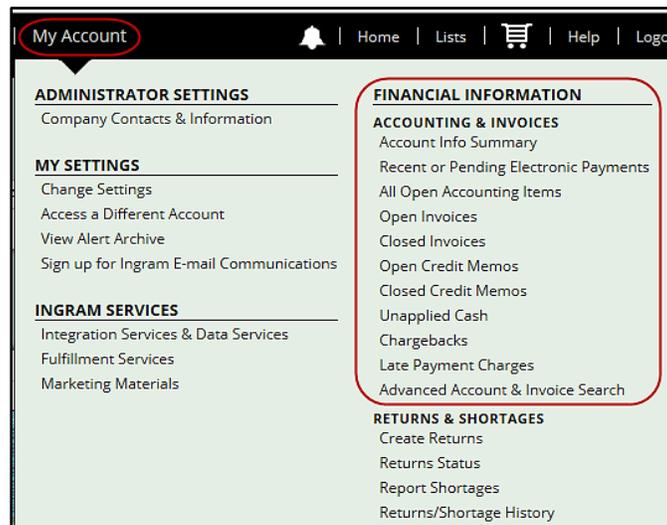
### **ipage Invoices**

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

### **Financial Information on ipage**

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

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



## Partial Invoices

Partial invoices are indicated on ipage by an asterisk after the Ingram Reference Number. The remaining amount still due is listed under Open Invoices. The original invoice is accessible under Closed Invoices by searching using the same reference number.

Account Info Easy Clicks: [All Open Accounting Items](#), [Open Invoices](#), [Closed Invoices](#), [Open Credit Memos](#), [Closed Credit Memos](#), [Late Payment Charges](#), [Unapplied Cash](#), [Chargebacks](#) [Advanced Account Info Search](#)

### Open Invoices

Trans. Date	Trans. Type	Ship-To	Customer Reference #	Ingram Reference #	Due Date	Shipping Tracking Information	Amount
4/25/2015	Invoice	2UE9815	21278923-212	BU427281	6/14/2015	View	66.18
4/25/2015	Invoice	2UE9815	21292957-212	BU427281*	6/14/2015	View	44.28
4/26/2015	Invoice	2UE9815	X0939282	BU427281	6/14/2015	View	608.29
4/26/2015	Invoice	2UE9815	27257	BU427281	6/14/2015	View	676.38
5/9/2015	Invoice	2UE9815	21485253-214	BU427281	6/14/2015	View	169.27
5/10/2015	Invoice	2UE9815	X0941902	BU427281	6/14/2015	View	307.67
5/10/2015	Invoice	2UE9815	27312	BU427281	6/14/2015	View	585.82
5/11/2015	Invoice	2UE9815	21445267-214	BU427281	6/14/2015	View	401.39
5/11/2015	Invoice	2UE9815	214851067-214	BU427281	6/14/2015	View	143.81
5/11/2015	Invoice	2UE9815	X0970331	BU427281	6/14/2015	View	72.70
5/12/2015	Invoice	2UE9815	X0841212	BU427281	6/14/2015	View	436.52
5/15/2015	Invoice	2UE9815	21479726-214	BU427281	6/14/2015	View	424.89
Total this page:							118,801.93

\* This item is a partial invoice reflecting the remaining amount still due. Please check Closed Invoices using this reference number to find information on the original invoice.

### Closed Invoices

Trans. Date	Trans. Type	Ship-To	Customer Reference #	Ingram Reference #	Due Date	Shipping Tracking Information	Amount
4/25/2015	Invoice	2UE9815	21278923-212	BU427281	6/14/2015	View	66.18
4/25/2015	Invoice	2UE9815	21292957-212	BU427281	6/14/2015	View	44.28
4/26/2015	Invoice	2UE9815	X0939282	BU427281	6/14/2015	View	608.29
4/26/2015	Invoice	2UE9815	27257	BU427281	6/14/2015	View	676.38
4/26/2015	Invoice	2UE9815	21290665-212	BU427281	6/14/2015	View	428.18
4/28/2015	Invoice	2UE9815	21316219-213	BU427281	6/14/2015	View	118.70
4/28/2015	Invoice	2UE9815	X0961122	BU427281	6/14/2015	View	752.04
Total this page:							2,301.93

## 7. DELIVERY AND RETURN:

### 7.7

#### Turnaround Time

In-stock, non-processed and non-cataloged book orders are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. In-stock processed books not requiring custom cataloging services will ship within two to five days of receipt of order. No other vendor can attain this level of service. Our turnaround time for in-stock, shelf-ready, custom cataloging orders is 7-10 working days from receipt of order to shipment.

Continuations and New Title Notification/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.

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.

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

Should the Library order books not currently 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.

#### Rush Orders

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

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

Ingram does not charge additional freight for orders that ship with your regularly scheduled shipments via standard transportation. Only rush orders that require next day delivery will incur a freight charge.

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

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

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

### **Delivery and Shipping**

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

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's 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.



### Packing Slip

For libraries that do not require invoice in the box, 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, and the box containing the packing slip is marked.

Ingram's Packing Slip contains the following information:

- ◆ Library shipping and billing address
- ◆ Date

- ◆ Quantity ordered
- ◆ Quantity shipped
- ◆ Title
- ◆ ISBN
- ◆ Binding Code
- ◆ Purchase Order Number
- ◆ Discount Percentage
- ◆ Unit List Price
- ◆ Extended Price after Discount

Packing slips can be sorted by title or purchase order number.

### Packaging

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

### 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.

## 7.8

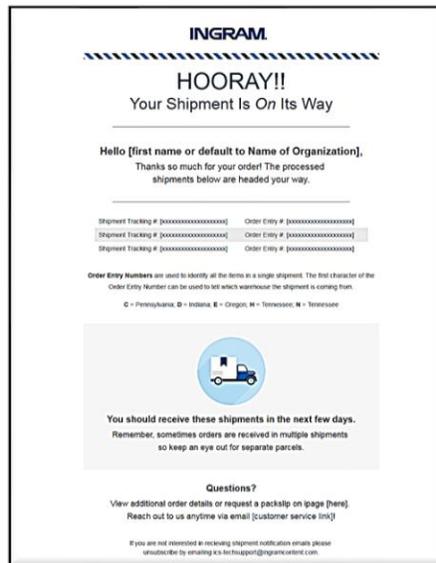
### Tracking Orders

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

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.

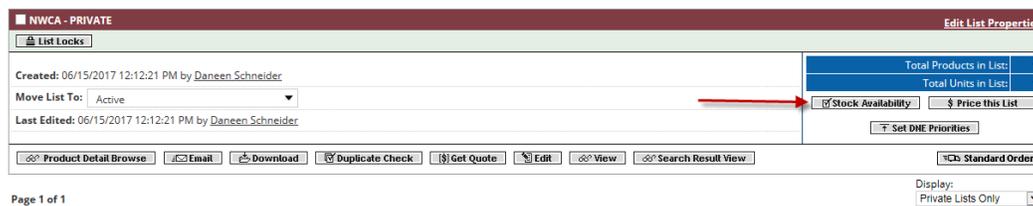
### “What Shipped Yesterday” Email Alert

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 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.

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



This gives a snapshot of current availability of titles from the designated Primary and Secondary distribution centers and 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.

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

## 7.9

### Freight Terms

We are pleased to offer **Ingram-paid freight from your current Primary distribution**. Items picked, packed, and shipped together count as an individual shipment.

Ingram reserves the right to adjust the shipping terms under this offer when freight costs on an individual account exceed 2.5% of the account's expenditures. However, as neither party can control shipping costs by a third party, we reserve the right to alter discounts once each year should freight expense exceed 3% of account expenditures. Additional adjustments may include altering account options such as shipment schedules and order consolidation levels. We will work closely with the Library to ensure if changes are made, they are in the best interests of both parties.

Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the products until they are delivered to the library. Once the items have been delivered, liability lies with the receiving agency.

## 7.10 - 7.11

### Returns Policy

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 Service associates are happy to assist with issues including shortages, damages, or defects, and to provide returns authorizations as required.
- Customer Service hours of operation are Monday through Friday, 7:00 a.m. – 7:00 p.m. (Central Time.) Hours are subject to change.

- 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)

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

### Processed Materials

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

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

### Non-Returnable Materials

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

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

### Items Damaged in Shipping

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

### Overstock Returns

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

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

### Hard to Find Books Alibris Returns Policy

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

### Credit Memo

When returns meet the Hassle-free requirements and 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). Overstock returns will be credited at 50.0% credit. A credit memo can be emailed listing the item(s), dollar amount, and purchase order number credited. Open credits will also be reflected on the monthly statement with reference to the purchase order number.

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

- 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.

Items, including EDI purchases, which are credited through our hassle-free, or overstock return process are posted as credit memos to the account. Credits can be applied on your payment, or you may reach out to your Credit Representative and have it applied directly to a specific invoice.

### 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; is so, it will be reflected on ipage.

### Cancellations

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

### Returns Reporting

ipage features the following returns reporting options. You can:

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

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

Returns Status For Items at Ingram									
Ingram Ref.No	Date Received	Customer Ref. No	Cartons Received	Return Type	Status	Credit Memo No.	Date Credited	Units Credited	Amount Credited
03854237	04/08/2010	04/08/10	1	HASSLEFREE	In Process			0	0.00
00906269	04/02/2010	50465959	0	HASSLEFREE	Credited	<a href="#">50639457</a> <a href="#">50639457</a>	04/02/2010	1	21.89

## 8. VENDOR DEFAULT:

Ingram agrees that the Library may **terminate the contract for cause**. Such termination should take place only after reporting contractual issues to the Bids and Contracts Department and allowing time for attempt to resolve the issue. Ingram requests notification in writing no less than 7 days in advance of cancellation.

Ingram reserves the right also to terminate the contract with written notification should the Library fail to meet their contractual obligations. All items invoiced to the Library are due and payable upon termination.

## 9. MISCELLANEOUS:

### 9.7

Ingram's Order Entry system is ISBN/EAN driven. Ingram does not substitute titles unless the ISBN/EAN has been forwarded to a new edition. Only those items ordered will be shipped.

### 9.8

#### Inventory

Ingram leads the industry in maintaining an **on-hand inventory of over 17,000,000 unique titles, representing over 30,000+ book publishers and 57,000 imprints.** Our unmatched nationwide inventory of over **35,000,000 books** ensures the highest fill rates in the industry.

- Ingram's on-hand inventory represents the largest range of publishers in the wholesale distribution business today including all binding types and formats.
- Ingram provides reference, scientific, medical, technical, legal, and other academic and non-trade titles, including materials from University and association presses, small press, and specialty publishing houses.
- Ingram stocks not only new best-sellers and award-winning titles, but also the deepest inventory of midlist and backlist titles of any vendor.
- Ingram can provide adult, young adult, and juvenile fiction and nonfiction titles in all subjects in a variety of bindings, including trade hardcover, trade paper, mass market paper, large print, short discount and small press, university press, single library editions, publisher's library editions, graphic novels, board books, easy readers, picture books, pre-bound books, and big books.

Our spoken word audio inventory includes **140,000+ titles**, including abridged and unabridged editions including CD, MP3, and pre-recorded audio player formats. We also inventory more than **700,000 music titles** on Compact Disc, from classical to popular titles.

With **70,000+ DVD** and **18,000+ Blu-ray titles**, Ingram offers one of the most comprehensive inventories of DVDs in the country. Ingram represents more than **500** video suppliers with titles in categories such as popular box office, foreign and independent films, and family films. We also provide an extensive line of nonfiction and children's titles. Through our supplier, Ingram Entertainment, we provide access to nearly **1,000,000 DVD volumes.**

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





**TITLE STATUS REPORT**

Anywhere Library  
123 Your Street  
Happy Town, TN 12345

Date 02/01/2019 \*\*\*\*  
Page 1

BILLTO/SHIPTO 20v1234 / 20u5678

This monthly report advises on the status of items that are backordered. Backordered items listed below will remain backordered until the cancellation date, or shown as cancelled. NYR (Not Yet Received) items will remain on backorder for the period of the account's established backordered period beyond the date of first receipt by Ingram.

QTY ORD	Title	Author	ISBN	Publisher	Customer PO Number	Line Item PO Number	List Price	Prod Type	Whse Location	Status	Cancel Date
THE FOLLOWING ITEMS HAVE BEEN CANCELLED:											
1	BRAVE LEARNER	BOGART JULIE	0143133225	PITMAN	ING181018-LF-1	ING181018-LF-1	17.00	TPAP	IN	NYR	01/21/2019
1	DARWIN DEVOLVES	SENE MICHAEL J	0562842617	HARPER C	ING181018-LF-1	ING181018-LF-1	28.99	HARD	IN	NYR	01/21/2019
1	LIQUID RULES	WIDOMNIK MARK	054485019X	HOUGHTON	ING181018-LF-1	ING181018-LF-1	26.00	HARD	IN	NYR	01/21/2019
1	RED STAR OVER THE PACIFIC 2ND	YOSHINABA TOSHI	1682472183	U S NAVY	ING181018-LF-1	ING181018-LF-1	36.95	HARD	IN	NYR	01/21/2019
THE FOLLOWING ITEMS WILL REMAIN ON BACKORDER UNTIL CANCELLATION DATE:											
1	LEGEND OF ZELDA BREATH OF THE WIND	PIGGYBACK	1911015486	SIMON DI	ING181204-LM-1	ING181204-LM-1	39.99	HARD	IN	OS	03/12/2019
1	I THINK YOU'RE WRONG (BUT IM I	HOLLAND SARAH S	1400208416	THOMAS N	ING181228-BR-1	ING181228-BR-1	24.99	HARD	IN	NYR	
1	PAULA BURNS AIR FRYER COOK	DEER PAULA H	1943016070	PAULA DE	ING190110-LM-1	ING190110-LM-1	24.95	HARD	IN	BO	04/15/2019
1	WELDING COMP 2ND /E REV/E 2/E	REESER MICHAEL	159186491X	MOTORBOO	ING190110-LM-1	ING190110-LM-1	30.00	HARD	IN	BO	04/15/2019
1	WHAT TO EAT WHEN	ROIZEN MICHAEL	1426220111	NAIL GED	ING190110-LM-1	ING190110-LM-1	28.00	HARD	IN	BO	04/15/2019

Reverse side of Title Status Report:

PRODUCT TYPE LEGEND:

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

STATUS CODE LEGEND:

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

Excel Reports in ipage

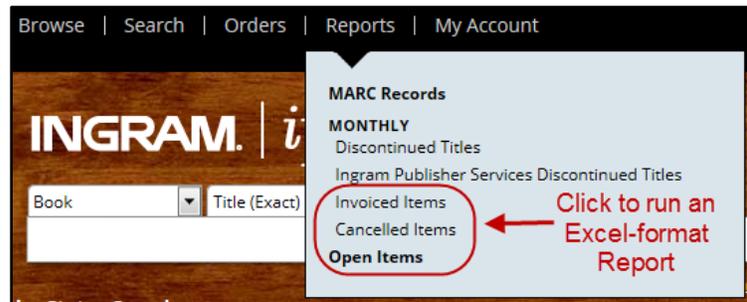
ipage offers three headquarters-level reports, downloadable in Excel format for easy searching and sorting. The reports cover:

- 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.



### Order Confirmation

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

ipage 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.

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

Confirmation Detail for Purchase Order: 3000183214	
Ship To Account:	20
Order Method:	
Customer PO or Reference Number:	3000183214
Warehouse:	LAVERGNE, TN
Backorder:	Use my Order Default - (Hold/Release: Hold)
Do Not Exceed Amount:	\$2,862.00
Shipping Instructions:	Default Ingram Shipping Instructions
Total Items:	302
Total Units:	302
Extended List Price:	3,885.97
Order Date:	Wed Apr 14 14:01:00 CDT 2010
Ordered By:	
ECU:	GYSPZ
Warehouse Pairs:	N

STOCKED & SHIPPED									
Product Name	EAN Product Code	Contributor	Order	Ship	BO	Disc. %	Line Level PO	US SRP	
<a href="#">Abraham Lincoln, Vampire Hunter</a>	9780446563086	Grahame-Smith, Seth	1	1	0		N/A	21.99	
<a href="#">Adoration of Jenna Fox</a>	9780805076684	Pearson, Mary E.	1	1	0		N/A	16.95	
<a href="#">Air Gear Volume 1</a>	9780345492784	Ohlgreat	1	1	0		N/A	10.95	
<a href="#">Air Gear Volume 10</a>	9780345508133	Ohlgreat	1	1	0		N/A	10.95	
<a href="#">Air Gear Volume 11</a>	9780345508140	Ohlgreat	1	1	0		N/A	10.99	

### 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.
- 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.

Note: The Shipped/Invoiced Items under Order Status Search will only appear in ipage for 90 days, UNLESS the Purchase Order is still open, e.g., there are still titles on backorder or in processing. Then you may be able to search for older invoiced items.

## Order Status Search

Using Order Status Search, customers can refine their search for the status of an open Purchase Order by order date range, product code, control number, invoice number, order entry number, PO number, title, or warehouse code.

**Order Status Search**

Order Status Easy Clicks

Click Here → **Order Status Search**

- All Open Items
- Open Purchase Order Summary
- Backordered Items
- Recently Shipped Orders
- Recently Shipped by PO
- Unacceptable Returns
- ipage Order History
- Hard-To-Find Books Order Status
- See Open Invoices

**Order Status Search**

To search for orders, click the radio button next to the overall category you wish to check.

- All
- Committed
- Processing
- In Research
- Backorder
- Shipped/Invoiced
- Cancelled

← Refine your search here →

(Optional)  
To further refine your search, click the drop down menu arrow and select additional criteria. Fill in the appropriate information. Or to simply search by date, fill in the range of order dates.  
Click submit to launch your search.  
Note: The Order Status Search uses abbreviated title names. For better results, search by ISBN or check Abbreviations under the Order section of Site Help for details on short titles.

Product Code  =

Include data from all Ship-to accounts under this Bill-to Account

**OR**

Order Date (MMDDYYYY):  
From  To

9.10

**Contract Manager:** \_\_\_\_\_ To be assigned upon award

**Telephone Number:** \_\_\_\_\_ (800) 937-5300

**Fax Number:** \_\_\_\_\_ (615) -213-6004

**Email Address:** \_\_\_\_\_ [ilsbids@ingramcontent.com](mailto:ilsbids@ingramcontent.com)

**Customer Care**

Customer Care is based in our Tennessee headquarters, where representatives have immediate access to all Executive Staff for any service issues that require escalation and further research and discussion. By combining our Library Customer Care team under the overall Ingram Content umbrella, we can best utilize our systems, training, and experience. From a Customer Service perspective, the team has a full support infrastructure, whereby other Customer Service Representatives within the team can cover for each other as required, i.e., during vacations.

Ingram’s team of Customer Care Support Specialists trained specifically on the requirements of library contracts are available five days a week. Customer Service hours of operation are Monday through Friday, 11:00 a.m. to 3:00 p.m. EST / 10:00 a.m. to 2:00 p.m. CST / 8:00 a.m. to 12:00 p.m. PST. Every attempt will be made to respond within 24 hours (during normal working hours) from phone call or receipt of correspondence. However, some issues may necessitate additional research in order to provide the best service and most complete response to the Library.

**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:

- Senior Sales Representative..... (615) 593-4056
- Inside Sales Team.....Ext. 35774  
Email: [ilssalessupp@ingramcontent.com](mailto:ilssalessupp@ingramcontent.com)
- Customer Care.....Press Option 1, then 1  
Email: [ILSCustomer.service@ingramcontent.com](mailto:ILSCustomer.service@ingramcontent.com)  
*To discuss concerns or issues regarding your account*
- Account Services ..... Ext.  
Email: [requirements@ingramcontent.com](mailto:requirements@ingramcontent.com)  
*To Set Up / Update an Account*
- To Place an Order ..... Press Option 1, then 2
- To Check Stock Status ..... Press Option 1, then 4
- Toll-Free FAX Ordering ..... 800-677-5116
- Credit Department ..... 800-937-8100

## ADDITIONAL INFORMATION:

### No Partial Shipments

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.

### 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.

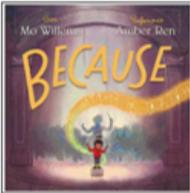
To receive Street Smart designated titles on or before the on-sale date, the Library is required to complete a signed affidavit in which you agree not to display, sell, or loan for advanced reading any title before the publisher-assigned on-sale date. Without this agreement, Ingram cannot ship Street 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 specific guidelines, Distributors may not be allowed to deliver Street Smart Select titles until one day before the on-sale date.

[return to list](#)

**Because - Street Smart** 

Contributor(s): [Willems, Mo \(Author\)](#), [Ren, Amber \(Illustrator\)](#) 



ISBN: 1368019013 EAN: 9781368019019

Publisher: [Hyperion Books for Children](#) [View Publisher's Titles](#)

US SRP: \$17.99 US - (Discount: REG) [Price this Title](#)

Binding: Hardcover

Pub Date: March 05, 2019

Copyright Date:

Street Date: March 05, 2019 ← **Street Date**

**Publisher Marketing:**  
Mo Willems, a number one *New York Times* best-selling author and illustrator, composes a powerful symphony of chance, discovery, persistence, and magic in this moving tale of a young girl's journey to center stage. Illustrator Amber Ren brings Willems' ...

[Show More](#)

[Marketing Materials](#) available for this product.

This item is Returnable 

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. Ingram ships based on ISBN ordered.

### Duplicate Checking

ipage offers multiple duplicate order checking methods, including iMatch, OPAC View and Selection List Duplicate Checking. With iMatch, the Library can 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 the edition matches your collection. For an exact match, the status of the title in your collection will also be shown.



**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.

### 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.

### Holdings

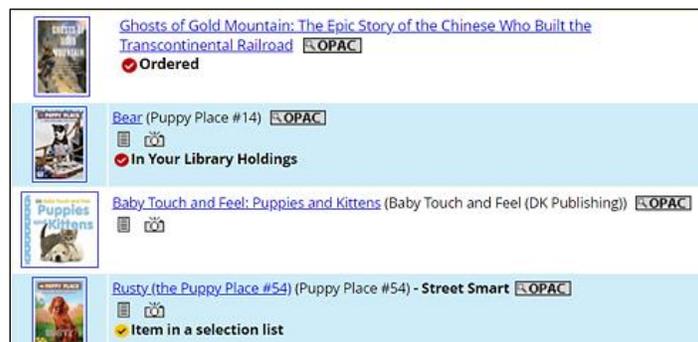
Ingram's ipage platform has the capability to ingest library holdings and make those holdings visible as users are navigating in the ipage site. With this enhancement, your ipage users can quickly spot items that are already owned by the Library and react accordingly when considering purchase of these 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 Holding's 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](mailto: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

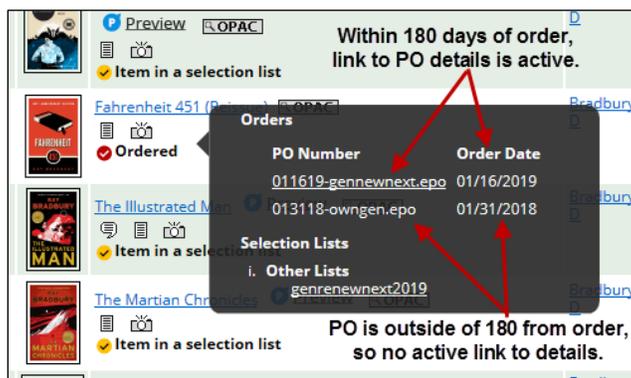
- We found this item in your Ingram order history from the past 180 days. Our System will check for duplicates from orders for any shipping account to which the user has access (per User permissions set by the Library's ipage account Administrator.)

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 New Title Notification/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:

Things Fall Apart  OPAC  
Contributor(s): Achebe, Chinua (Author)

ISBN: 0385474547 EAN: 9780385474542  
Publisher: Penguin Books (View Publisher's Titles)  
US SRP: \$13.00 US - (Discount: REG)   
Binding: Paperback  
Pub Date: September 01, 1994  
Copyright Date: 1994  
Annotation: Achebe's first novel portrays the collision of African and European cultures in people's lives. Okonkwo, a great man in Igbo traditional society, cannot adapt to the profound changes brought about by British colonial rule. Yet, as in classic tragedy, ...

Binding/Format	Priced From
Audio	\$19.99
Paperback <a href="#">More Paperback &gt;</a>	\$3.00
Hardcover <a href="#">More Hardcover &gt;</a>	\$4.95

This item is Returnable  OPAC

**Real Time, Every Time**

DC	On Hand	On Order
PA-C PRIMARY	407	144
TN SECONDARY	330	48
CA	0	0
IN	706	0
OH	0	0
OR	559	156
PA-A	0	0

\* No Processing/Cataloging Services

Qty: 1   
[View/Edit Cart](#)

**Selection List Options**

In Your Library Holdings  
Add to Selection List:

**Additional Information**

BISAC Categories: Fiction | Library  
LC Subjects:

### 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="button" value="\$ Price this List"/>
<input type="checkbox"/> iMatch this List	<input type="button" value="Set DNE Priorities"/>

### 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.

[Set DNE Priorities](#)

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.

### 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. 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. 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.

Recent sessions included:

**Wednesdays with Ingram**  
an ipage® how-to webinar series

**Webcasts**  
Select one or more of the following webcasts and complete registration. Click any webcast listing to view its details.

- Time-Saving Tips: Monthly Forthcoming Title Subscription  
Wednesday, October 13, 2021, 02:00 PM CDT
- Top Tips: Building & Ordering  
Wednesday, October 27, 2021, 02:00 PM CDT
- Top Tips: Setup & Administration  
Available On Demand
- Top Tips: Searching & Browsing  
Available On Demand
- Best Practices for Children's Title Search  
Available On Demand
- Best Practices for Adult Title Search  
Available On Demand
- Best Practices for Teen Title Search  
Available On Demand

**Register Now**

First Name\*  
Last Name\*  
Work Email\*  
Library/Institution\*  
State\*  
AL  
Job Function\*  
Librarian  
I agree to Ingram's privacy and cookie policies. \*   
What Topics Do You Want to Hear About in 2021?  
\* Denotes required.  
**REGISTER**

**Overview**  
Title: Time-Saving Tips: Monthly Forthcoming Title Subscription  
Date: Wednesday, October 13, 2021  
Time: 02:00 PM Central Daylight Time  
Duration: 1 hour

**Summary**  
Remove the guesswork from new title selection with iCurate Coming Soon, a cost-effective annual subscription that delivers hand-selected lists of prepublication titles monthly within ipage. Join Ann Lehue, MSIS, Senior Manager of Collection Development for a product presentation, subscriber case studies, & a live Q&A.

**Can't make the date? No problem! Register now and you will receive an email post-event with the URL to access the on demand recording at your convenience.**

**Why Wednesdays with Ingram?**

- **Visual Tutorials:** Live platform demos for easy-to-follow direction.
- **Live Q&A:** Engage with other librarians and ipage gurus with an open forum conversation and question submission.
- **Eligible CE Credit:** Download a certificate for one eligible credit hour per episode.
- **Downloadable Resources:** Access topic-related guides and on-demand recordings to reference later or share with others.

**Follow. Share. Like.**  
Twitter @TheLibraryLife  
Facebook @TheLibraryLife  
Instagram @TheLibraryLife  
Tag us in #TheLibraryLife Moments

For more information about Ingram, please visit [ingramcontent.com/libraries](http://ingramcontent.com/libraries).

You can find registration information on ipage Home page:

**INGRAM | ipage**

Book | Title (Keyword) | Ingram Active | Search

Turn Search Options OFF

Customize My Home Page | Sign Up for The Ingram Wire

**Sign Up for ipage® Webinars** >

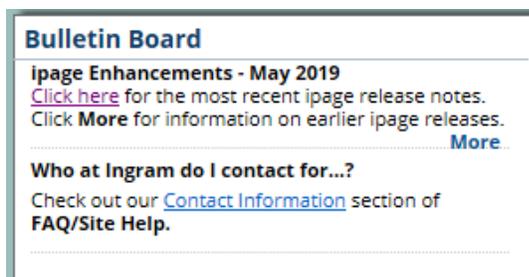
**IPAGE INTERNAL ACCOUNT**  
Account Number: [ ]  
User ID: [ ] [Change User](#)  
ILS | INTERNAL FUNCTIONS

If library staff cannot 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.

## ipage New Releases and Upgrades

With each ipage update, we attempt to strike a balance between updating and perfecting the features most utilized by our customers, while at the same time adding new functionality.

The ipage Bulletin Board widget provides access to ipage release notes, giving information about new functionalities. Clicking on the “More” link will bring you to a list of the most recent release notes.



**Bulletin Board**

**ipage Enhancements - May 2019**  
[Click here](#) for the most recent ipage release notes.  
Click **More** for information on earlier ipage releases.  
[More](#)

**Who at Ingram do I contact for...?**  
Check out our [Contact Information](#) section of **FAQ/Site Help**.



**INGRAM** | *ipage*

**What's New**  
We enhance ipage and add new features regularly. Here's what's new in May!

**TOP NEWS**

- Invoice linked to Order Status
- New Login Page
- Curated Lists
- Tech Enhancements and Fixes

## 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.

Ingram Catalogers are experienced in working with Library Technical Services and Cataloging staff to ensure that the cataloging services we perform accurately reflect the library's local standards and conventions.

Ingram Library Services will send and receive samples at the beginning of the project, plus continue discussion via conference calls and email between Ingram Cataloging specialists and library staff throughout the projects to assure compliance with specifications.

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

- Searching for added copy in the Library's ILS utilizing Z39.50 protocol.
- CIP, OCLC, or other Level 5/7 records can be brought up to FULL AACR2 / RDA / MARC 21 standards to correspond with book in hand by an MLS-degreed cataloger.
- Where existing or derived records are not available, an original cataloging record can be created with book in hand by an MLS-degreed cataloger.
- Should the Library require OCLC Holdings Updates, Ingram can provide this service at no charge, utilizing OCLC Batch Load Services. Please note that OCLC charges a one-time project set-up fee, which will be the responsibility of the Library.

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

Pricing for these customized services can be provided upon receipt of the Library's technical services specifications and will be reflective of the complexity of the Library's requirements.

### Quality Control – Processing and Cataloging

Ingram allows for test orders at the beginning of the project. For Test One Processing and Cataloging, Ingram sends profiles and samples per binding type for Library approval. Test Two Processing and Cataloging is based on actual orders placed by the Library.

At the beginning of every shelf-ready project we audit 100% of all orders. This process continues until the Audit Team notifies Ingram Technical Services department leadership of the absence of all processing or cataloging errors. At that point, the project is removed from 100% audit. We can return a project to 100% audit for a specified period, should the need arise at any point in the project. All Library Technical Services associates routinely have two orders audited each week. New associates are 100% audited for their first 60 days.

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.

**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 New Title Notification/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.
- 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.

**11. EXCEPTIONS AND CLARIFICATIONS:**

The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

The paragraph entitled “16.0 TAXES” should be modified as shown below.

**16. TAXES:** ~~The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby.~~ The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

The paragraph entitled “30. PRIVACY, SECURITY, AND CONFIDENTIALITY” Ingram would like to take the following exception to the Confidentiality Policies and Information Security Accountability Requirements.

*excluding Notice of State of West Virginia: Confidentiality Policies and Information Security Accountability Requirements, section 4.3.4. State shall not monitor or audit information systems and other record-keeping systems on Vendor’s premises for any purpose nor shall State audit or influence Vendor policies and practices.*

**30. PRIVACY, SECURITY, AND CONFIDENTIALITY:** The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html>.

The paragraph entitled "36. INDEMNIFICATION" should be modified as shown below.

**36. INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; ~~(2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations;~~ and ~~(3)~~ 2) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws in connection with the performance of the Contract. Vendor shall not be responsible or liable under this section for damages arising out of injury or damage to persons or property caused by the negligence of the State and the Agency,

The paragraph entitled "36. INDEMNIFICATION" should be modified as shown below.

~~**45. VOID CONTRACT CLAUSES** — This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.~~

The paragraph entitled "CERTIFICATION AND SIGNATURE" should be modified as shown below.

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or

proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

~~*By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.*~~

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

To be assigned upon Contract Award

\_\_\_\_\_  
(Name, Title)

To be assigned upon Contract Award

\_\_\_\_\_  
(Printed Name and Title)

1 Ingram Blvd La Vergne, TN 37086

\_\_\_\_\_  
(Address)

(800)-937-5300/(615)-213-6004

\_\_\_\_\_  
(Phone Number) / (Fax Number)

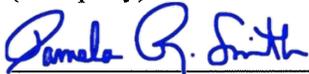
\_\_\_\_\_  
(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

Ingram Library Services, LLC

\_\_\_\_\_  
(Company)



\_\_\_\_\_  
(Authorized Signature) (Representative Name, Title)

Pamela R. Smith, Vice President

\_\_\_\_\_  
(Printed Name and Title of Authorized Representative)

March 20, 2022

\_\_\_\_\_  
(Date)

(800)-937-5300/(615)-213-6004

\_\_\_\_\_  
(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Ingram Library Services, LLC

Company



Authorized Signature

March 20, 2022

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

STATE OF WEST VIRGINIA  
Purchasing Division

# PURCHASING AFFIDAVIT

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL CONTRACTS:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code §61-5-3*) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: Ingram Library Services LLC

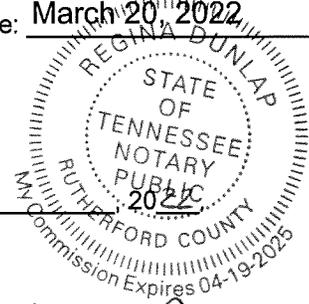
Authorized Signature: *Pamela R. Smith* Date: March 20, 2022

State of Tennessee

County of Rutherford, to-wit:

Taken, subscribed, and sworn to before me this 20<sup>th</sup> day of March

My Commission expires 4/19, 2025.



**AFFIX SEAL HERE**

**NOTARY PUBLIC** *Regina Dunlap*



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Quote  
 Service - Prof

<b>Proc Folder:</b> 1010501			<b>Reason for Modification:</b> Addendum #1 issued to publish agency responses to all vendor submitted questions.
<b>Doc Description:</b> Open-End Contract for Large Print Library Materials			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2022-03-14	2022-03-22 13:30	CRFQ 0433 LIB2200000004	2

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:** VS0000014463  
**Vendor Name :** Ingram Library Services, LLC  
**Address :** 1  
**Street :** Ingram Blvd  
**City :** La Vergne  
**State :** Tennessee **Country :** United States **Zip :** 37086  
**Principal Contact :** ILS Bids  
**Vendor Contact Phone:** (800)-937-5300 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**  
 Joseph E Hager III  
 (304) 558-2306  
 joseph.e.hageriii@wv.gov

Vendor Signature X *Pamela G. Smith* FEIN# 62-1746696 DATE March 20, 2022

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Library Commission to establish an Open-End contract Large Print book and print materials (collectively "Large Print Library Materials"). The Contract awarded from this Solicitation shall cover Eligible Items from a Vendor's Catalog per the attached specifications and terms and conditions.

**INVOICE TO****SHIP TO**

LIBRARY COMMISSION  
 CULTURAL CENTER  
 1900 KANAWHA BLVD E  
 CHARLESTON WV  
 US

LIBRARY COMMISSION  
 CULTURE CENTER  
 1900 KANAWHA BLVD E  
 CHARLESTON WV  
 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Large Print Library Materials	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
14111536			

**Extended Description:**

Enter the Total Bid Cost in the commodity line of wvOASIS and attach the Exhibit A Pricing page

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
-------------	--------------	-------------------

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ DEP22\*04**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Ingram Library Services, LLC

Company



Authorized Signature

March 20, 2022

Date

**NOTE:** This addendum acknowledgement should be submitted with the bid to expedite document processing.  
Revised 6/8/2012

**SOLICITATION NUMBER:** CRFQ 0433 LIB2200000004

**Addendum Number:** No.01

---

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

Addendum issued to publish and distribute the attached documentation to the vendor community.

1. To publish agency responses to all vendor submitted questions

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# ATTACHMENT A

Revised 6/8/2012

**RFI: Questions from vendors for CRFQ LIB22\*04 Large Print Library Materials**

**Q.1.** What is the budget for this RFP?

**A.** \$40,000.00

**Q.2.** Is this RFP for single or multivendor?

**A.** Single.

**Q.3.** Will you accept any changes to the Terms and Conditions?

**A.** Vendors may propose alternate terms and conditions for review. A WV-96 Agreement Addendum will need to be obtained from the vendor if the proposed terms and conditions are not covered by W. Va. Code Section 5A-3-62.

**Q.4.** The RFP mentions a possible registration fee prior to Contract award. Does this pertain to any and all Vendors that are responding that are not currently registered?

**A.** W. Va. Code §5A-3-12 requires vendors to be fully registered with the Purchasing Division to do business with state agencies. The registration process includes a disclosure of information and a payment of a \$125.00 annual fee. There are cases when a vendor may be exempt from an annual fee on a transactional basis because Vendor Registration procedures are applied to an individual transaction based on state law, rule, and procedures.

# Value-Added Services



Fulfill Your Library Mission. Our Comprehensive Suite of Services.

No matter the size, location, or niche, Ingram’s tailor-made treatment helps all kinds of libraries get the right books fast so they can get back to what matters most – their communities.

## Meet Your Patrons’ Needs. Our Top-Shelf Service.

Combining unparalleled inventory, reliable resources, and one easy-to-use ordering platform, librarians can confidently search, select, and shelve for circulation success.

- 19+ million books, music, movies, & more
- 2-day delivery to 91% of the country\*
- Cost-effective, reliable shipping\*\*
- Free ordering access through ipage®
- No platform fees; Unlimited users
- \$350 full text reviews

**TAKE ADVANTAGE** [getstarted.ingramcontent.com](http://getstarted.ingramcontent.com)

\* In-stock, non-processed, and non-cataloged book orders ship within 24 hours at your designated Ingram distribution center. For more information, visit [ingramcontent.com/delivery](http://ingramcontent.com/delivery).

\*\* Shipping terms may vary by customer and are based on state contracts or local agreements. All shipments are based on the most efficient method for damage-free delivery. Libraries can easily manage their order status, shipping notifications, and more in ipage®.

**MEET YOUR REP**  [ilsalesupport@ingramcontent.com](mailto:ilsalesupport@ingramcontent.com) |  800.937.5300 x 23182

## Reclaim Your Time. Our Shelf-Ready Services.

Remove backroom stress and go from box to stacks with reliable cataloging and precise processing, tailored to your specific collection needs.

### Customizable Cataloging & Processing Packages

#### \$ Basic

Simplified Setup • Two-Week Timeline\*  
Restricted Customization

Offering limited but common configurations and filtered encoding preferences, **Basic** allows libraries to quickly and inexpensively receive shelf-ready materials to meet patron demand.

#### \$\$ Enhanced

Personalized Setup • Contingent Timeline\*  
Expanded Customization

Meet local practice requirements with an **Enhanced** setup that expands configuration and encoding preferences to personalize call numbers, circulation item data, local MARC-formatted records, and more.

#### \$\$\$ Custom

Tailor-Made Setup • Six-Month Timeline\*  
Cataloger Customization

Receive patron-ready materials that are **Customized** to meet collection, budget, and timeline needs with Ingram’s Portal Profile, experienced integration team, and MLS-degreed Catalogers.

*\*Timeline and pricing are contingent on the Library’s response, requirements, and onboarding queue.*

### Automated Cataloging & Processing Package

Book Jacket or Label Protector, Spine Label, Barcode, & Best Locally Available MARC-Formatted Record ..... **\$ 1.49**

**GET SHELF READY**  [requirements@ingramcontent.com](mailto:requirements@ingramcontent.com) |  800.937.5300 x 24820

## Circulation-Ready Materials

Cataloging	Unit Price
Brief On-Order Record .....	<b>FREE</b>
Best Locally Available MARC-Formatted Record .....	<b>\$ 0.45</b>
Upgrades & Customizations .....	<b>contingent on specs</b>
Original .....	<b>contingent on specs</b>
Book Processing	Unit Price
Book Cover Hardcover: Dust Jacket, attached .....	<b>\$ 0.99</b>
Book Cover Hardcover: Dust Jacket, unattached .....	<b>\$ 0.99</b>
Book Cover Paperback: Prebinding .....	<b>\$ 5.70</b>
Book Cover Paperback: Laminate, 5 mil .....	<b>\$ 2.06</b>
Book Cover Paperback: Laminate, 15 mil .....	<b>\$ 2.06</b>
Label Barcode .....	<b>\$ 0.33</b>
Label Bibliographic .....	<b>\$ 0.45</b>
Label Reading: AR, Scholastic, & Lexile .....	<b>\$ 0.33</b>
Label Spine .....	<b>\$ 0.33</b>
Label Other, per application .....	<b>\$ 0.33</b>
Label Protector .....	<b>\$ 0.25</b>
Pocket Paper .....	<b>\$ 0.35</b>
Pocket Vinyl .....	<b>\$ 0.79</b>
Spine Tape: Outside .....	<b>\$ 1.25</b>
Spine Tape: Inside .....	<b>\$ 2.10</b>
Stamp Ownership, per impression .....	<b>\$ 0.25</b>

Audiovisual Processing	Unit Price
Bundle Digital Media, up to 6 labels .....	<b>\$ 3.29</b>
Audio Case ClamShell: Small, up to 12 discs .....	<b>\$ 3.80</b>
Audio Case ClamShell: Medium, up to 20 discs .....	<b>\$ 4.75</b>
Audio Case ClamShell: Large, up to 30 discs .....	<b>\$ 6.00</b>
Audio Case MediaSAFE: Small, up to 14 discs .....	<b>\$ 6.59</b>
Audio Case MediaSAFE: Large, up to 26 discs .....	<b>\$ 7.25</b>
DVD Case Poly-Box: Single .....	<b>\$ 1.99</b>
DVD Case Locking: Single .....	<b>\$ 2.59</b>
DVD Case Locking: Multi, up to 6 discs .....	<b>\$ 4.25</b>
Music Case Locking: Single .....	<b>\$ 3.00</b>
Music Case Locking: Double .....	<b>\$ 3.50</b>
Label Hub, per application .....	<b>\$ 0.40</b>
Cellophane Wrap, removal .....	<b>\$ 0.65</b>

Inventory Control	Unit Price
RFID Linkage: Pre-Programmed, 1 barcode .....	<b>\$ 0.95</b>
RFID Linkage: Pre-Programmed, 2 barcodes .....	<b>\$ 1.05</b>
RFID Universal: Programmed, applied .....	<b>\$ 0.99</b>
RFID StingRay: Full Disc Overlay .....	<b>\$ 1.29</b>
<b>Customer Supplied Items, per application .....</b>	<b>\$ 0.05</b>

Don't see what you're looking? Contact our [customer integration team](#) to explore other options available.

**GET SHELF READY** ✉ [requirements@ingramcontent.com](mailto:requirements@ingramcontent.com) | ☎ 800.937.5300 x 24820



## Build Your Best Collection. Our Reliable Resources.

From complimentary lists to customized special projects, our comprehensive suite of collection development services gives you time-saving curation you need from experts you can trust.



### iCurate Complimentary

Hand-Selected Lists & Programs

- Creative, curated, and consistently updated lists; accessible in ipage®
- 22 ready-made new title alert programs

#### Ongoing List Price:

Unlimited ipage® Users .....	<b>\$ 0.00</b>
Unlimited Categories .....	<b>\$ 0.00</b>



### iCurate Coming Soon

Monthly Forthcoming Title Subscription

- Delivered monthly in ipage®, enhanced deduplication feature
- Mix and match list size by category

#### 12-Month List Price:

Adult, Teen, OR Children's .....	<b>\$ 775 each</b>
Adult, Teen, AND Children's .....	<b>\$ 2,100</b> <del>\$2,325</del>



### iCurate Core

Essential Collection Gap Analysis

- One-time set of essential titles missing from your collection
- Author/Title match with your holdings to identify gaps

#### One-Time List Price:

Adult, Teen, OR Children's .....	<b>\$ 1,000 each</b>
Adult, Teen, AND Children's .....	<b>\$ 2,800</b> <del>\$3,000</del>



### iCurate Custom

Tailor-made Special Project Curation

- High-quality curation for time-consuming projects
- ODCs, Grants, Year-End Spend, Ongoing Custom Lists, and More

#### List Price:

One-Time Projects .....	<b>contingent on specs</b>
Ongoing Projects .....	<b>contingent on specs</b>

**ICURATE – SO YOU DON'T HAVE TO** ✉ [colldevhelp@ingramcontent.com](mailto:colldevhelp@ingramcontent.com) | ☎ 800.937.5300 x 35748

# Your Mission. Our Purpose. #TheLibraryLife

**GET STARTED** 🌐 [getstarted.ingramcontent.com](http://getstarted.ingramcontent.com)

Effective **March 17, 2022**. Pricing subject to change.

**INGRAM** Library Services

**Exhibit A: Pricing Page - Large Print Library Materials**

**VENDORS MUST COMPLETE ALL COLUMNS. All references to brand names are for illustration purposes only and Vendors may bid the brand listed or an equal product.**

Pricing Page Eligible Item Description						Discounted Unit Price Calculation					Bid Total Calculation			
Item #	Product Category	Title Description	Author	ISBN/Mfg. #	Publishing Date	Catalog Price	Units Provided for Catalog Price	Unit Price	Discount Percentage	Discounted Unit Price	Unit (for Calculation)	Estimated Unit Qty	Discount Unit Price	Item Total Cost
1	Large Print	The Firekeeper's Daughter	Angeline Boulley	978-1-43289-057-5	2021	\$ 24.99	1	\$ 24.99	10.0%	\$ 22.49	each	1	\$ 22.49	\$ 22.49
2	Large Print	Stamped: Racism, Antiracism, and You	Jason Reynold	978-1-43287-632-6	2020	\$ 24.99	1	\$ 24.99	10.0%	\$ 22.49	each	1	\$ 22.49	\$ 22.49
3	Large Print	Blackout	Various Aughors	978-1-43288-817-6	2021	\$ 24.99	1	\$ 24.99	10.0%	\$ 22.49	each	1	\$ 22.49	\$ 22.49
4	Large Print	Gold Rush Girl	Avi	978-1-43287-784-2	2020	\$ 22.99	1	\$ 22.99	10.0%	\$ 20.69	each	1	\$ 20.69	\$ 20.69
5	Large Print	The librarian of Auschwitz	Antonio Iturbe	978-1-43284-929-0	2018	\$ 22.99	1	\$ 22.99	10.0%	\$ 20.69	each	1	\$ 20.69	\$ 20.69
6	Large Print	Between the World and Me	Ta-Nehisi Coates	978-1-41048-584-7	2016	\$ 28.00	1	\$ 28.00	10.0%	\$ 25.20	each	1	\$ 25.20	\$ 25.20
7	Large Print	Norse Mythology	Nelil Gaiman	978-1-43285-233-7	2018	\$ 17.99	1	\$ 17.99	40.0%	\$ 10.79	each	1	\$ 10.79	\$ 10.79
8	Large Print	River Road	Jayne Ann Krentz	978-1-59413-830-0	2015	\$ 14.99	1	\$ 14.99	30.0%	\$ 10.49	each	1	\$ 10.49	\$ 10.49
9	Large Print	Hank and Jim	Scott Eymann	978-1-43284-420-2	2017	\$ 35.99	1	\$ 35.99	10.0%	\$ 32.39	each	1	\$ 32.39	\$ 32.39
10	Large Print	Beartown	Fredrik Backman	978-1-43283-784-6	2018	\$ 17.00	1	\$ 17.00	40.0%	\$ 10.20	each	1	\$ 10.20	\$ 10.20
11	Large Print	A Man of Honor	Barbara Taylor Bradford	9781638081623	2022	\$ 39.95	1	\$ 39.95	15.0%	\$ 33.96	each	1	\$ 33.96	\$ 33.96
12	Large Print	Oh William!	Elizabeth Strout	9781638081289	2021	\$ 39.95	1	\$ 39.95	15.0%	\$ 33.96	each	1	\$ 33.96	\$ 33.96
13	Large Print	The Noel Letters	Sone Pictures Home Entertainment	9781638081296	2021	\$ 39.95	1	\$ 39.95	15.0%	\$ 33.96	each	1	\$ 33.96	\$ 33.96
14	Large Print	The Book of Magic	Alice Hoffman	9781638080947	2021	\$ 39.95	1	\$ 39.95	15.0%	\$ 33.96	each	1	\$ 33.96	\$ 33.96
15	Large Print	The Turnout	Megan Abbott	9780593414347	2021	\$ 29.00	1	\$ 29.00	40.0%	\$ 17.40	each	1	\$ 17.40	\$ 17.40
16	Large Print	To Rescue the Republic	Bret Baier	9780063117877	2021	\$ 30.99	1	\$ 30.99	40.0%	\$ 18.59	each	1	\$ 18.59	\$ 18.59
17	Large Print	Christmas at the Island Hotel	Jenny Colgan	9780063029460	2020	\$ 21.99	1	\$ 21.99	40.0%	\$ 13.19	each	1	\$ 13.19	\$ 13.19
18	Large Print	The Midnight Lock	Jeffrey Deaver	9780593395646	2022	\$ 30.00	1	\$ 30.00	40.0%	\$ 18.00	each	1	\$ 18.00	\$ 18.00
19	Large Print	The 1619 Project	Nikole Hannah-Jones	9780593501719	2022	\$ 40.00	1	\$ 40.00	40.0%	\$ 24.00	each	1	\$ 24.00	\$ 24.00
20	Large Print	No One is Talking About This	Patricia Lockwood	9780593395714	2021	\$ 27.00	1	\$ 27.00	40.0%	\$ 16.20	each	1	\$ 16.20	\$ 16.20

<b>Total Bid Cost</b>	<b>\$ 441.15</b>
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<b>List of Discount Percentages:</b>		
	<b>Category</b>	<b>Discount Percentage</b>
I.	Library Edition	15.0%

**Vendors should complete the Contract Coordinator Information below:**

<b>VENDOR NAME:</b>	Ingram Library Services LLC
<b>CONTRACT MANAGER:</b>	Senior Sales Representative to be assigned upon award
<b>PHONE:</b>	(800) 937-5300
<b>FAX:</b>	(615) 213-6004
<b>EMAIL:</b>	ilsbids@ingramcontent.com - additional contact to be assigned upon award

<b>AUTHORIZED REPRESENTATIVE:</b>	
	
3/20/2022	
(Signature)/(Date)	