Salinas, California

El Gabilan Library
Opening Day Collection

Submitted By:

INGRAM

One Ingram Blvd.
La Vergne, TN 37086-1986
www.ingramcontent.com
Federal ID # 62-1746696

INGRAM

October 23, 2019

Salinas Public Library
Attn: Mila Rianto, Deputy Librarian
350 Lincoln Avenue
Salinas, CA 93901

Re: Opening Day Collection – El Gabilan Library
Due: October 28, 2019

Dear Ms. Rianto:

Thank you for including Ingram Library Services LLC in your search for a vendor to provide Library materials, collection development and materials processing for the Opening Day Collection of El Gabilan Library. We are excited to have the opportunity to present our proposal and to grow our partnership with your City.

As an **Ingram Content Group** company, we offer a full range of services, content, and added-value to libraries. With our unmatched on-hand inventory of books, Ingram truly offers "one-stop shopping" for our library customers. With years of experience in distributing library materials, we serve libraries like the Sno-Isle Libraries with a wide range of collection development, processing, and cataloging services that are guaranteed to enhance your collections and please both your staff and patrons. Our goal is to partner with the Sno-Isle Libraries to provide materials and services that support your mission.

Please provide a copy of the resulting bid tabulations to ilsbids@ingramcontent.com.

Should you have any questions regarding Ingram's proposal, please feel free to contact Regina Dunlap, Contract Management Specialist at (800) 937-5300, extension 35736. She may also be reached by email at ilsbids@ingramcontent.com or by fax at (615) 213-6004. Paul Cimusz serves as your Senior Sales Representative and can be reached at (615) 821-3933 or by email at paul.cimusz@ingramcontent.com.

Best Regards,

Pamela R. Smith

Pamela R. Smith
Vice President and General Manager

PRS/rd

PROPOSAL/WORK PLAN

Thank you for including Ingram Library Services LLC in your search for vendors to provide Salinas Public Library with Opening Day Collections for El Gabilan Library. As an Ingram Content Group company, we offer a full range of content and services. With our unmatched on-hand inventory of books and materials plus over four decades of experience in distributing library materials, we serve libraries like Salinas Public Library (SPL) with a wide range of collection development, processing, and cataloging services that are guaranteed to enhance your collections and please both your staff and patrons.

Ingram understands all the services required for this contract. We will not only meet, but exceed the Library's expectations through the following:

Ingram's on-hand inventory translates into the broadest range of titles and highest fill rates for your project.

- Ingram leads the book industry in maintaining the largest **on-hand inventory of over 16,000,000 unique titles**, **representing over 60,000 book publishers and imprints.**
- Ingram can provide adult, young adult, and juvenile fiction and nonfiction titles in all subjects in a variety of bindings, 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, prebound books, and big books.
- Our spoken word audio inventory **of 109,000+ titles**, includes abridged and unabridged editions in a variety of formats including CD, MP3 and Playaway formats.
- With **79,000+ DVD** and **12,000+ Blu-ray titles**, Ingram offers one of the most comprehensive inventories of DVDs in the country. We also inventory more than **400,000 music titles** on Compact Disc, from classical to popular titles.
- Ingram currently inventories over **250,000 Spanish titles** in our distribution centers, including adult and children's titles. We provide a limited number of spoken word audio titles in Spanish language. We also provide domestic video titles that have been dubbed or subtitled in Spanish and non-domestic Spanish video.
- Lightning Source is Ingram's **print-on-demand** company. With national and international facilities, Lightning Source has a **virtual inventory of over 17,000,000 titles representing more than 85,000 publishers**. Once an order is placed by a Library, we have all the electronic data necessary to print and deliver the book to its intended destination. 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 copy.
- Ingram Publisher Services Inc. represents more than 650 publisher clients from around the world, which agree to allow Ingram to be the **exclusive distributor** of their product. The advantage this brings to our library customers is the guaranteed availability of current titles from these publishers at Ingram distribution centers. As the exclusive distributor of these publishers, even other vendors source these purchases from Ingram.

Ingram's Collection Development Team is recognized for their expertise and world-class service:

- Our Collection Development Team is comprised of a group of dedicated MLS-degreed Librarians, each with frontline experience in libraries.

- Ingram provides a number of selection lists through ipage including regularly updated lists under the Browse tab or via our 22 standing order programs. Our programs are driven by customizable profiles, and can be used as stand-alone programs, or in combination to deliver the content you require.
- Our Librarians can also provide specialized selection lists for the Library. These lists can be provided via ipage, on the Library's Home Page Right. Additionally, our staff of MLS-degreed librarians can create customized Collection Development lists for the Library delivered in an Excel format that contains key metadata and links to title detail in ipage. Any ipage list or customized Collection Development list can be loaded into the Library's integrated library system for ordering.

Ingram provides stability and experience:

- Ingram is a privately held, family-owned corporation operating under the same ownership since our inception. The Ingram family is actively involved in the day-to-day operations of our company and has a vested interest in our customers' satisfaction. A tremendous advantage of being a family-owned company is the history and stability of ownership backing our long-term plans to remain the number one book vendor and service provider in the library market.
- Ingram has emerged as the one of the largest book distributors in the industry, shipping over **95,000 units** across the nation **each day** from our regional distribution centers.

Ingram is the industry leader in customer support and services:

- Ingram is known in the book industry for our integrity and for our commitment to deliver product and services at the best terms and at the promised discounts. Ingram's service levels are unsurpassed in the industry, and our terms are clearly stated, without any hidden fees or service charges.
- Ingram will give the highest priority to your needs by assigning key Ingram professionals to work with the Library, including:
  - **Paul Cimusz**, Senior Sales Representative
  - Kimberly Groom, Inside Sales Representative
- Ingram is the leading provider of account specific information available. Through our **ipage** account management tool, your Library account specific information is available and accessible at your convenience, **24 hours a day, 7 days a week, for no charge**.
- ipage is also the ultimate online collection development and ordering tool for librarians, combining the industry's largest inventory with complete information, collection development resources, reviews, and real-time stock check.
- Our shelf-ready services offered for this project include processing and cataloging to your exact specifications.
- Ingram can provide customized reporting based on open and closed order data to keep your project on track.
- During and after the account set up, profiling and training process, you can expect the ongoing involvement of **Paul Cimusz**, as well as an assigned Inside Sales Representative, who will provide open lines of communication between the Library's staff and Ingram Departments including Credit and Customer Service.

Scope of Services

Implementing opening day collection projects can be a daunting task. With Ingram, the focus of our project implementation plan is on areas of key importance to libraries, including:

- Experienced Project Management
- Establishing the necessary accounts
- Creating account profiles for Collection Development services
- Support for Electronic Ordering
- Training on the Vendor's title management tool
- Accurate profiling of cataloging and processing services

At Ingram Library Services, our goal is to help you create a library that is as unique as your community. With our inventory and expertise, Ingram can provide you with a balanced collection ready for your shelves. Our Opening Day Collection services are built on our industry-leading product selection. No other vendor provides the breadth and depth of titles that Ingram offers. But having the most books is pointless without the tools to identify the right titles for you. Our profiling program provides a clear picture of your collection needs while taking your timeline and budget into account.

Ingram has created a Collection Development ODC Profile that will help the Library express the needs and expectations for the collection development portion of your ODC/expansion projects. This information will give us an overview of the entire project, as well as detailed information about your unique collection needs. We will ask the Library to complete the profile as thoroughly as possible before initial discussion between Ingram and Salinas Public Library selection staff.

We understand that opening a new library or expanding an existing one can be a stressful process, so we strive to make it as easy as possible by providing lists in a planned and timely fashion. **Following is a basic overview of the Collection Development portion of your project.**

As part of our internal Opening Day Collection Project plan, the Ingram Collection Development staff follows a checklist to make sure each of the following benchmarks are completed:

1. Upon notice of award, Ingram sends a Collection Development Welcome Letter with ODC FAQs, Collection Development Profile with ODC Handbook, and an example of a list provided in Excel spreadsheet format.
2. Ingram receives the completed Collection Development Profile from SPL within two weeks of receipt. Instructions for completing the profile will be included with the ODC Handbooks. Ingram staff is happy to assist with any questions the Library may have in completing the profile as fully as possible.
3. Salinas Public Library submits holdings so that Ingram can omit or mark the items that you already own. Instructions for submission are included in this response. It often takes a significant amount of time to process this data, so we ask that you submit the holdings as soon as possible as delays can affect delivery of selection lists.
4. The completed Collection Development Profile is added to our internal Collection Development SharePoint site so that it can be accessed and reviewed by the entire team.

5. Ingram staff researches the Library for additional information that will assist in making product suggestions.
6. Ingram schedules a call with SPL selection staff and CD team members to discuss the profile.
7. Ingram Collection Development Project Manager will create and send Salinas Public Library a proposed timeline that includes when you can expect each list from Ingram and when the list will need to be selected and returned to Ingram (usually two weeks from receipt of the list). This timeline is coordinated with Account Services to ensure that all activities are scheduled so that required delivery dates are met.
8. When finalized, the timeline is saved to the internal Collection Development SharePoint site.
9. Ingram Project Manager works internally with Account Services and the Bid Team to confirm all necessary accounts are set up per the discounts and terms of the contract, so that selection lists will reflect the SPL contract pricing.
10. Ingram begins creating selection lists and sending to SPL in accordance with the finalized timeline.
11. Lists are also saved on our internal CD SharePoint site and are tracked as to when each list is sent and returned.
12. If questions arise, one or more of Ingram's Collection Development librarians may contact SPL selectors to make sure that we fully meet your needs. A prompt reply will help keep the project on track.
13. Ingram Collection Development Team works with the Ingram Product Group for ordering items on the selection lists.
14. Ingram updates lists or creates new ones based on SPL's requested changes.
15. If the delivery timeline permits, Ingram plans for and provides a Phase 2 of selection lists to make sure that the Library opens with the newest titles and editions.

Concurrently, you will be receiving requests for information from other departments, such as Accounts, Cataloging & Processing, and perhaps the EDI team, depending on the scope of your project. In order to keep the project on track, we ask that Salinas Public Library respond to these inquiries as soon as possible, as some of the Collection Development processes also require that information or setup in order to proceed.

Providing an estimated budget per category helps us to know how large the lists will be and will help Ingram plan and ask the right questions. We generally make the lists 150% to budget to allow for flexibility.

ADULT MATERIALS	DOLLAR AMOUNT or	NUMBER OF UNITS
Adult Fiction		
Adult Nonfiction		
Adult Reference		
Adult Professional Reference		
Adult Graphic Novels		
Adult Large Print		
Adult Books in Spanish		
Adult Audiobooks		

Total Adult Materials		
YOUTH MATERIALS	**DOLLAR AMOUNT or**	**NUMBER OF UNITS**
Board Books		
Picture Books		
Easy Nonfiction		
Easy Reader Fiction		
Easy Reader Nonfiction		
Juvenile Fiction		
Juvenile Nonfiction		
Juvenile Graphic Novels		
YA Fiction		
YA Nonfiction		
YA Graphic Novels		
Youth Books in Spanish		
Youth Reference		
Youth Professional Reference		
Audiobook Readalongs		
Juvenile Audiobooks		
YA Audiobooks		
Total Youth Materials		
TOTAL PROJECT		

The Profile allows for the Library to designate the requested age ranges for Juvenile Fiction and Nonfiction and YA Fiction and Nonfiction. At Ingram, we recognize that there are almost as many ways to approach collection development for young adults as there are young adults in your community. That's why we have a variety of ways of sorting and selecting titles to meet your needs. No matter where you house young adult materials, your profile will help us provide the best selection list to meet your needs. The profile helps us know if the primary goal of your YA nonfiction collection is popular titles, curriculum/study support, or if you want Ingram to include both on the YA nonfiction selection list.

If your collections are to include graphic novels, our experts can help you determine appropriate titles. Our specialist designates young adult graphic novels according to three sets of criteria, and the profile allows you to indicate your preferences:

- ✓ Include titles most appropriate for younger YA readers with safe themes, fantasy violence only, and little or no swearing.
- ✓ Include titles recommended for teens of any age -- may contain some mild profanity, mild violence and gore, suggestive situations, nonsexual and nondescript nudity, skimpy clothing, or references to alcohol, tobacco, or illegal drug use.
- ✓ Include titles reviewed for mature teens -- may contain profanity and strong language, moderate levels of violence, gore, provocative clothing, semi-nudity, some sexual themes but no explicit sex, alcohol, or illegal drug use.

The Collection Development ODC Profile gives you the chance to let us know about your library and what you want in your collection, as well as letting us work within your budget. The Collection Development profile asks for anticipated delivery date. The delivery date is necessary, even if it is

an estimate and could change, as Ingram uses this information to build the timeline for your project.

The Profile allows Salinas Public Library to give detailed requirements for each of these materials categories, including preferred binding rankings, publication date parameters, and other exclusions, combinations or separations as appropriate to the category. During our teleconference with the Library, we will discuss how these requirements may affect the selection lists. For example, if you exclude mass market for adult nonfiction, you will not receive some true crime or possible some classic titles in other sections that are only in print in mass market binding. If you place a limit on the age of publication, you may not receive "classic", award-winning, or other perennially selling popular titles. That being said, we understand that the Library may wish to limit certain nonfiction subjects, e.g. medicine, to a more current date range.

For Adult Large Print, Books in Spanish and Audiobooks, we will ask for a preferred allocation between fiction and nonfiction titles. The average we use if no preference is provided is 85% fiction and 15% nonfiction for large print and 75% fiction and 25% nonfiction for Spanish and audiobooks.

The Collection Development Profile asks for the Library's preferred publication cut-off date to use in preparing your selection lists (month/year.) For example, if a Library has an anticipated opening of early Spring 2020, you may want to choose a cut-off date in late Winter 2019, or you will open without the titles that have not yet published before the cut-off date. **For example, if delivery is February 1, 2020, Ingram would submit the lists early November 2019**. Salinas Public Library would edit and return the lists for ordering within 2 weeks of receiving them. That provides sufficient time to backorder items not in stock, as well as cataloging and processing. If the Library wants a strict sort, Ingram would complete two phases, and specific timing would also depend on complexity of cataloging and processing. These timelines can be adjusted, and processes altered to meet shorter deadlines if necessary. *Ingram asks for clear and concise communication of timelines for requests and deliveries.*

Ingram Content Group is a leading book wholesaler and is the largest customer of many publishers. Publishers make every effort to ensure that Ingram has accurate and timely prepublication information on forthcoming titles. As soon as this information is made available, it is entered into the Ingram database and is thus available to our Collection Development Specialists creating selection lists for your project.

After the ODC profile is complete, Ingram's Collection Development team will work with the Library to create a timeline for both Ingram and Library tasks, accommodating your needs and ensuring materials arrive by your target date. As a result of this collaboration, Ingram's Collection Development Project Manager will send a proposed timeline that includes when you can expect each list from Ingram and when the list will need to be selected and returned to Ingram.

As standard practice, we send all of the selection lists for a single phase for ordering during a single month and ask for lists to be returned two weeks from receipt. We would anticipate sending lists three to six months before the anticipated delivery date, to ensure the collection remains current and relevant.

Below is an example of the ODC Timeline Template that Ingram would send to the Library *after the profile has been returned to us and we have held the Collection Development call between Ingram and Salinas Public Library selectors.* This timeline lets the Library know which lists they can expect to receive each week.

Adult Fiction	***Ingram Selector***	***Ingram Send Deadline***	***Suggested Date Return***	***Lists Completed***	***Sent Actual***	***Date Returned***
Adult Fiction	ssr	11/3/2019	11/17/2019			
Large Print Fiction	ssr	11/10/2019	11/24/2019			
Adult Nonfiction	***Ingram Selector***	***Ingram Send Deadline***	***Suggested Date Return***	***Lists Completed***	***Sent Actual***	***Date Returned***
000s	br	11/17/2019	12/1/2019			
100s	hh	11/3/2019	11/17/2019			
200s	hh	11/10/2019	11/24/2019			
300s	br	11/10/2019	11/24/2019			
400s	hh	11/3/2019	11/17/2019			
500s	br	11/24/2019	12/8/2019			
600s	hh	11/17/2019	12/1/2019			
700s	br	11/10/2019	11/24/2019			
800s	br	11/24/2019	12/8/2019			
900s	br	11/3/2019	11/17/2019			
Biographies	br	11/17/2019	12/1/2019			
Large Print Nonfiction	hh	11/10/2019	11/24/2019			
Youth	**Ingram Selector**	**Ingram Send Deadline**	**Suggested Date Return**	**Lists Completed**	**Sent Actual**	**Date Returned**
Board Books	tg	11/10/2019	11/24/2019			
Picture Books	tg	11/17/2019	12/1/2019			
Easy Nonfiction & Easy Reader Nonfiction & Juvenile Nonfiction	bw	11/3/2019	11/17/2019			
Easy Reader Fiction	tg	11/10/2019	11/24/2019			
Juvenile Fiction	jb	11/17/2019	12/1/2019			
YA Fiction	jb	11/3/2019	11/17/2019			
YA Nonfiction	bw	11/24/2019	12/8/2019			
Graphic Novels	**Ingram Selector**	**Ingram Send Deadline**	**Suggested Date Return**	**Lists Completed**	**Sent Actual**	**Date Returned**
Juvenile Graphic Novels	jm	11/3/2019	11/17/2019			
YA Graphic Novels	jm	11/17/2019	12/1/2019			

Any expected delay in returning the lists to Ingram should be reported to colldevhelp@ingramcontent.com or ann.lehue@ingramcontent.com as soon as possible so that we can assess if it will cause delays in receipt of materials or can be rescheduled.

Ingram will make every attempt to have requested changes to cataloging or processing profiles completed within five (5) business days; however, depending upon the complexity of the change and level of customization, additional time may be required before the change can be implemented.

The Library will begin receiving lists by the agreed-upon timeline. You may sometimes receive lists earlier than promised. Your timeline for returning the list will not change in this case—you just have more time to review it.

Depending upon the required delivery date, the Library may want to consider two phases of collection development, especially in frequently updated areas such as travel and test preparation. Because of publisher lead time, we can generally select knowledgeably up to four months' prepublication. Therefore, if you will be selecting most of your titles more than four months before your library opens, we suggest including a Phase 2, where Ingram can wait to include travel and test preparation titles during the second phase of lists, and also send supplemental fiction and other lists to make sure that you open with the newest titles and editions. The cut-off date for these orders will be such that they can be received into the Ingram distribution center and processed and shipped in time for Opening Day.

Ingram can also allow for a three-phase (or more) ordering, but this is usually only necessary if the opening is delayed after the first lists have been delivered.

Ingram can also send a completion order of new titles placed prior to opening day, but which are not published/received in time to be shipped with the first phase of the collection. Please note that those orders will not receive strict Dewey/Alpha sort.

New in 2019 – Enhanced Duplicate Check and Holdings

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

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

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

Duplicate Indicators

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

Red indicator:

- This item is in your holdings (if provided to Ingram by the Library)

OR

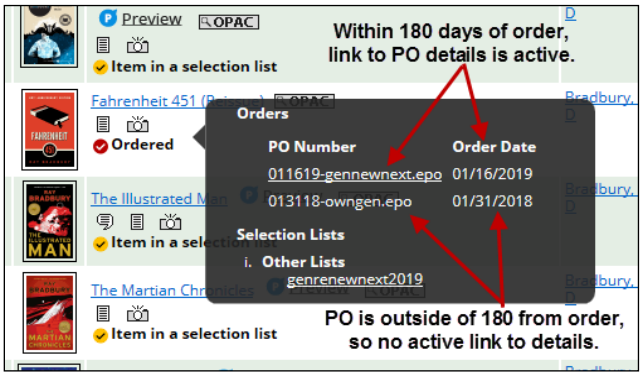
- We found this item in your Ingram order history from the past 180 days. Our System will check for duplicates from orders for any shipping account to which the user has access (per User permissions set by the Library's ipage account Administrator.)

Yellow indicator:

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

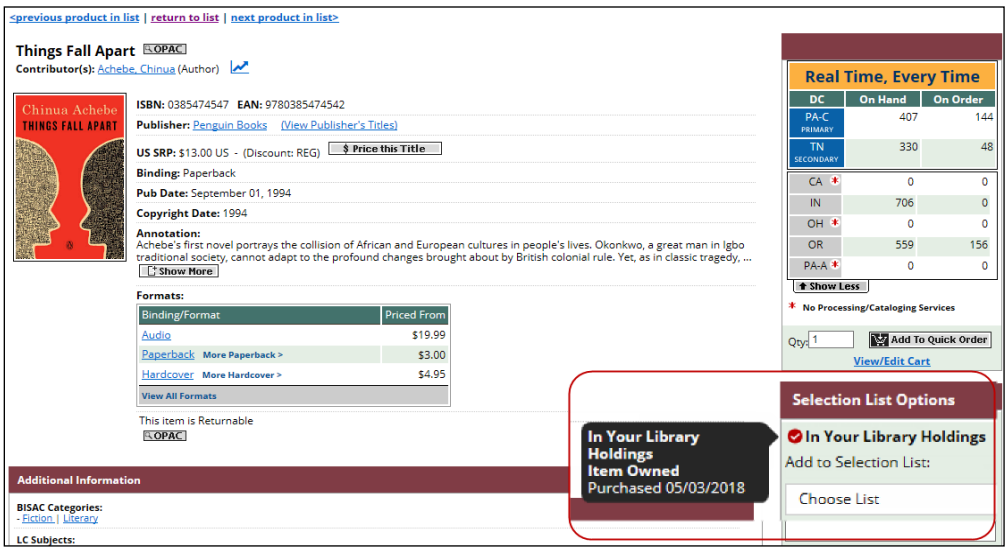
Hovering the cursor over the indicator shows fuller details:

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



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

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



Project Implementation Plan

Below we have listed some specifics about the various stages of the timeline, the key personnel involved, time allocated, and purpose of each step:

Contract-Specific Ingram Internal Training

Ingram Lead: Christi Cunningham, Manager of Bids and Sales Analysis

Support Staff: Bid team of 3 Contract Management Specialists

Time Allocated: 5 hours at beginning of project, 1 hour/month review meeting throughout the term of the contract.

Purpose: To ensure communication of requirements covered in the contract is well-understood, and that every member of the Ingram Library team contributing to contract delivery is aware of the contractual and Library expectations placed upon them.

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

Account Review Meeting

Ingram Leads: Michael Bush, Client Integration Manager
Paul Cimusz, Sr. Sales Representative
Joyce Skokut, Sales Director

Support Staff: Jane Grawemeyer, MLS, Manager of Cataloging Services
Gregory Pace, Technical Services Director
Lory Koch, Manager, ILS Systems
Ann Lehue, Director, Collection Development

Time Allocated: 1-day initial meeting with scheduled follow up meetings/teleconferences as necessary

Purpose: To ensure clear lines of communication are established from the onset and to reach a mutual understanding of the Library's requirements.

Details: At this meeting, Ingram and Library staff will be available in person and via teleconference to review and discuss the exact selection, acquisition, processing, cataloging, EDI requirements, invoicing and other procedures required by the Library. This will also be an opportunity to begin the process of establishing new accounts. Michael will share information gathered at the Account Review Meeting with our Account Services Department, EDI Team, and throughout the Ingram Library organization.

Ingram specialists will be consulted as needed regarding the configuration or updating of any technical requirements, as detailed below:

Review and Profiling EDI Requirements

Ingram Lead:	Lory Koch, Manager, ILS Systems
Support Staff:	Genny Maxwell, EDI Support Specialist
Time Allocated:	3-8 weeks (concurrent with cataloging and processing specification review)
Purpose:	Setting up accounts to allow the Library to submit orders and carry out other activities through electronic data interchange.
Details:	Your Ingram Account Manager will coordinate with the Ingram EDI team in this process, helping to ensure that all EDI requirements are set up correctly and run smoothly from the outset. We will review basic EDI setup with Salinas Public Library, as well as discuss possible implementation of enriched EDI in conjunction with the on-boarding process. With enriched EDI, your local holdings data would be returned in MARC records. Ingram would also assist with the 9xx configuration in ipage that will allow Library selectors to download brief MARC order records that include local holdings information. These records can be overlaid with the full MARC records in the Library's ILS system.

Review and Profiling of Cataloging and Processing Specifications

Ingram Leads:	Tricia Bengel, MLS, Library Sales and Services Manager Jane Grawemeyer, MLS, Manager, Cataloging Services Kari Ferrell, Account Services Manager
Support Staff:	Technical Services team including professional and paraprofessional catalogers, library processors and account services associates
Time Allocated:	3-8 weeks (concurrent with EDI review and setup)
Purpose:	To ensure that processing profiled for each account matches the requirements of the Library, and to match the Library's cataloging needs with the services we offer that are most suitable to your workflows.
Details:	As part of the initial Account Review Meeting, Ingram will assist the Library in completing cataloging and processing profiles to make sure all requirements are clearly defined. Test orders for cataloging and processing will be arranged. The process will be closely monitored to ensure successful testing. This process is cyclical until both the Library and Ingram are satisfied that the process is working effectively.

Establishing Accounts

Ingram Lead:	Michael Bush, Client Integration Manager
Support Staff:	Kari Ferrell, Account Services Manager and team of 6 Account Services Representatives Nina McClain, Vice President, Customer Service Shannon Bible, Supervisor, Customer Service Toyka Lee, Manager, Library Credit
Time Allocated:	1-2 days

Purpose: Ingram's Account Services Department is responsible for setting up new accounts required under the contract. Customer Service standards will be reviewed to ensure that they meet the requirements of the new contract.

Details: Our years of service have allowed us to streamline our set-up procedures, to ensure that we can implement new accounts within a brief timeframe.

Account Services works in concert with our Technical Services staff to ensure that cataloging and processing profiled for each account matches the requirements of the Library. After accounts are established, Ingram will apply your contract specific terms and discounts to your accounts within our internal billing and order management system. A detailed report is run to verify that all accounts match the terms of the contract, including discounts, freight, processing and cataloging prices, and payment terms. This report is verified by the Bids and Contracts team.

Review and Profiling of Collection Development Services

Ingram Leads: Ann Lehue, Director, Collection Development
Beth Reinker, Manager, Collection Development Plans

Support Staff: Collection Development team of 9 MLS-degreed librarians, 1 former school librarian with a Master's in Education degree, 5 Collection Development Administrators, and a Collection Development Analysis Manager.

Time Allocated: 4-8 hours - Initial review of Collection Development needs
2+ hours – conference call with SPL selectors
4 weeks – send selection lists to SPL, with additional lists sent for Phase Two if needed
Ongoing Collection Development support – 2-8 hours/month. Ongoing support includes maintaining programs, reports, update emails and newsletters, maintaining title lists on ipage, tracking claims, all of which may directly impact the Library.

Purpose: Begin building your Collection Development Profile that will be the foundation of the selection assistance we provide the Library.

Details: Ingram collection development librarians will work with Library selectors throughout the various stages of profiling to be sure that we have accurately captured your collection objectives in the profile we will use to guide our recommendations.

ipage Training

Staff Involved: Paul Cimusz, Ingram Sr. Sales Representative
Kimberly Groom, Inside Sales Representative

Time Allocated: On-site Training averages 2 to 3 hours per class. Remote training webinars are 1 hour long and can be scheduled as needed. We also hold regularly scheduled "Wednesdays with Ingram" refresher and update training.

Purpose: ipage training provided for Acquisitions and Collection Development staff in the Library who are unfamiliar with ipage or who would like a review of ipage functions.

Details: At the start of the contract, Paul Simusz can provide onsite training for as many staff as the library specifies. Furthermore, excellent remote delivery "WebEx" training can be provided for refresher and update training. 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. Training is also available throughout the term of the contract as new ipage updates are released or new services added. Both types of training are available **free of charge.**

Sales Support

Staff Involved: Joyce Skokut, Sales Director
Paul Cimusz, Sr. Sales Representative
Kimberly Groom, Inside Sales Representative

Time Allocated: 2 hours/week

Purpose: Paul Cimusz serves as Senior Sales Representative for Salinas Public Library. He will serve as the main source contact for all on-going services Ingram provides. Paul lives in California, and his close proximity to Salinas Public Library allows for frequent on-site visits to the Library. Paul will provide ipage training, monitor progress, and trouble-shoot potential issues, making selection, ordering, and receiving materials smooth and simple.

Details: During and after the setup, profiling and training process, the Library can expect the ongoing involvement of Paul Cimusz and Kimberly Groom, who will provide open lines of communication between the Library's staff and Ingram Departments including Credit and Customer Service.

Review Meetings

Staff Involved: Paul Cimusz, Ingram Sr. Sales Representative

Support Staff: Michael Bush, Client Integration Manager
Pamela Smith, Vice President and General Manager
Joyce Skokut, Sales Director

Time Allocated: 1 onsite visit per year lasting 4 to 6 hours, and a review after each project is delivered.

Purpose: Throughout the term of the contract, Ingram will arrange formal review meetings with the Library, reviewing all aspects of contract performance and discussing service developments as they arise.

Details: Ingram positively encourages annual service meetings as we find that they are very beneficial to both parties, ensuring that all procedures in place are being carried out in a timely manner and to the customers' detailed requirements.

Ongoing Support

Staff Involved: Representatives from all departments including Sales, Customer Service, Technical Services, and Account Services

Time Allocated: As needed

Purpose: Throughout the term of the contract, Ingram will provide ongoing support including Sales, Customer Service, and Collection Development services.

Details: Ingram partners with the Library throughout the term of the contract. We use the following key methods to identify and support library requirements:

- Regular contact through reports received from our Sales Managers
- Regular contact directly with the Library through proactive calls, customer orders and responses to queries

- Providing regular information/reports to our customers
- Regular internal team meetings
- Encouraging customer input/feedback to enhance our services

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:

- Paul Cimusz, Senior Sales Representative ..... (615) 821-3933
  Email: paul.cimusz@ingramcontent.com
- Kimberly Groom, Inside Sales Team ..... Ext. 35754
  Email: kimberly.groom@ingramcontent.com
- Michael Bush, Manager Client Integration ..... Ext. 35907
  Email: michael.bush@ingramcontent.com
  To discuss concerns or issues regarding your account
- Account Services
  Email: requirements@ingramcontent.com
  To Set Up / Update an Account
- Customer Care ..... Press Option 1, then 1
  Email: ILSCustomer.service@ingramcontent.com
  To discuss concerns or issues regarding your account
- To Place an Order ..... Press Option 1, then 2
- To Check Stock Status ..... Press Option 1, then 4
- Toll-Free FAX Ordering 800-677-5116
- Credit Department 800-937-8100

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

ODC Project Profile

Ingram librarians will create a project profile based on your parameters, which we use as the starting point to build the collection of your dreams. Ingram will tailor your Customized Selection lists using the following information you supply concerning your library's project:

- Total budget available
- Number of units or percentages desired for each broad category of materials
- Types of titles needed based on your patrons' demands
- Bindings and formats
- Local demographics and interests

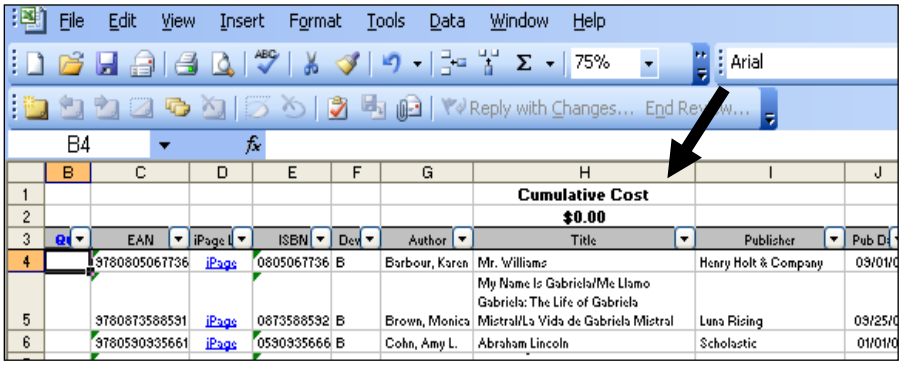
In addition to profile criteria applied to all selection lists, lists for each defined areas of the collection can have different parameters. For nonfiction, the Library has options for each Dewey 100 range, Biographies, Large Print, Spanish, and Reference. Options include publication date parameters and other criteria. Fiction categories can be presented on separate lists or combined according to your criteria. For example, Fantasy and Science Fiction categories could be combined in a single list and Westerns presented as a separate list. We also allow the Library to exclude fiction categories that are not required.

All Customized electronic Collection Development Lists for book product will include:

- ISBN
- Author/editor/illustrator as appropriate
- Title
- Dewey classification
- Subject heading(s)
- Date of publication
- Publisher
- Binding type
- Retail price
- Discounted price (edit mode only)
- Series (if applicable)
- Edition (if applicable)
- Rank by popularity within the list
- Review source citation(s)
- Annotations
- Initial print run (if available)
- Clickable link into the title details section of ipage
- Inventory Item Status (in stock, on order, etc.)
- Cover art
- Subtitle
- Language

Ingram ODC Selection Lists in Excel include basic title information and an approximate dollar total of items chosen. The Cumulative Cost dollar total along the top of the spreadsheet is an

approximate dollar amount based on quantity ordered, discount, and any cataloging & processing charges.



Titles on Ingram selection lists are statused as available from the publisher at the time they are included on the lists.

Providing an estimated budget per category helps us to know how large the lists will be and will help Ingram plan and ask the right questions. We generally make the lists 150% to budget to allow for flexibility.

The Profile allows for the Library to designate the requested age ranges for Juvenile Fiction and Nonfiction and YA Fiction and Nonfiction. At Ingram, we recognize that there are almost as many ways to approach collection development for young adults as there are young adults in your community. That's why we have a variety of ways of sorting and selecting titles to meet your needs. No matter where you house young adult materials, your profile will help us provide the best selection list to meet your needs. The profile helps us know if the primary goal of your YA nonfiction collection is popular titles, curriculum/study support, or if you want Ingram to include both on the YA nonfiction selection list.

If your collections include graphic novels, our experts can help you determine appropriate titles. Our specialist designates young adult graphic novels according to three sets of criteria, and the profile allows you to indicate your preferences:

- ✓ Include titles most appropriate for younger YA readers with safe themes, fantasy violence only, and little or no swearing.
- ✓ Include titles recommended for teens of any age -- may contain some mild profanity, mild violence and gore, suggestive situations, nonsexual and nondescript nudity, skimpy clothing, or references to alcohol, tobacco, or illegal drug use.
- ✓ Include titles reviewed for mature teens -- may contain profanity and strong language, moderate levels of violence, gore, provocative clothing, semi-nudity, some sexual themes but no explicit sex, alcohol, or illegal drug use.

The Collection Development ODC Profile gives you the chance to let us know about your library and what you want in your collection, as well as letting us work within your budget. The Collection Development profile asks for anticipated delivery date. The delivery date is necessary, even if it is an estimate and could change, as Ingram uses this information to build the timeline for your project.

The Profile allows Salinas Public Library to give detailed requirements for each of these materials categories, including preferred binding rankings, publication date parameters, and other exclusions, combinations or separations as appropriate to the category. During our discussion with the Library, we will review how these requirements may affect the selection lists. For example, if you exclude mass market for adult nonfiction, you will not receive some true crime or possible some classic titles in other sections that are only in print in mass market binding. If you place a limit on the age of publication, you may not receive "classic", award-winning, or other perennially selling popular titles. That being said, we understand that the Library may wish to limit certain nonfiction subjects, e.g. medicine, to a more current date range.

For Adult Large Print, Books in Spanish and Audiobooks, we will ask for a preferred allocation between fiction and nonfiction titles. The average we use if no preference is provided is 85% fiction and 15% nonfiction for large print and 75% fiction and 25% nonfiction for Spanish and audiobooks.

The Collection Development Profile asks for the Library's preferred publication cut-off date to use in preparing your selection lists (month/year.) For example, if a Library has an anticipated opening of December 2019, you may want to choose a cut-off date of November 2019, or you will open without the titles that have not yet published before the cut-off date.

Reviews

Review and bibliography sources can be cited on our book selection lists. In addition, reviews are available for viewing through ipage, and appear as soon as one month after publication. While not all titles on ipage have reviews, we display the review information for print titles where it exists. This is a fee-based feature that Ingram is offering **at no charge** for 1 year. ipage includes review citations and full text reviews from:

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

Descriptions, Reviews, Etc.

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

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

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

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

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

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

Review Quotes:
Praise for "Ghost Ship"

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

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

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

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

Review Citations:

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

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

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

ORDERING

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 an active Ingram ipage account have access to 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**.

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.

Much of our ipage development and updates are made in response to feedback from librarians who use ipage.

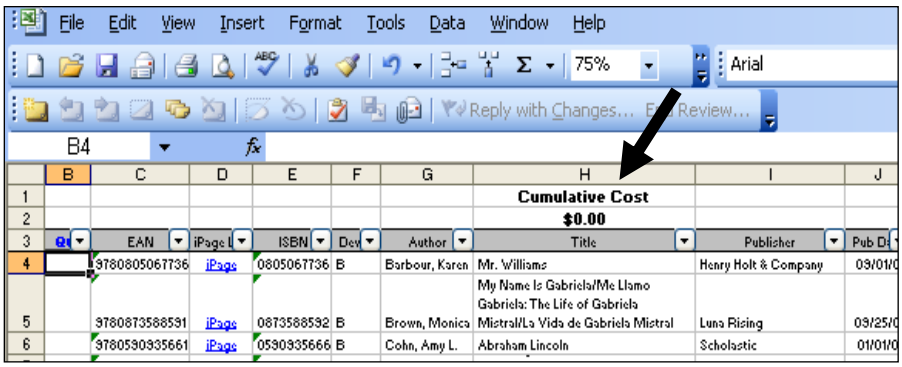
ODC Ordering

Ingram proposes two options for cart ordering for your ODC. Ingram is happy to discuss both options with the Library and determine which will work best within the workflows agreed upon for this project.

Option 1
Ingram creates selection lists for the Library and posts them as carts on ipage. The Library could then edit the carts and place the orders, as described below. These lists would not have the advantages of the Excel lists as described in Option 2 below.

Option 2 – Preferred Workflow
Ingram will provide customized Collection Development lists delivered in an Excel format that contains key metadata and links to title detail in ipage. The Library can enter the quantity you wish to order into the Quantity field, and if you do not wish to order a particular title, enter a zero.

Ingram ODC Selection Lists in Excel include basic title information and an approximate dollar total of items chosen. The Cumulative Cost dollar total along the top of the spreadsheet is an ***approximate*** dollar amount based on quantity ordered, discount, and any cataloging & processing charges.



Other columns include a hyperlink to the ipage listing for the chosen title, two subject headings, and one citation (where available).

The ipage link will take you to the product detail page for the title chosen. Once you have reviewed the information, you can simply double-click on your internet browser's Back button or click the red X in the upper right-hand corner of the screen so that you do not have a large number of open ipage windows.

Excel filtering can help you find the titles you are most interested in viewing. Library selectors reviewing Ingram selection lists can use the Excel filters (the drop-down arrows) to locate specific authors, publishers, or any other specific criteria.

The Excel selection lists save you time and effort when you are working with large numbers of titles. Each title includes data such as complete bibliographic information, review citations, series, annotations, and more. The lists are fully editable, allowing the user to add titles not on the lists by entering the desired quantity and ISBN. The electronic version has discounts and Value-Added Service pricing built into the program and all calculation is done as the Library increases or decreases the quantities or number of titles, so that the Library will know the total of any list at any given time.

To place an order, when you are finished reviewing a list, simply save the list and return to Ingram to the email address that will be provided to the Library. Please include your library name, account

number, and the name of the attached list. If you need to use a specific Purchase Order, please include it in the body of the email. Ingram Associates will then upload the lists into ipage for ordering.

Online selection tools and real-time order status/tracking

Ingram fully supports EDI on Evergreen using the EDIFACT protocol, including orders, purchase order acknowledgments and invoices.

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

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

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.

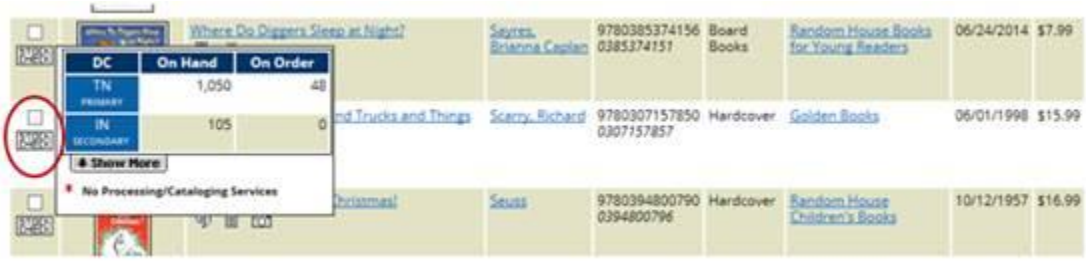
Title Status

Titles placed on our selection lists are currently in active status in our inventory. We do not include titles statused as out of print, cancelled by the publisher, or out of stock indefinitely at the publisher.

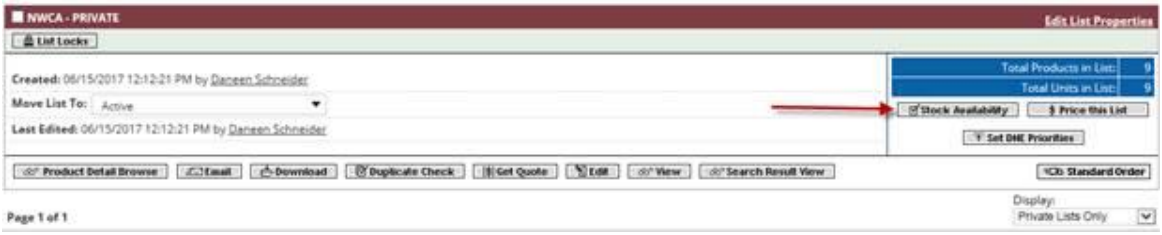
Ingram's Excel-format selection lists include a clickable link into the title details section of ipage for even more detail, including title, publisher/studio, pub date or release date, and suggested retail price. As a web-based tool, ipage offers 24/7 inventory information, including a real-time stock check. 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. This is a much more timely and accurate notification than waiting for an email.

Ingram does not control publishers' street dates or their specialized parameters. We work closely with publishers to obtain news of publishing date changes or if 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.

In addition, stock check is available when looking at lists of titles either through search results or on selection lists, without having to go to the detail page for individual titles.



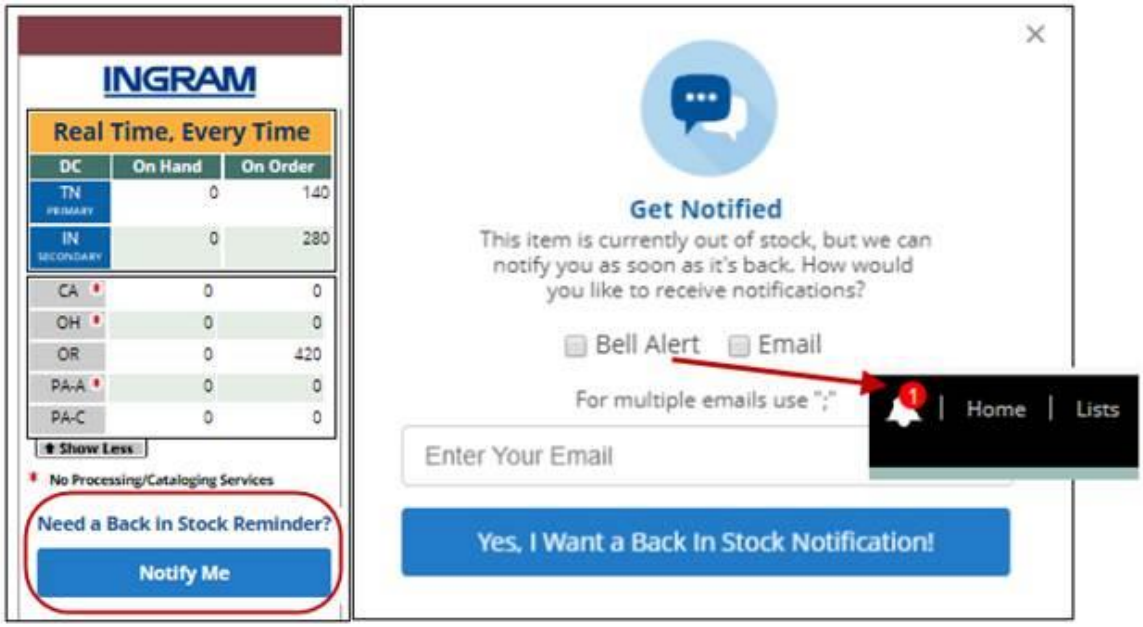
The Library can view stock levels in each distribution center for each item in your selection list by clicking on the Stock Availability link.



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

"Notify Me" Back in Stock Notification

When "On Hand" inventory shows as zero (0) for any active product in ipage, customers have the option to select "Notify Me" through a pop-up window to receive a back-in-stock reminder.



"Notify Me" gives you the option to receive either an email or a bell alert in ipage, or both. You can edit your selection until the product is back in stock. If the product you are interested in does not become available within one calendar year, your notification selection will automatically expire

Email Notification

- When you click "Email," the email address box is automatically populated with your email address
- Emails are sent at 9AM CDT on the day that the product is available for purchase
- You can opt-out of an email
- Links in the email take you directly to the appropriate product detail page

Bell Alert in ipage

- Bell alerts are sent at 9 A.M. CDT on the day that the product is available for purchase
- Bell alerts will remain visible in ipage for 14 days
- You will receive a one-time notification when the quantity of that product is greater than zero.
- If you receive a notification that a product is in stock, but it is not in your primary or secondary warehouse, you can still purchase the product, but default shipping rules apply, and freight will be charged accordingly. Items shipped from other than your primary and secondary distribution center will not receive cataloging and processing services.
- If you receive an alert that the product you are interested in is "back in stock," but when you go to the product details page and the product is sold out, you could either backorder the product or select "Notify Me" again.
- If the product you are interested in is "back in stock," but the quantity is lower than what you would like to order, you can either backorder the additional quantity or select "Notify Me" again.

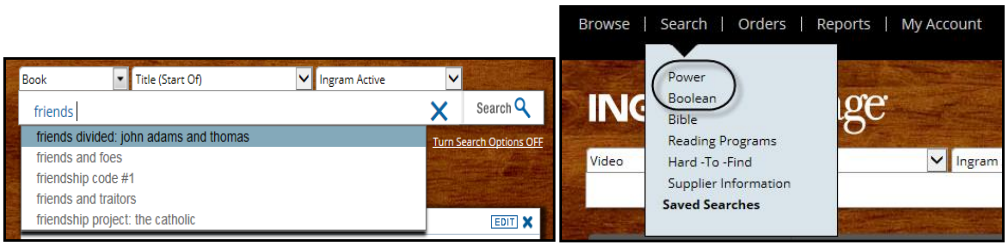
After the ODC, should the Library participate in any of our Standing Order programs, you can receive our electronic *Collection Development* newsletter via email. This newsletter advises of title changes and revised publication schedules as well as cessations and other pertinent factors needed to manage your profile.

ipage Searching

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

Predictive Searching

Predictive search functionality on ipage allows for more accurate and efficient searches across our entire database. This technology uses our top-demanded product data to offer suggested completions of the search term you are typing into the search bar, including Title (Start of) and Author. Users have the option to have predictive search off or on, by updating their account settings.



Power Search

Power Search allows ipage users to focus their search to a much narrower list of titles by using some or all of a specific set of search criteria. This feature is invaluable when the user has only limited information about a specific title, or when the user wants a set of titles that fit within certain parameters. Through Power Search, the Library can look for titles by publisher, subject heading, format, language, and other filters not listed on the simple search feature.

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

Boolean searching

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 AND, OR, NOT. The user may also put search criteria using AND or NOT on Language, Age Group, Media, BISAC Children's Media and BISAC Binding. Please note that under "further criteria", Boolean searching allows the user to select multiple attributes in the field. Additional options that can be added to the search include Price, Pub Date, Author/Title (4,4), Dewey, LC Call Number, Physical Attributes (large print and illustrated.)

Additional Advanced Search Features

- 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 any of the refinement options already available for Search Results.
- Saved Searches. This time-saving option is a great way to organize searches a user might perform on a regular basis. Searches can be saved as a new search or as a replacement for an existing search. Saved searches are automatically purged from the user's account 13 months after the last accessed date, which is shown on ipage.

ipage Search Refinements

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

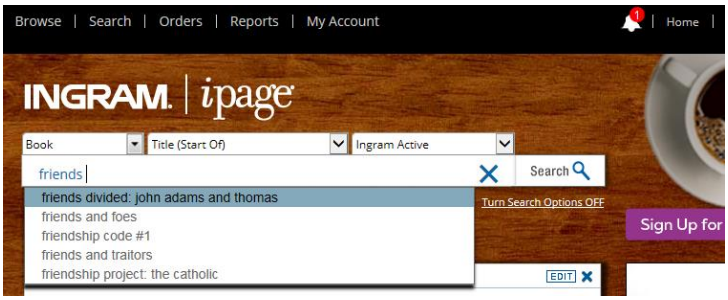
- Search within Results. To the left of your results, you will see a box for searching within your results. Enter your search words and click the Search button. You can further refine your results as needed using the options and search feature located on the left.
- Search Filters. Search Filters provide a better search experience for customers who do not purchase compilations, collections of public information, or reproductions of previously published public domain titles. This filter allows you to hide these product types from your search results.
- Refine Search Results. Depending on the list, search refinements might include Age Group, Binding, Publication Date, which may include Forthcoming Titles, Contributor, Price, Format, Awards, Citation Source, BISAC Categories, Dewey Categories, Ingram Categories, Language, and Features. You can collapse and expand field to better meet your search needs by clicking on the up/down arrow to the right of each field. ipage will remember which fields you have collapsed or expanded for the next time you search.
- Quick Limit - If the refinement terms you are looking for are in the top three showing under the refinement field, check them off and click 'Update' to quickly limit your results. You can now select multiple terms to drill into your results.
- Search the Full List - If you do not see the term you need immediately in the top three under your refinement option or if you want to exclude terms from your results, click the "More..." link next to any field.
- Including and Excluding Search Terms. After clicking the "More" link under the search refinements, you can further refine your results by selecting or excluding as many terms as you want. Scroll the list of terms by dragging the scrollbar up and down.
  - Search for terms by entering letters and a text filter will quickly reveal matches.
  - Select as many terms as you want to include in your results by checking them off in the 'Include' column.
  - Exclude as many terms as you want by checking them off in the 'Exclude' column.
  - Verify your selection with the intuitive green (include) and red (exclude) bubbles.
  - Remove anything you do not want by clicking on the 'x' on the right side of the bubble or by unchecking it in the 'Include' and 'Exclude' columns.
  - Click the 'Update' button to apply your refinements or 'Cancel' to go back to your results.
  - For each refinement you apply, a breadcrumb will appear at the top of your search results, making it easy and intuitive to also remove any limiters you have applied.

Title Details

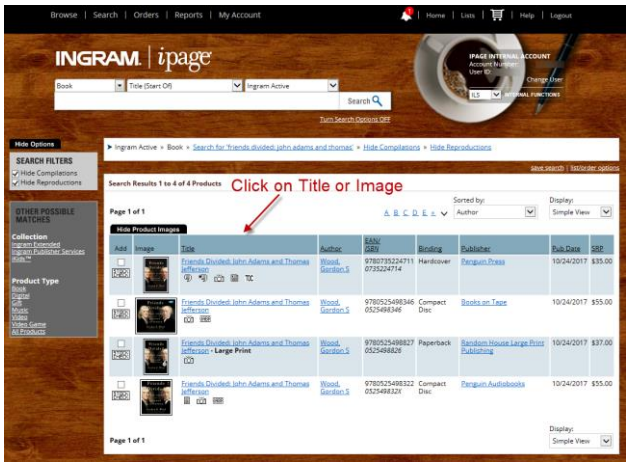
A Title Detail page on ipage includes title, contributor (author, illustrator, editor, etc.), ISBN/EAN, publisher or studio, suggested retail price, binding or format, pub date or release date, and copyright date. Details may also include any of the following as provided in the publisher metadata: cover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

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

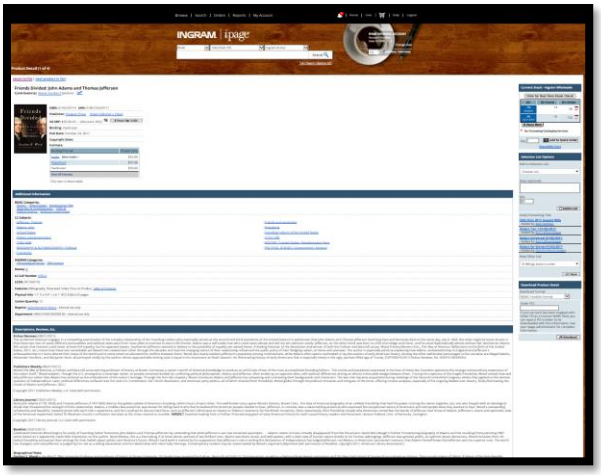
Step 1: Enter Search Terms:

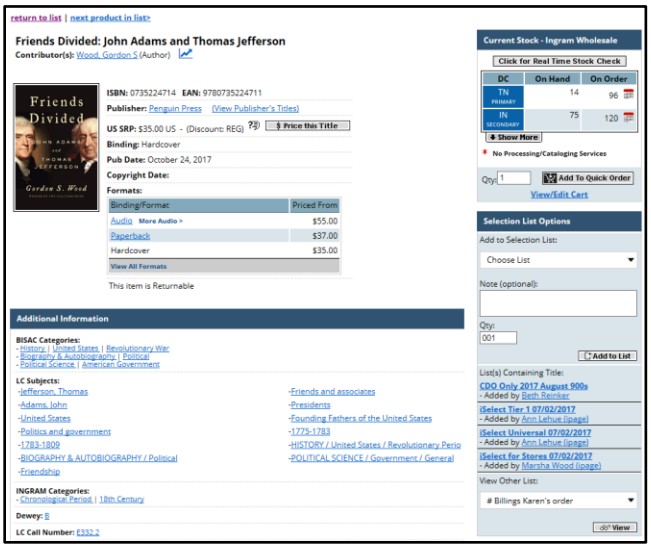


Step 2: Choose Title from Search Results:



Step 3: Title Details:

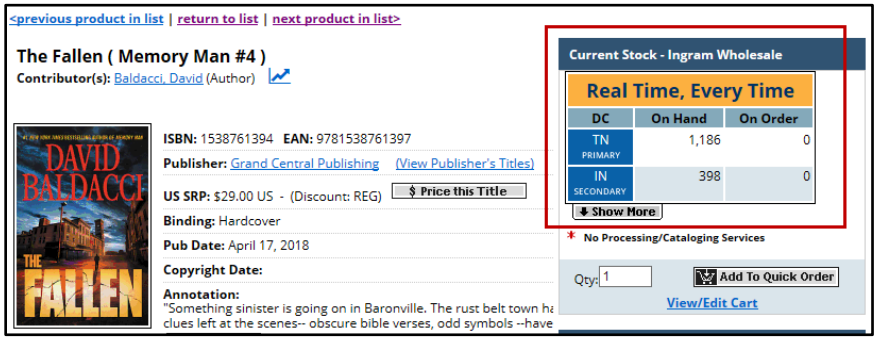




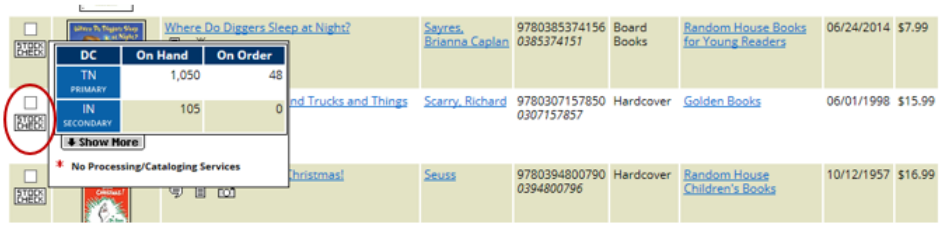
Enhanced View of Title Detail Page

Real Time Stock Check

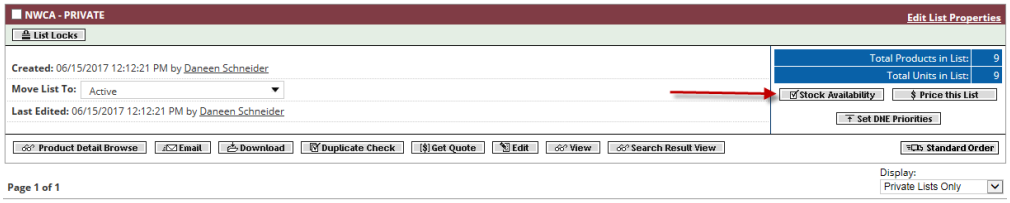
ipage provides a real time stock check of Ingram inventory directly on the Title Detail screen. The Library's assigned primary and secondary distribution centers will be displayed. ipage shows both on hand inventory and number of copies on order with the publisher, and for titles on order, may include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



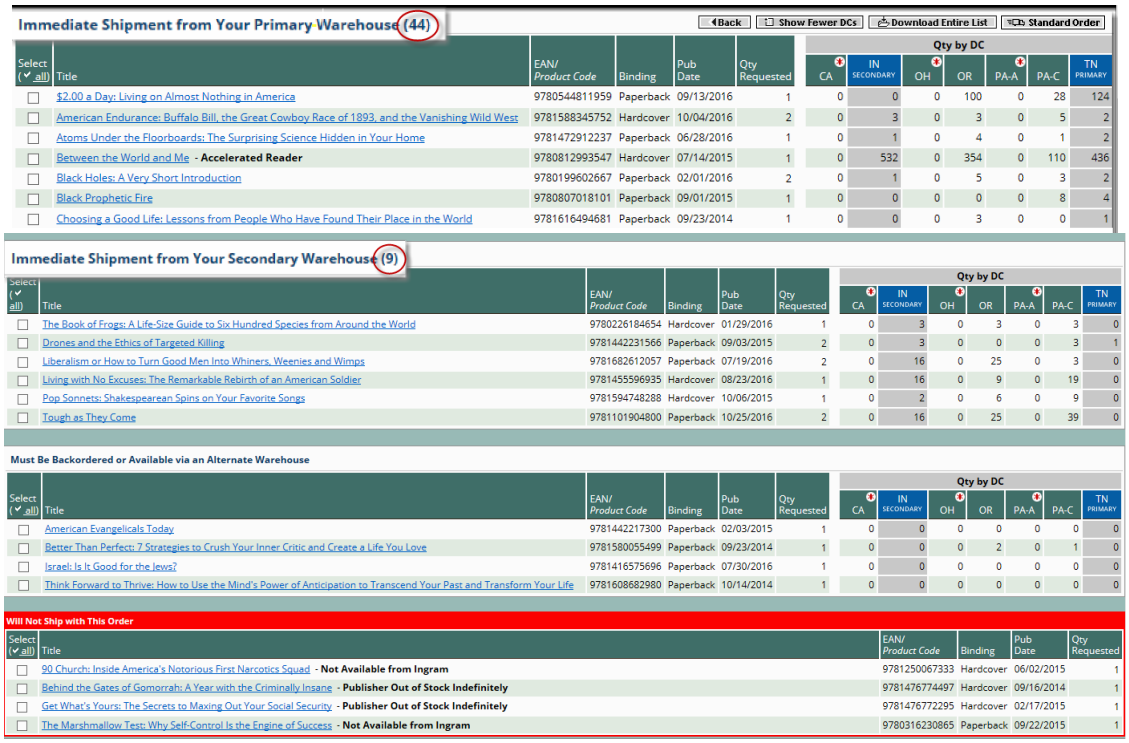
In addition, stock check is available when looking at lists of titles either through search results or on selection lists, without having to go to the detail page for individual titles.



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



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



Immediate Shipment from Your Primary Warehouse (44)

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

Select (✓ all)	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC: CA	IN SECONDARY	OH	OR	PA-A	PA-C	TN PRIMARY
☐	$2.00 a Day: Living on Almost Nothing in America	9780544811959	Paperback	09/13/2016	1	0	0	0	100	0	28	124
☐	American Endurance: Buffalo Bill, the Great Cowboy Race of 1893, and the Vanishing Wild West	9781588345752	Hardcover	10/04/2016	2	0	3	0	3	0	5	2
☐	Atoms Under the Floorboards: The Surprising Science Hidden in Your Home	9781472912237	Paperback	06/28/2016	1	0	1	0	4	0	1	2
☐	Between the World and Me - **Accelerated Reader**	9780812993547	Hardcover	07/14/2015	1	0	532	0	354	0	110	436
☐	Black Holes: A Very Short Introduction	9780199602667	Paperback	02/01/2016	2	0	1	0	5	0	3	2
☐	Black Prophetic Fire	9780807018101	Paperback	09/01/2015	1	0	0	0	0	0	8	4
☐	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 (✓ all)	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC: CA	IN SECONDARY	OH	OR	PA-A	PA-C	TN PRIMARY
☐	The Book of Frogs: A Life-Size Guide to Six Hundred Species from Around the World	9780226184654	Hardcover	01/29/2016	1	0	3	0	3	0	3	0
☐	Drones and the Ethics of Targeted Killing	9781442231566	Paperback	09/03/2015	2	0	3	0	0	0	3	1
☐	Liberalism or How to Turn Good Men Into Whiners, Weenies and Wimps	9781682612057	Paperback	07/19/2016	2	0	16	0	25	0	3	0
☐	Living with No Excuses: The Remarkable Rebirth of an American Soldier	9781455596935	Hardcover	08/23/2016	1	0	16	0	9	0	19	0
☐	Pop Sonnets: Shakespearean Spins on Your Favorite Songs	9781594748288	Hardcover	10/06/2015	1	0	2	0	6	0	9	0
☐	Tough as They Come	9781101904800	Paperback	10/25/2016	2	0	16	0	25	0	39	0

Must Be Backordered or Available via an Alternate Warehouse

Select (✓ all)	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested	Qty by DC: CA	IN SECONDARY	OH	OR	PA-A	PA-C	TN PRIMARY
☐	American Evangelicals Today	9781442217300	Paperback	02/03/2015	1	0	0	0	0	0	0	0
☐	Better Than Perfect: 7 Strategies to Crush Your Inner Critic and Create a Life You Love	9781580055499	Paperback	09/23/2014	1	0	0	0	2	0	1	0
☐	Israel: Is It Good for the Jews?	9781416575696	Paperback	07/30/2016	1	0	0	0	0	0	0	0
☐	Think Forward to Thrive: How to Use the Mind's Power of Anticipation to Transcend Your Past and Transform Your Life	9781608682980	Paperback	10/14/2014	1	0	0	0	0	0	0	0

Will Not Ship with This Order

Select (✓ all)	Title	EAN/ Product Code	Binding	Pub Date	Qty Requested
☐	90 Church: Inside America's Notorious First Narcotics Squad - **Not Available from Ingram**	9781250067333	Hardcover	06/02/2015	1
☐	Behind the Gates of Gomorrah: A Year with the Criminally Insane - **Publisher Out of Stock Indefinitely**	9781476774497	Hardcover	09/16/2014	1
☐	Get What's Yours: The Secrets to Maxing Out Your Social Security - **Publisher Out of Stock Indefinitely**	9781476772295	Hardcover	02/17/2015	1
☐	The Marshmallow Test: Why Self-Control Is the Engine of Success - **Not Available from Ingram**	9780316230865	Paperback	09/22/2015	1

Folders

ipage now 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:

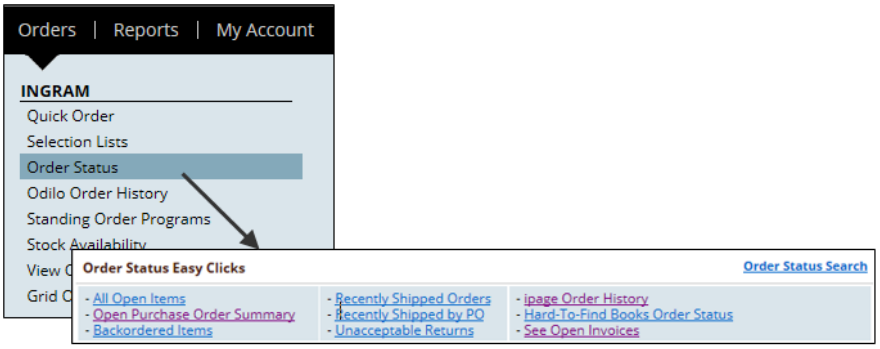
- **Active** - active selection lists, regardless of Public/Shared/Private status
- **Archived** - any lists you have opted to archive or that have been archived automatically due to lack of activity, regardless of Public/Shared/Private status.
- **Ingram Lists** - the default destination for any selection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

Order Status Information on ipage

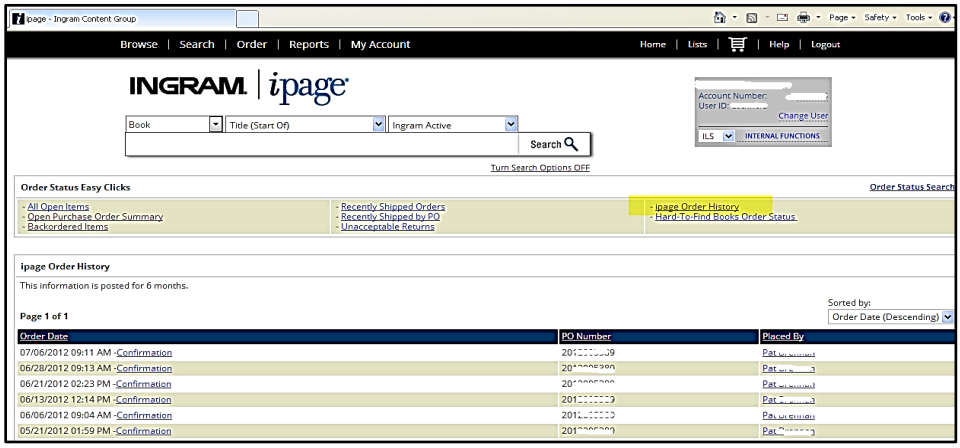
Order Status information is available on ipage. Under the Order drop down menu, simply click Order Status for a listing of Order Easy Clicks:



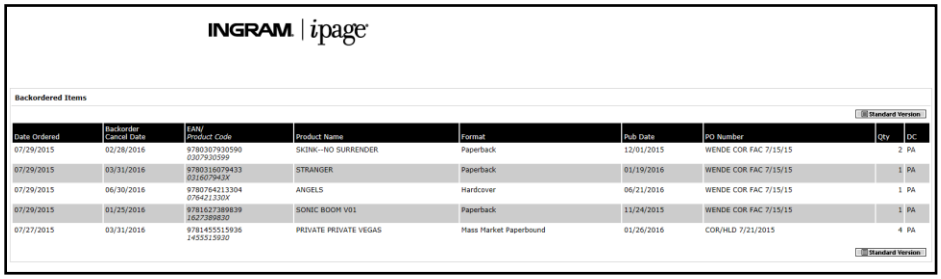
- **All Open Items -** This report shows the line items that are currently backordered or being processed and therefore have not yet been invoiced.
- **Open Purchase Order Summary -** This report shows a summary by PO Number that includes the date ordered, total units open, units in process, and units 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 any 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.

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



Reports are also available for printing by clicking on the "print version" button.
Sample ipage Order Status Report – Backorders:

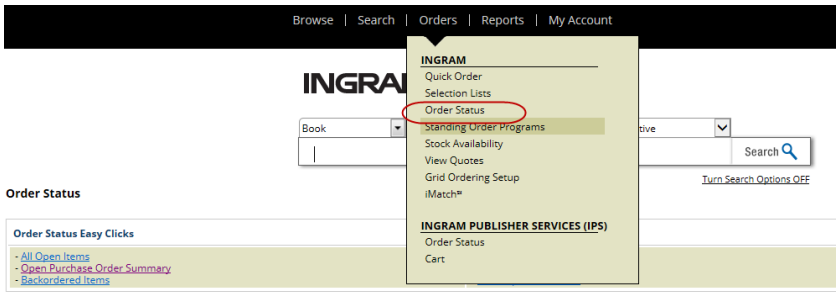


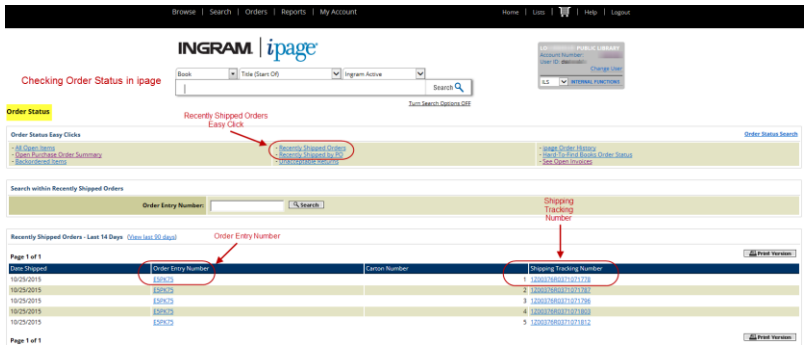
Order Status Search

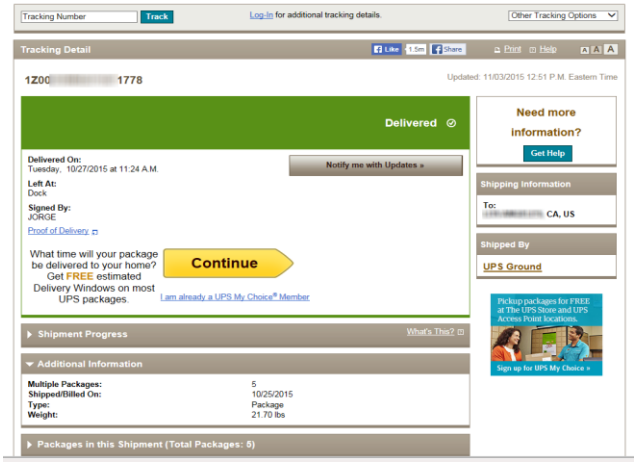
Using Order Status Search, customers can refine their search for the status of an open Purchase Order by order date range, product code, control number, invoice number, order entry number, PO number, title, or warehouse code.

Tracking Orders

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







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
- Purchase Order Number
- ISBN
- Title
- Binding Code

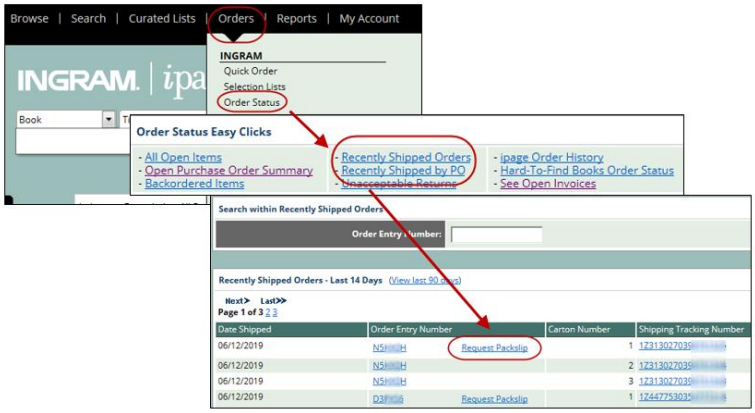
- Unit List Price
- Quantity ordered
- Quantity shipped
- Date
- Discount Percentage
- Extended Price after Discount

Packing slips can be sorted by title, or purchase order number. Ingram's packing slip does not include the Author. Author information is included on our Invoices.

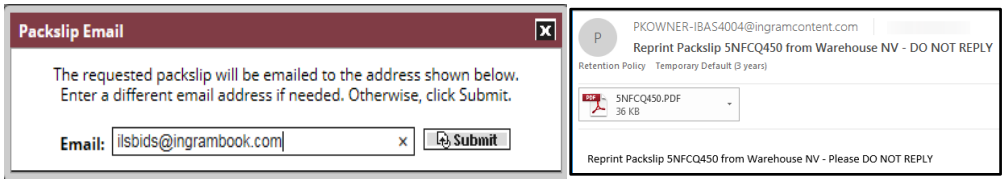
New in 2019 - ipage Request Packing Slip

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

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



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



This added feature is not currently set to function with accounts set for Invoice In The Box.

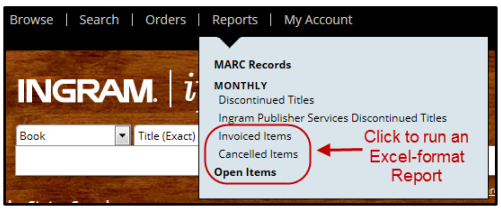
Excel Reports through ipage

ipage offers three new headquarters-level reports:

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

These Excel format reports may include columns for the following information, as appropriate to the 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 a report will automatically generate. This Excel-format reports can be opened or saved and are easily searched and sorted.

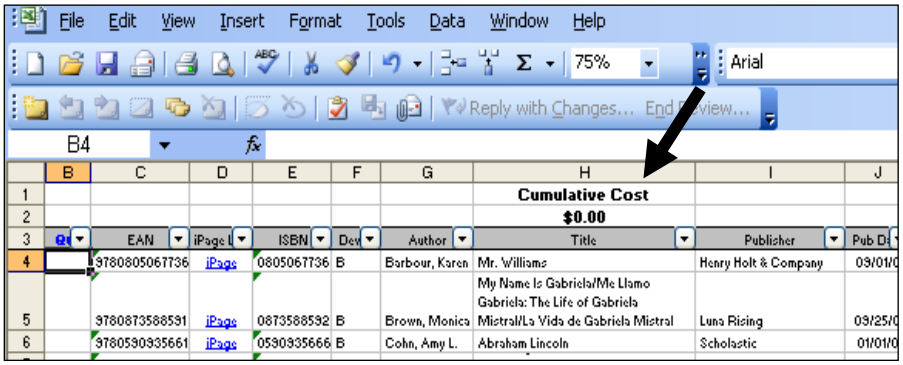


Cancellation reports include; cancellation date, bill to, ship to, PO, ISBN, author, title, pub date, list price, discount %, extended disc amount, order date, BO cancel date and cancellation reason.

Customized Reporting

We would be happy discuss your specific reporting requirements to develop a customized report utilizing the selections lists we provide, invoiced data, and open order (backorder) data.

Ingram ODC Selection Lists in Excel include basic title information and an approximate dollar total of items chosen. The Cumulative Cost dollar total along the top of the spreadsheet is an ***approximate*** dollar amount based on quantity ordered, discount, and any cataloging & processing charges.



Status Reports

Status Reports provided by Ingram include our Packing Slip and our Title Status Report.

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

Company Name
Chattanooga, TN

INGRAM

1210 INGRAM DRIVE
CHAMBERSBURG, PA. 17202

20D3261

BILL TO
Company Name
Chattanooga, TN

20D3261-
SHIP TO NUMBER

756	81.15#
PL RUN #	WEIGHT

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

LIBRARY PROC

CUSTOMER SERVICE # 800-937-5300 OPT 1

LINE NO	QTY SHIP	QTY ORDER	B O	TITLE \SORTED BY TITLE / TITLE CODE	PROD I.D.	DEPT	P.O. NUMBER	DISC PCT.	BASE RETAIL	EXT. BASE
0001	5	5	B	ASHEN SWARM 012983286	1463772653	Q	14Ipage0224	25.0	1399	5245
0002	2	2	B	BUILDING AN AQUAPONICS SYSTEM 017152794	1481148516	Q	14Ipage0224	25.0	1695	2542
0003	9	9	B	CATCH & RELEASE 018720101	1492811785	Q	14Ipage0224	25.0	1499	10116
0004	6	6	B	CHOOSING AMER NEXT SUPERSTAR 016397950	1613727593	Q	14Ipage0224	5.0	1499	8544
0005	4	4	B	COLOR OF HEAVEN 012428080	0986842222	Q	14Ipage0224	25.0	1299	3896
0006	2	2	B	FANCY NANCY & THE LATE LATE LA 006051001	0606123121	R	14Ipage0224	40.0	1355	1626
0007	4	4	B	HANDMADE 013998318	061561583X	Q	14Ipage0224	25.0	889	2668
0008	5	5	B	HE WAS HER BROTHER (PART ONE) 020027636	1475006543	Q	14Ipage0224	25.0	1497	5615
0009	5	5	B	HE WAS HER BROTHER (PART TWO) 020027634	1475006624	Q	14Ipage0224	25.0	1497	5615
0023	4	4	B	HT EXPECT WHAT YOURE NOT EXPEC 017893139	1771510218	Q	14IPAGE0128	41.0	1995	4708
0010	3	3	B	IT SHOULD HAVE BEEN YOU 018244310	1623805872	Q	14Ipage0224	5.0	1499	4272
0011	4	4	B	KALISH METHOD 015544407	1477612726	Q	14Ipage0224	25.0	1495	4484
0012	2	2	B	LAZARUS TRAP 002489535	0849944856	Q	14Ipage0224	30.0	1499	2098
0013	5	5	B	NEW TAKE ON ABCS S IS FOR SMIL				41.0	1695	5000

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

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

Sample Ingram Title Status Report

INGRAM
INGRAM LIBRARY SERVICES INC.

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	PUTNAM	ING181018-LF-1	ING181018-LF-1	17.00	TPAP	IN	NYR	01/21/2019
1	DARWIN DEVOLVES	BEHE MICHAEL J	0062842617	HARPER C	ING181018-LF-1	ING181018-LF-1	28.99	HARD	IN	NYR	01/21/2019
1	LIQUID RULES	MIDDOWNIK MARK	054485019X	HOUGHTON	ING181018-LF-1	ING181018-LF-1	26.00	HARD	IN	NYR	01/21/2019
1	RED STAR OVER THE PACIFIC 2ND	YOSHIHARA TOSHI	1682472183	U S NAVA	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	PIGGYBACK	1911015486	SIMON DI	ING181204-LM-1	ING181204-LM-1	39.99	HARD	IN	OS	03/12/2019
1	I THINK YOURE WRONG (BUT IM LI	HOLLAND SARAH S	1400208416	THOMAS N	ING181228-RR-1	ING181228-RR-1	24.99	HARD	IN	NYR	
1	PAULA DEENS AIR FRYER CKBK	DEEN 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	159186691X	MOTORBOO	ING190110-LM-1	ING190110-LM-1	30.00	HARD	IN	BO	04/15/2019
1	WHAT TO EAT WHEN	ROTZEN MICHAEL	1426220111	NATL GEO	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 DE60 screen
IR - In research
NAI - Product unavailable through Ingram
NOP - Publisher has indicated "not our publication"
NYR - Not yet received
OS - Out of stock; Backordered
OSI - Publisher and Ingram out of stock indefinitely
OP - Cancelled; Out of print
PPD - Publisher postponed publication
PEND - Pending Alibris availability

CATALOGING, LINKING AND PROCESSING

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 reflects the library's local standards and conventions. With Ingram, your project will be given top priority by our cataloging staff. A team of professional MLS-degreed catalogers and professionals will be assigned to your project. Within the Cataloging Department there are Assistant Catalogers and professional Cataloging Librarians who hold Master's Degrees in Library and Information Science.

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.

Custom Cataloging Steps

In the paragraphs that follow, we have provided information on our Custom Cataloging services and outlined the cataloging procedures we utilize with your on-going accounts, and that we propose to continue to use with the ODC.

Ingram's cataloging profile provides several options to the Library, including item linking and original records. Classification and cuttering schemes for individual formats and collections are also part of the profile.

The steps we propose to continue to utilize for this project are as follows:

1. The library's online catalog is searched through a Z39.50 interface to determine if a MARC record exists at the library site.
2. If a MARC record exists in the Library's catalog, it is pulled into the Ingram MARC editor where the newly acquired title/bar code is added to the existing record. All edited records are saved to a file and then transmitted via FTP to the customer at the end of each day, so the customer can pull the updated records into their online catalog. Ingram does not modify or upgrade records already in the Library's database.
3. If a cataloging record does not already exist in the Library's online catalog, Ingram Library Services' in-house BookMARC system is searched. Ingram will also search OCLC. If a full level cataloging record is in BookMARC or OCLC, the Ingram cataloging associate pulls the record into the Ingram MARC editor, where the barcode and local call number are added to the record. If the record in BookMARC or OCLC is less than full, the Ingram cataloging associate will upgrade the record to full level. If the required record is not found in BookMARC or OCLC an Ingram cataloger can create an original record.

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

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.

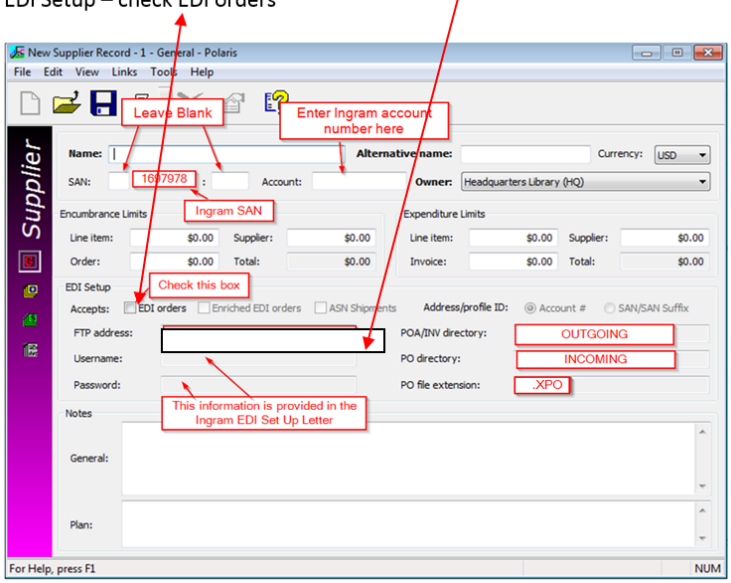
Shelf Ready Processing

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.

9XX

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

For Production Order – FTP address is: ftp.ingramcontent.com
EDI Setup – check EDI orders



Quality Control

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.

PROVISION A (Vendor Services):

Description	Yes or No	Vendor Notes
Provide same terms to be applied to all accounts.	Yes	
Vendor ability to accept electronically transmitted orders.	Yes	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.
Apply full discount to all titles for which the publisher provides a full discount to the vendor.	Yes	
Distribution center located in the western region of the United States or 2-day air delivery.	Yes	
Shipment from one or more secondary distribution centers with same terms applied (land delivery is acceptable).	Yes	Orders will ship from your primary distribution center in Roseburg, Oregon and your secondary distribution center in La Vergne, Tennessee. Distribution center designation is subject to change by Ingram to provide the best service for your Library. Items receiving custom cataloging or digital processing services or opening day collection orders may ship from a single distribution center exclusively.
10 days fulfillment time from date of order to shipment for books in inventory, including those with processing as described in Exhibit B, C & D.	Yes	Our turnaround time for in-stock, shelf-ready, custom cataloging orders is 7-10 working days from receipt of order to shipment.
Vendor ability to provide 95% fulfillment rate on orders placed for in-print books, including those with processing as described in Exhibit B, C & D.	Yes	Ingram Library Services is proud to state initial fill rates are usually 85-90%, with a fill rate of 95 to 100% shipped or reported within 90 days, on items in Ingram's database.
Confirmation of status report available immediately upon electronic transmission of order.	Yes	Ingram processes EDIFACT orders and places electronic confirmation files on the Ingram FTP server for customer retrieval.
Provide email notification of publication changes - title, publication date, publisher, etc.	Yes	Ingram offers various notification options outlined in detail throughout our response.
Separation of invoices corresponding to single accounts (will not mix accounts on an invoice).	Yes	Items will be packaged per account number and may contain multiple purchase orders for that account. Items ordered on one account will not combine for shipping nor invoicing with orders placed on another distinct account. Each account will be assigned an individual account number. Invoices are generated

		nightly as items are shipped and may contain multiple purchase orders on a single invoice.
Provide one original invoice and a packing list with shipment. Electronic invoices and packing lists are accessible on vendor website or upon request.	Yes	For opening day collections, items will be invoiced when they are moved to storage in an Ingram facility after receiving processing and cataloging services. A carton content label is provided with each carton outlining the contents. Invoices are payable within 30 days EOM. Ownership and title of said product passes to the Library upon invoice. Ingram offers the convenience of having invoices and packing slips 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.
Ability for Library to determine cancellation cycle with guaranteed return for credit of titles shipped after cancellation.	Yes	One of the parameters set at the account level is Backorder Cancellation Date. This is the number of days to wait for a backorder to be filled, and if it has not been filled by that date, Ingram cancels the order. For titles not yet published, the Library has a choice to either have these items cancel at the end of the account's established backorder period, or for the backorder clock to start only after the titles is first received by Ingram. One of the parameters set at the account level is Backorder Cancellation Date. This is the number of days to wait for a backorder to be filled, and if it has not been filled by that date, Ingram cancels the order. For titles not yet published, the Library has a choice to either have these items cancel at the end of the account's established backorder period, or for the backorder clock to start only after the titles is first received by Ingram.
Project Manager assigned to library account to oversee all aspects of customer care.	Yes	During and after the account set up, profiling and training process, you can expect the ongoing involvement of **Paul Cimusz**, as well as an assigned Inside Sales Representative, who will provide open lines of communication between the Library's staff and Ingram Departments including Credit and Customer Service. Beth Reinker will serve as your Collection Development Project Manager.

Acceptance of returns, including but not limited to vendor error and defective material.	Yes	Ingram has included our full returns policy with our response.
Added Value Service charges will not be incurred for cancellations or returns.	Yes	Ingram does not charge a restocking or returns fee for items cancelled or returned within our Returns Policy guidelines.

PROVISION B (Collection Development):

Description	Yes or No	Vendor Notes
Include online collection development software/internet access with multiple logins for library needs at no extra cost.	Yes	SPL will receive **a free subscription to ipage®**, Ingram's online collection development and ordering tool for librarians. Active Ingram accounts offer libraries easy-to-use ordering capabilities and other features **at no cost for unlimited concurrent users**.
Include customized collection development services at no extra cost.	Yes	Ingram will tailor your Customized Selection lists using the information you supply concerning your library's project. Ingram does not charge for Custom ODC selection lists, curated by our professional library staff.
Vendor website that provides electronic real-time web-based interface to its inventory and warehouse availability: including the ability to show quantities of items in stock; on order by warehouse location; pre-pub; out-of-stock; out of print and "apply direct" titles.	Yes	ipage offers 24/7 real-time inventory information, the ability to search by thousands of categories, as well as a robust array of publicity and product news sources. ipage 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.
Vendor can work with SPL staff to identify selection list needs.	Yes	Ingram helps identify the right titles for you. Ingram has created a Collection Development ODC Profile that will help the Library express the needs and expectations for the collection development portion of your ODC project. This information will give us an overview of the entire project, as well as detailed information about your unique collection needs.
Selection list shall only contain items that can be supplied by vendor, newest edition of	Yes	Ingram uses state-of-the-art demand forecasting and replenishment tools from Relex Solutions. These tools help to ensure high in-stock and fill rates. When we

existing titles, and does not include out of print or out of stock titles.		create selection lists, we use data about what is most popular or trending everywhere, with particular focus on public library demand. Ingram monitors more than 23,000 of the industry's best active authors, titles, series, and continuations offerings. We maintain these programs so that we only offer *active* series and continuations. Using the title information available through our management of these programs, our selectors can readily include bestsellers and series titles on the ODC selection lists.

PROVISION C (Cataloging):

Description	Yes or No	Vendor Notes
Provide full MARC records for all items, including pre-pub materials, brief MARC not accepted.	Yes	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. The steps we propose to utilize for this project are provided on page 35 under Custom Cataloging Steps.
Ability to catalog materials to library specifications; including customized MARC records with item level 942 and 952 fields.	Yes	Ingram's MLS-degreed catalogers can review and update records to meet local policy requirements. Examples include adding contents, summary, target audience, or local notes; and applying local subject headings or local exceptions to standard subject headings lists.
Ability to fulfill customized spine label cuttering instructions in an electronic order that override standard spine label cuttering instructions.	Yes	Classification and cuttering schemes for individual formats and collections are part of the Ingram cataloging profile.
Ability to assign Dewey call numbers according to Library specifications/ customizations.	Yes	Ingram can apply local exceptions to Dewey classification.
Ability to provide full catalog MARC records to overlay over brief acquisition records in ILS.	Yes	After all needed cataloging records are created per the specific order; they are transmitted daily via FTP to a designated library employee, who is responsible for loading the new records. This loading process will need to be completed by the Library within one business day after Ingram sends the information. Brief MARC order records can be overlaid with the full MARC records in the Library's ILS system.

In addition to the Cataloging requirements listed above, please respond to the items below.

1. Given Library does not accept brief MARC records, describe the cataloging process for materials without existing full MARC records.

If a cataloging record does not already exist in the Library's online catalog, Ingram Library Services' in-house BookMARC system is searched. If the record in BookMARC is less than full, the Ingram cataloging associate will upgrade the record to full level. 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.

2. Library uses Dewey Decimal System but uses some local practices for determination. *See Appendix B: Cataloging Specifications*.

Ingram allows for the Library's cataloging to be broken out 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.

PROVISION D (Processing):

Print materials processing			
Cost	**Description**	**Supplier**	**Library Notes**
Ingram does not currently offer corner protectors – we do offer 15mil laminate - $1.85/ea	Transparent corner protector	Vendor	Paperback books.
$0.69/ea - attached	Clear 1.5 mil Mylar cover	Vendor	Hardcover books with dust jacket. Taped to keep Mylar cover in place over the dust jacket.
$0.80/ea Pre-programmed RFID/Barcode Set (1 Barcode)	Encoded 2x3 rectangular RFID Tag	Vendor	Inside back cover, ¼" from the spine. *See Appendix A for RFID Tagging Guidelines*.
$0.99/unit – RFID ("universal" tag programmed and applied) – customer supplied	Encoded round hub RFID Tag	Vendor	Only for board books. Inside back cover, ¼" from the spine. *See Appendix A for RFID Tagging Guidelines*.

$0.20/unit	Barcode (No duplicate barcodes on any materials.)	Customer	Front cover, upper right horizontal, 5/8” from side edge and ¼” top left corner, placed under adhesive plastic or Mylar cover.
$0.20/unit	Spine label	Vendor	1 x 1½ white label with a call number and/or cutter, on spine of dust jacket or book, under adhesive plastic or Mylar cover. Flush with the bottom edge of spine, centered. On book spine thinner than the width of spine label, flush left edge of the label on the left edge of the spine and wrap the right edge of label around the front of the book. Sans Serif Font and font size to be mutually agreed upon.
$0.25/unit	Spine label protector	Vendor	Over spine label, only for items with no clear Mylar cover.
$0.20/per application – customer supplied	Classification label, include but not limited to Genre, Holiday, Award stickers	Vendor	Affixed to spine, flush above spine label, under adhesive plastic or Mylar cover. *See Appendix A for Classification Label*.
$0.20/per application – customer supplied	“FOR REFERENCE” label	Vendor	Affixed to the last page of book. ¼” from the top edge, centered on page.
$0.20/per application – customer supplied	“CHECK FOR” label	Vendor	Affixed to the front cover, directly below barcode, write the number of accompanying material (# of CDs/DVDs, etc.)
$0.45/unit - vinyl	Clear CD/DVD pocket	Vendor	For books with accompanying discs material. Only if disc is not attached. Attach to inside back cover, centered. DO NOT overlap with RFID tag
$0.25/per application	Hub label, with library name and last 8 digits of barcode	Vendor	Affixed to all CDs and DVDs.
Ingram offers the standard size vinyl pocket - $0.45/unit Should the library choose an alternate we will be happy to discuss pricing.	Clear map/insert pocket	Vendor	Books with accompanying map/insert material, such as travel guide. Only if map/insert is not securely attached. Attach to inside back cover, top of the page, centered.

Media materials processing			
Cost	**Description**	**Supplier**	**Library Notes**
$0.80/ea Pre-programmed	Encoded 2x3 RFID Tag	Vendor	Inside back of sleeve/insert cover, lower right corner.
$0.99 – RFDC ("universal" tag programmed and applied) – customer supplied	Encoded Overlay Media RFID Tag	Vendor	On the 1st disc.
$0.20/unit	Barcode (No duplicate barcodes on any materials.)	Customer	Front paper cover of insert/sleeve, upper right horizontal, 5/8" from side edge and ¼" top left corner, placed under plastic cover. Digital processing is acceptable within the same parameter.
$0.25/per application	Hub label, with library name and last 8 digits of barcode	Vendor	Affixed to all discs, center of disc.
$0.20/unit	Spine label	Vendor	1 x 1½ white label with a call number and/or cutter, on spine of insert/sleeve, under plastic cover. Flush with the bottom edge of spine, centered. On spine thinner than the width of spine label, flush left edge of the label on the left edge of the spine and wrap the right edge of label around the front of the book. Sans Serif Font to be mutually agreed upon. Digital processing is acceptable within the same parameter.
$0.20/per application – customer supplied	Classification label, include but not limited to Genre, Holiday, Award stickers	Vendor	Affixed to spine, flush above spine label, under adhesive plastic cover, on paper insert. Digital processing is acceptable within the same parameter.
$0.20/per application – customer supplied	"CHECK FOR" label	Vendor	Affixed to the front cover of insert/sleeve, directly below barcode. Only for 2+ disc sets. Digital processing is acceptable within the same parameter.
$2.00/unit – Digital Processing for Media (up to 6 digital labels)	Repackaging	Vendor	For Blu-ray/DVD combo pack: repackage DVD discs to standard DVD case. For Audiobooks: repackage to standard audiobook cases with removable sleeves For all material: repackage to standard or jewel case only if item does not have standard case.

PRICING PROPOSAL

Discounts

Ingram is pleased to offer the following discounts to Salinas Public Library for the El Gabilan Library Opening Day Collection:

Trade Hardcover 44.0%
Trade Paperback 41.0%
Mass Market Paperback 41.0%
Library Bindings.....19.0%
University Press.....15.0%
Non-Trade (Technical, Educational, etc.).....10.0%
Short Discounted Titles.....10.0%
Spoken Word Audio, Trade.....45.0%
Spoken Word Audio, non-trade.....10.0%
** DVD/Blu-ray *(Discount based on List Price of item)*:
< $14.99..... 35.0%
$15.00-$19.99..... 30.0%
$20.00 +..... 25.0%
Playaway 20.0%
Music 20.0%
Net Titles.....0.0%

Ingram will not add a service fee to any title, including Net titles, short-discounted titles, or titles requiring prepayment from the publisher.

Shelf-Ready Pricing

Prices are based on use of Ingram standard processing supplies and BookMARC cataloging.
Books will be made shelf ready for a fee of **$4.95,** to include the following items and services. These services will be provided as appropriate.

- Z39.50 Search
- BookMARC Record
- Original/Upgrade Record
- Barcode Scanning
- Call Number Creation
- Remove non-print ISBNs
- Add GMDs
- Adjust subject headings and create local subject headings
- Follow local practice for added entries
- Mylar
- Spine Label
- Spine Label Protector
- Genre Label
- RFID, Programmed and Applied
- Vinyl Pocket for Books with Disc

Spoken Word will be made shelf ready for a fee of **$8.10** to include the following items and services. These services will be provided as appropriate.

- Z39.50 Search
- BookMARC Record
- Original/Upgrade Record
- Barcode Scanning
- Call Number Creation
- Add GMDs
- Adjust subject headings and create local subject headings
- Follow local practice for added entries
- Spine Label
- Barcode
- Genre Label
- Hub Label (All Discs)
- RFID, Stingray (1st Disc Only)
- Additional Labels
- Color Copy Artwork

DVD will be made shelf ready for a fee of **$8.10** to include the following items and services. These services will be provided as appropriate.

- Z39.50 Search
- BookMARC Record
- Original/Upgrade Record
- Call Number Creation
- Add GMDs
- Adjust subject headings and create local subject headings
- Follow local practice for added entries
- Hub Label (All Discs)
- Digital Processing
- RFID, Stingray (1st Disc Only)

Music will be made shelf ready for a fee of **$5.25** to include the following items and services. These services will be provided as appropriate.

- BookMARC Record
- Original/Upgrade Record
- Barcode Scanning
- Call Number Creation
- Add GMDs
- Adjust subject headings and create local subject headings
- Follow local practice for added entries
- Spine Label
- Barcode

- Hub Label (All Discs)
- RFID, Stingray (1st Disc Only)
- Additional Labels
- Color Copy Artwork

Record Upgrade includes CIP, OCLC Records (excluding Level 3), or other Level 5/7 records are brought up to FULL AACR2 / RDA /MARC 21 standards to correspond with item in hand.

This pricing is based on the use of Ingram standard processing components, unless otherwise specified, as well as based on our understanding of the Library's requirements. Should the Library choose alternative solutions for your project, we will be happy to provide revised pricing based on your final specifications.

Definition of Binding Types and Presses
Discounts are applied to the publisher's current list price at the time of order. Publisher's list price or a title's discount is subject to change without notice.

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

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

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

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

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

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

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

Picture Books, Board Books, Easy Readers, and Big Books: These juvenile genre categories are not discounting categories used by Ingram. These books will receive the discount appropriate to the specific binding/press ordered as outlined above. We estimate that at least 80% would receive the full trade discount.
Prebound Books: Paperback books bound into a hardback edition. Our inventory also includes over 17,500 prebound titles from Perfection Learning and San Val (Turtleback Books), and are identified on ipage as Prebound-Sewn or Prebound-Glued

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

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

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

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

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

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

Freight and Delivery

Orders will ship with Ingram-paid freight from your primary distribution center in Roseburg, Oregon. Shipments of 20 or more units from your secondary distribution center in La Vergne, Tennessee qualify for Ingram-paid freight. Shipments of less than 20 units from this distribution center will be charged a flat $5.00 shipping fee. This flat fee amount or qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment. Distribution center designation is subject to change by Ingram to provide the best service for your Library. Items receiving custom cataloging or digital processing services or opening day collection orders may ship from a single distribution center exclusively.

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.

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

Storage

After orders are made shelf-ready according to the Library s cataloging and processing profiles, books will be packed in boxes, with paper and/or air pillows as dunnage placed as needed in the carton before the box is closed and sealed. Cartons will be placed in order on pallets and shrink-wrapped. They will then be stored in an Ingram-controlled facility. Invoices will be sent as items are moved to storage. Delivery can be made in one main shipment at an agreed upon date to meet the target Opening Day, and, if necessary, one final shipment of backorders and completion orders placed later in the project.

Throughout the ODC project and until delivery to the Library, all materials stored at the Ingram facility will be covered under our insurance policy. When the product is stored according to the terms outlined in our ODC proposal, the product shall remain at Ingram's risk during such period of storage. Product invoiced to Salinas Public Library and stored at an Ingram facility will be covered under Ingram's Personal Property Certificate of Insurance. Salinas Public Library would be added to Ingram's policy as a Loss Payee for personal property consisting of books and other library materials invoiced to the Library, in accordance with the Additional Interests clause of the certificate.

Where Ingram enters into a written agreement or contract with a Library, we have broad liability insurance coverage that includes provisions on a blanket basis. Ingram does not issue separate additional insured endorsements. Our insurance policies include blanket additional insured provisions that grant additional insured coverage wherein Ingram is contractually obligated to provide such coverage.

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.

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

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

Hard-to-Find Book Service

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

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

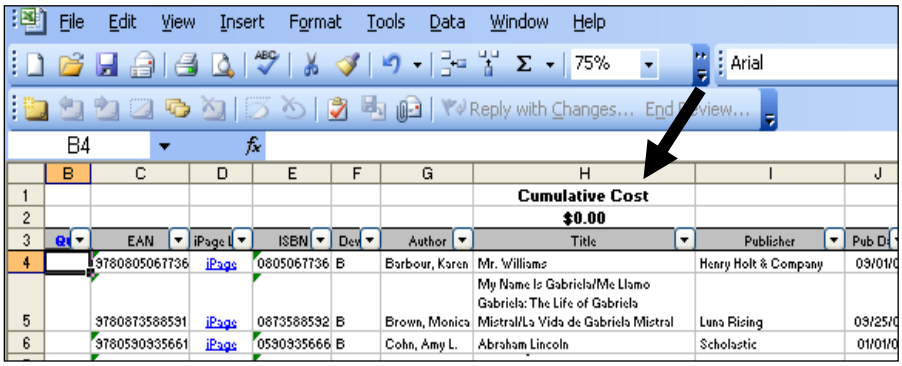
Titles ship from Alibris's distribution facility, and not an Ingram warehouse. They will not combine with your Ingram orders for shipping and may have different turn times and shipping methods. Delivery charges and freight charges will vary from your standard Ingram orders, and a $3.95 per book shipping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

Reviews

Review and bibliography sources can be cited on our book selection lists. In addition, reviews are available for viewing through ipage, and appear as soon as one month after publication. While not all titles on ipage have reviews, we display the review information for print titles where it exists. This is a fee-based feature that Ingram is offering **at no charge** for 1 year.

Cumulative Cost Tracking

Ingram ODC Selection Lists in Excel include basic title information and an approximate dollar total of items chosen. The Cumulative Cost dollar total along the top of the spreadsheet is an ***approximate*** dollar amount based on quantity ordered, discount, and any cataloging & processing charges.



Other columns include a hyperlink to the ipage listing for the chosen title, two subject headings, and one citation (where available).

The ipage link will take you to the product detail page for the title chosen. Once you have reviewed the information, you can simply double-click on your internet browser's Back button or click the red X in the upper right-hand corner of the screen so that you do not have a large number of open ipage windows.

Excel filtering can help you find the titles you are most interested in viewing. Library selectors reviewing Ingram selection lists can use the Excel filters (the drop-down arrows) to locate specific authors, publishers, or any other specific criteria.

The Excel selection lists save you time and effort when you are working with large numbers of titles. Each title includes data such as complete bibliographic information, review citations, series, annotations, and more. The lists are fully editable, allowing the user to add titles not on the lists by entering the desired quantity and ISBN. The electronic version has discounts and Value-Added Service pricing built into the program and all calculation is done as the Library increases or decreases the quantities or number of titles, so that the Library will know the total of any list at any given time.

To place an order, when you are finished reviewing a list, simply save the list and return to Ingram at the email address that will be provided to the Library. Please include your library name, account number, and the name of the attached list. If you need to use a specific Purchase Order, please include it in the body of the email. Ingram Associates will then upload the lists into ipage for ordering.

Ingram Hassle-Free Returns Policy

Items ordered for this project will be cataloged and processed to the Library's unique specifications, and as such are non-returnable unless damaged, defective, or shipped in error by Ingram. This includes duplicate ISBN's ordered by the Library.

ODC returns can be made per the terms of our Hassle-free Returns Policy. While a returns authorization number is not required, to facilitate the returns process we encourage you to call your Project Manager or Customer Service before to report any issues, including damaged or defective items or receipt of titles not ordered by the Library. Ingram will advise whether the items need to be returned to our warehouse. For properly reported returns, Ingram will credit the Library for the cost of the item(s.) If the Library is asked to return the items and Ingram does not issue a call tag, SPL will also be credited freight charges calculated at the standard UPS rate for the weight of the items returned.

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

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

Processing and Cataloging Errors

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.

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 Salinas Public Library that does not meet your specifications, Ingram will offer Salinas Public Library credit for the cost of the record or offer to correct the error at no additional charge, whichever is most convenient for Salinas Public Library. We will work with Salinas Public Library to remedy reported errors quickly and accurately.

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

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

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

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.

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

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

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

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

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

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