CONTRACT AMENDMENT

Solicitation No. P12-0016G Page 1 of 1
Description: Library Materials
Amendment No. Five (5) Date: 10/19/15

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118
Buyer: Christine Finney

In accordance with the Contract Special Terms and Conditions, **Contract Extension**, the above referenced contract shall expire on 11/30/15. Contract Extension Four (4) **LAST YEAR OF CONTRACT**

THE NEW CONTRACT TERM: **12/01/15 to 11/30/16**

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
Pamela R. Smith	11/09/2015	Pamela R. Smith Vice President, Sales	Ingram Library Services Inc.

Address	City	State	Zip Code
One Ingram Blvd.	La Vergne	TN	37086

Attested By:
for Rhonda Geriminsky, City Clerk

Director: John R. Sefton, Jr., Community Services Director

Department Rep: DawnMarie Schmidt, Librarian II

Approved as to Form: Stephen M. Kemp, City Attorney

CC Number

ACON61111E
Contract Number

The above referenced Contract Amendment is hereby Executed

Nov. 18, 2015, at Peoria, Arizona

Dan Zenko, Materials Manager

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ACON61111E

CONTRACT AMENDMENT

Solicitation No. P12-0016G Page 1 of 1
Description: Library Materials
Amendment No. Four (4) Date: 3/31/2015

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118
Buyer: Christine Finney

Amendment #4 is hereby issued as a correction to Amendment #3.

The current contract term is **December 1, 2014** through **November 30, 2015.**

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
Pamela R. Smith	April 13, 2015	Pamela R. Smith Vice President, Sales	Ingram Library Services Inc.

Address	City	State	Zip Code
One Ingram Blvd.	La Vergne	TN	37086

Attested By:
for Rhonda Geriminsky, City Clerk

Director: John R. Sefton, Jr., Community Services Director

Department Rep: Ali Scherzay, Senior Librarian

CC Number

ACON61111D
Contract Number

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed April 29, 2015, at Peoria, Arizona

Dan Zenko, Materials Manager

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ACON61111D

CONTRACT AMENDMENT

Solicitation No. P12-0016G Page 1 of 1
Description: Library Materials
Amendment No. Three (3) Date: 9/10/14

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118
Buyer: Christine Finney

In accordance with the Contract Special Terms and Conditions, **Contract Extension**, the above referenced contract shall expire on 11/30/13.

THE NEW CONTRACT TERM: **12/01/13 to 11/30/14**

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
	9/29/14	Pamela R. Smith, Vice President, Sales ~~Daniel S. Sheehan, Vice President & General Mgr.~~	Ingram Library Services Inc.

Address	City	State	Zip Code
One Ingram Blvd.	La Vergne	TN	37086

Attested By:
Rhonda Geriminsky, City Clerk

Director: John R. Sefton, Jr., Community Services Director

Department Rep: Ali Scherzay, Senior Librarian

CC Number

ACON61111C
Contract Number

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed
October 6, 2014, at Peoria, Arizona

Dan Zenko, Materials Manager

Official File

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ACON61111C

CONTRACT AMENDMENT

Solicitation No. P12-0016G Page 1 of 1
Description: Library Materials
Amendment No. Two (2) Date: 9/12/13

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118
Buyer: Christine Finney

In accordance with the Contract Special Terms and Conditions, **Contract Extension**, the above referenced contract shall expire on 11/30/13.

THE NEW CONTRACT TERM: **12/01/13 to 11/30/14**

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
	10/1/2013	Daniel S. Sheehan ~~Richard L. Rosy,~~ Vice President & General Mgr.	Ingram Library Services Inc.

Address	City	State	Zip Code
One Ingram Blvd.	La Vergne	TN	37086

Attested By:
Rhonda Geriminsky, City Clerk

Director: John R. Sefton, Jr., Community Services Director

Department Rep: Ali Scherzay, Senior Librarian

CC Number

ACON61111B
Contract Number

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed

October 9, 2013, at Peoria, Arizona

Dan Zenko, Materials Manager

Official File

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ACON61111B

CONTRACT AMENDMENT

Solicitation No. P12-0016G Page 1 of 1
Description: Library Materials
Amendment No. One (1) Date: 8/22/12

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, AZ 85345
Telephone: (623) 773-7115
Fax: (623) 773-7118
Buyer: Christine Finney

In accordance with the Contract Special Terms and Conditions, **Contract Extension**, the above referenced contract shall expire on 11/30/12.

THE NEW CONTRACT TERM:

Contract Term: 12/01/12 to 11/30/13

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature	Date	Typed Name and Title	Company Name
	9/7/2012	Richard L. Rosy, Vice President & General Mgr.	Ingram Library Services Inc.

Address	City	State	Zip Code
One Ingram Blvd.	La Vergne	TN	37086

Attested By:
City Clerk

CC Number

ACON61111A
Contract Number

Director: John Sefton, Community Services Director

Department Rep: Ali Soherzay, Senior Librarian

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed

Sept. 26, 2012, at Peoria, Arizona

Dan Zenke, Materials Management Supervisor

Official File

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Rev (08.21.12)CF

A CON 61111A

ORIGINAL

City of Peoria, Arizona
Notice of Request for Proposal

Request for Proposal No:	**P12-0016G**	Proposal Due Date:	**October 26, 2011**
Materials and/or Services:	**Library Materials**	Proposal Time:	**5:00 P.M. AZ Time**
		Contact:	**Christine Finney**
Mailing Address:	**City of Peoria, Materials Management** **9875 N. 85th Avenue, 2nd Floor, Peoria, AZ 85345**	Phone:	**(623) 773-7115**

In accordance with City of Peoria Procurement Code competitive sealed proposals for the material or services specified will be received by the City of Peoria Materials Management at the specified location until the date and time cited above. Proposals shall be in the actual possession of the City of Peoria Materials Management on or prior to the exact date and time indicated above. Late proposals will not be considered, except as provided in the City of Peoria Procurement Code. ***Proposals shall be submitted in a sealed envelope with the Request for Proposal number and the offeror's name and address clearly indicated on the front of the envelope.*** All proposals shall be completed in ink or typewritten. Offerors are strongly encouraged to carefully read the ***entire*** Request for Proposal Package.

OFFER

To the City of Peoria: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with Paragraph 1 of the City of Peoria Standard Terms and Conditions (form COP 202) contained in the Request for Proposal package issued by the City.

For clarification of this offer contact:

Telephone 800-937-5300 Fax: 615-213-5196

Name: Patrick McElhiney, Contract Management Specialist

Email: ilsbids@ingramcontent.com

Ingram Library Services Inc.
Company Name

Authorized Signature for Offer

One Ingram Blvd.
Address

Richard L. Rosy
Printed Name

La Vergne, TN 37086
City State Zip Code

Vice President and General Manager
Title

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For City of Peoria Use Only)

Your offer is accepted by the City, subject to approval of each written exception that your proposal contained. The contract consists of the following documents: 1.) Request for Proposal issued by the City; 2.) Your offer in Response to the City's Request for Proposal; 3.) This written acceptance and contract award.

As the contractor, you are now legally bound to sell the materials and/or services listed by the attached award notice, based on the solicitation of proposals, including all terms, conditions, specifications, amendments and your offer as now accepted by the City. The Contractor shall not commence any billable work or provide any material, service or construction under this contract until the Contractor receives an executed Purchase Order or written Notice to Proceed.

Attested by: Wanda Nelson
Wanda Nelson, City Clerk

City Seal

CC:

Contract Number: ACON 61111

Official File:

City of Peoria, Arizona. Effective Date: 11-30-11

Approved as to form: Cheryl Ross for
Stephen M. Kemp, City Attorney

Contract Awarded Date November 29, 2011

Dan Zenko
Dan Zenko, Materials Management Supervisor

A CON 61111

COP 203 (07/05/11) CF

REQUEST FOR PROPOSAL

INSTRUCTIONS TO OFFEROR

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

1. **PREPARATION OF PROPOSAL:**
   a. All proposals shall be on the forms provided in this *Request For Proposal* package. It is permissible to copy these forms if required. Telegraphic (facsimile) or mailgram proposals will not be considered.
   b. The Offer and Contract Award document (COP Form 203) shall be submitted with an original ink signature by a person authorized to sign the offer.
   c. Erasures, interlineations, or other modifications in the proposal shall be initialed in original ink by the authorized person signing the Vendor Offer.
   d. If price is a consideration and in case of error in the extension of prices in the proposal, the unit price shall govern. No proposal shall be altered, amended, or withdrawn after the specified proposal due date and time.
   e. Periods of time, stated as a number of days, shall be calendar days.
   f. It is the responsibility of all Offerors to examine the entire *Request For Proposal* package and seek clarification of any item or requirement that may not be clear and to check all responses for accuracy before submitting a bid. Negligence in preparing a Proposal confers no right of withdrawal after proposal due date and time.

2. **INQUIRIES:** Any question related to the *Request For Proposal* shall be directed to the Buyer whose name appears on the front. The Offeror shall not contact or ask questions of the department for which the requirement is being procured. Questions should be submitted in writing when time permits. The Buyer may require any and all questions be submitted in writing at the Buyer's sole discretion. Any correspondence related to a *Request For Proposal* should refer to the appropriate *Request For Proposal* number, page, and paragraph number. However, the Offeror shall not place the *Request For Proposal* number on the outside of any envelope containing questions since such an envelope may be identified as a sealed proposal and may not be opened until after the official *Request For Proposal* due date and time.

3. **PROSPECTIVE OFFERORS CONFERENCE:** A prospective offerors conference may be held. If scheduled, the date and time of this conference will be indicated within this document. The purpose of this conference will be to clarify the contents of this *Request For Proposal* in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this *Request For Proposal* or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine if any action is necessary and may issue a written amendment to the *Request for Proposal*. Oral statements or instructions will not constitute an amendment to this *Request for Proposal*.

4. **LATE PROPOSALS:** Late Proposals will not be considered, except as provided by the **City of Peoria Procurement Code**. A vendor submitting a late proposal shall be so notified.

5. **WITHDRAWAL OF PROPOSAL:** At any time prior to the specified proposal due date and time, a Vendor (or designated representative) may withdraw the proposal. Telegraphic (facsimile) or mailgram proposal withdrawals will not be considered.

6. **AMENDMENT OF PROPOSAL:** Receipt of a Solicitation Amendment (COP Form 207) shall be acknowledged by signing and returning the document prior to the specified proposal due date and time.

7. **PAYMENT:** The City will make every effort to process payment for the purchase of goods or services within thirty (30) calendar days after receipt of goods or services and a correct notice of amount due, unless a good faith dispute exists as to any obligation to pay all or a portion of the account. Any proposal that requires payment in less than thirty (30) calendar days shall not be considered.

8. **NEW:** All items shall be new, unless otherwise stated in the specifications.

9. **DISCOUNTS:** Payment discount periods will be computed from the date of receipt of material/service or correct invoice, whichever is later, to the date Buyer's payment is mailed. Unless freight and other charges are itemized, any discount provided will be taken on full amount of invoice. Payment discounts of thirty (30) calendar days or more will be deducted from the proposal price in determining the low bid. However, the Buyer shall be entitled to take advantage of any payment discount offered by the Vendor provided payment is made within the discount period.

10. **TAXES:** The City of Peoria is exempt from Federal Excise Tax, including the Federal Transportation Tax. Sales tax, if any, shall be indicated as a separate item.

11. **VENDOR REGISTRATION:** After the award of a contract, the successful Vendor shall have a completed Vendor Registration Form (COP Form 200) on file with the City of Peoria Materials Management Division.

12. **AWARD OF CONTRACT:**

    a. Unless the Offeror states otherwise, or unless provided within this *Request For Proposal*, the City reserves the right to award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the City.

    b. Notwithstanding any other provision of this *Request For Proposal*, The City expressly reserves the right to:

       (1) Waive any immaterial defect or informality: or
       (2) Reject any or all proposals, or portions thereof, or
       (3) Reissue a *Request For Proposal*.

    c. A response to a *Request For Proposal* is an offer to contract with the City based upon the terms, conditions and specifications contained in the City's *Request For Proposal* and the written amendments thereto, if any. Proposals do not become contracts unless and until they are accepted by the **City Council**. A contract is formed when written notice of award(s) is provided to the successful Offeror(s). The contract has its inception in the award document, eliminating a formal signing of a separate contract. For that reason, all of the terms and conditions of the procurement contract are contained in the *Request For Proposal*; unless modified by a Solicitation Amendment (COP Form 207) or a Contract Amendment (COP Form 217).

STANDARD TERMS AND CONDITIONS

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

THE FOLLOWING TERMS AND CONDITIONS ARE AN EXPLICIT PART OF THE SOLICITATION AND ANY RESULTANT CONTRACT.

1. **CERTIFICATION:** By signature in the Offer section of the Offer and Contract Award page (COP Form 203), the Vendor certifies:

   a. The submission of the offer did not involve collusion or other anti-competitive practices.
   b. The Vendor shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
   c. The Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the vendor may be debarred.

2. **GRATUITIES:** The City may, by written notice to the Contractor, cancel this contract if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City with a view toward securing an order, securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performing of such order. In the event this contract is cancelled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity. Paying the expense of normal business meals which are generally made available to all eligible city government customers shall not be prohibited by this paragraph.

3. **APPLICABLE LAW:** In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement.

   Contractor specifically understands and acknowledges the applicability to it of the Americans with Disabilities Act, the Immigration Reform and Control Act of 1986, and the Drug Free Workplace Act of 1989. In addition, if this agreement pertains to construction, Contractor must also comply with A.R.S. § 34-301, as amended (Employment of Aliens on Public Works Prohibited) and A.R.S. § 34-302, as amended (Residence Requirements for Employees).

   Under the provisions of A.R.S. § 41-4401, Contractor hereby warrants to the City that Contractor and each of its subcontractors ("Subcontractors") will comply with, and are contractually obligated to comply with, all Federal immigration laws and regulations that relate to their employees and A.R.S. § 23-214(A) (hereinafter, "Contractor Immigration Warranty").

   A breach of the Contractor Immigration Warranty shall constitute a material breach of this agreement and shall subject Contractor to penalties up to and including termination of this agreement at the sole discretion of the City. The City may, at its sole discretion, conduct random verification of the employment records of Contractor and any Subcontractors to ensure compliance with the Contractor Immigration Warranty. Contractor agrees to assist the City in regard to any random verifications performed.

   Neither Contractor nor any Subcontractor shall be deemed to have materially breached the Contractor Immigration Warranty if Contractor or the Subcontractor establishes that it has complied with the employment verification provisions prescribed by §§ 274A and 274B of the Federal Immigration and Nationality Act and the E-Verify requirements prescribed by A.R.S. §23-214(A).

   The provisions of this Paragraph must be included in any contract Contractor enters into with any Subcontractors who provide services under this agreement or any subcontract. "Services" is defined as furnishing labor, time or effort in the State of Arizona by a contractor or subcontractor. Services include construction or maintenance of any structure, building or transportation facility or improvement to real property.

   Contractor warrants, for the term of this agreement and for six months thereafter, that is has fully complied with the requirements of the Immigration Reform and Control Act of 1986 and all related or similar legal authorities.

This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City. This contract shall be governed by the laws of the State of Arizona and suit pertaining to this contract may be brought only in courts in the State of Arizona.

This contract is subject to the provisions of ARS §38-511; the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.

4. **LEGAL REMEDIES:** All claims and controversies shall be subject to resolution according to the terms of the City of Peoria Procurement Code.

5. **CONTRACT:** The contract between the City and the Contractor shall consist of (1) the Solicitation, including instructions, all terms and conditions, specifications, scopes of work, attachments, and any amendments thereto, and (2) the offer submitted by the Vendor in response to the solicitation. In the event of a conflict in language between the Solicitation and the Offer, the provisions and requirements in the Solicitation shall govern. However, the City reserves the right to clarify, in writing, any contractual terms with the concurrence of the Contractor, and such written contract shall govern in case of conflict with the applicable requirements stated in the Solicitation or the Vendor's offer. The Solicitation shall govern in all other matters not affected by the written contract.

6. **CONTRACT AMENDMENTS:** This contract may be modified only by a written Contract Amendment (COP Form 217) signed by persons duly authorized to enter into contracts on behalf of the City and the Contractor.

7. **CONTRACT APPLICABILITY:** The Offeror shall substantially conform to the terms, conditions, specifications and other requirements found within the text of this specific Solicitation. All previous agreements, contracts, or other documents, which have been executed between the Offeror and the City are not applicable to this Solicitation or any resultant contract.

8. **PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the contract will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the contract will forthwith be physically amended to make such insertion or correction.

9. **SEVERABILITY:** The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.

10. **RELATIONSHIP TO PARTIES:** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Contractor is advised that taxes or Social Security payments will not be withheld from any City payments issued hereunder and that the Contractor should make arrangements to directly pay such expenses, if any.

11. **INTERPRETATION-PAROL EVIDENCE:** This contract represents the entire agreement of the Parties with respect to its subject matter, and all previous agreements, whether oral or written, entered into prior to this contract are hereby revoked and superseded by this contract. No representations, warranties, inducements or oral agreements have been made by any of the Parties except as expressly set forth herein, or in any other contemporaneous written agreement executed for the purposes of carrying out the provisions of this contact. This contract may not be changed, modified or rescinded except as provided for herein, absent a written agreement signed by both Parties. Any attempt at oral modification of this contract shall be void and of no effect.

12. **NO DELEGATION OR ASSIGNMENT:** Contractor shall not delegate any duty under this Contract, and no right or interest in this Contract shall be assigned by Contractor to any successor entity or third party, including but not limited to an affiliated successor or purchaser of Contractor or its assets, without prior written permission of the City. The City, at its

Materials Management
Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

option, may cancel this Contract in the event Contractor undertakes a delegation or assignment without first obtaining the City's written approval. Contractor agrees and acknowledges that it would not be unreasonable for the City to decline to approve a delegation or assignment that results in a material change to the services provided under this Contract or an increased cost to the City.

13. **SUBCONTRACTS:** No subcontract shall be entered into by the contractor with any other party to furnish any of the material, service or construction specified herein without the advance written approval of the City. The prime contractor shall itemize all sub-contractors which shall be utilized on the project. Any substitution of sub-contractors by the prime contractor shall be approved by the City and any cost savings will be reduced from the prime contractor's bid amount. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract and if the Subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not Subcontractors are used.

14. **RIGHTS AND REMEDIES:** No provision in this document or in the vendor's offer shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of contract. The failure of the City to insist upon the strict performance of any term or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the City's acceptance of and payment for materials or services, shall not release the Contractor from any responsibilities or obligations imposed by this contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of the Contract.

15. **INDEMNIFICATION:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

    The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

16. **OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the goods and services used to fulfill the Contract.

17. **FORCE MAJEURE:** Except for payment for sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force Majeure. The term *"force majeure"* means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God: acts of the public enemy; war; acts of terror, hate crimes affecting public order; riots; strikes; mobilization; labor disputes; civil disorders; fire; floods; lockouts, injunctions-intervention-acts, or failures or refusals to act by government authority; events or obstacles resulting from a governmental authority's response to the foregoing; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party declaring force majeure notifies the other party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with this Contract.

    Force majeure shall not include the following occurrences:

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

a. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.

b. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this Force Majeure term and Condition.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of the work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed *Certified-Return Receipt* and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with this contract.

18. **RIGHT TO ASSURANCE:** Whenever one party to this contract in good faith has reason to question the other party's intent to perform he may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of the Contract.

19. **RIGHT TO AUDIT RECORDS:** The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City. This right to audit also empowers the City to inspect the papers of any Contractor or Subcontractor employee who works on this contract to ensure that the Contractor or Subcontractor is complying with the Contractor Immigration Warranty made pursuant to Paragraph 3 above.

20. **RIGHT TO INSPECT PLANT:** The City may, at reasonable times, inspect the part of the plant or place of business of a Contractor or Subcontractor which is related to the performance of any contract as awarded or to be awarded.

21. **WARRANTIES:** Contractor warrants that all material, service or construction delivered under this contract shall conform to the specifications of this contract. Unless otherwise stated in Contractor's response, the City is responsible for selecting items, their use, and the results obtained from any other items used with the items furnished under this contract. Mere receipt of shipment of the material/service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in the solicitation.

22. **INSPECTION:** All material and/or services are subject to final inspection and acceptance by the City. Materials and/or services failing to conform to the specifications of this Contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. The City may elect to do any or all:

    a. Waive the non-conformance.
    b. Stop the work immediately.
    c. Bring material into compliance.

    This shall be accomplished by a written determination for the City.

23. **TITLE AND RISK OF LOSS:** The title and risk of loss of material and/or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.

24. **NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials shall fully comply with all provisions of the Contract. If a tender is made which does not fully conform, this shall constitute a breach of the Contract as a whole.

25. **DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment of lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials or a default of any nature, at the option of the City, shall constitute a breach of the Contract as a whole.

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26. **SHIPMENT UNDER RESERVATION PROHIBITED:** Contractor is not authorized to ship materials under reservation and no tender of a bill of lading will operate as a tender of the materials.

27. **LIENS:** All materials, service or construction shall be free of all liens, and if the City requests, a formal release of all liens shall be delivered to the City.

28. **LICENSES:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.

29. **PATENTS AND COPYRIGHTS:** All services, information, computer program elements, reports and other deliverables, which may be patented or copyrighted and created under this contract are the property of the City and shall not be used or released by the Contractor or any other person except with the prior written permission of the City.

30. **PREPARATION OF SPECIFICATIONS BY PERSONS OTHER THAN CITY PERSONNEL:** All specifications shall seek to promote overall economy for the purposes intended and encourage competition and not be unduly restrictive in satisfying the City's needs. No person preparing specifications shall receive any direct or indirect benefit from the utilization of specifications, other than fees paid for the preparation of specifications.

31. **COST OF BID/PROPOSAL PREPARATION:** The City shall not reimburse the cost of developing presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.

32. **PUBLIC RECORD:** All offers submitted in response to this solicitation shall become the property of the City and shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code. However, subsequent to the award of the contract, any information and documents obtained by the City during the course of an audit conducted in accordance with Paragraph 19 above for the purpose of determining compliance by Contractor or a Subcontractor with the Contractor Immigration Warranty mandated by Paragraph 3 above shall remain confidential and shall not be made available for public review or produced in response to a public records request, unless the City is ordered or otherwise directed to do so by a court of competent jurisdiction.

33. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract, without prior written consent of the City.

34. **DELIVERY ORDERS:** The City shall issue a Purchase Order for the material and/or services covered by this contract. All such documents shall reference the contract number as indicated on the Offer and Contract Award (COP Form 203).

35. **FUNDING:** Any contract entered into by the City of Peoria is subject to funding availability. Fiscal years for the City of Peoria are July 1 to June 30. The City Council approves all budget requests. If a specific funding request is not approved, the contract shall be terminated.

36. **PAYMENT:** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or services and correct invoice.

37. **PROHIBITED LOBBYING ACTIVITIES:** The Offeror, his/her agent or representative shall not contact, orally or in any written form any City elected official or any City employee other than the Materials Management Division, the procuring department, City Manager, Deputy City Manager or City Attorney's office (for legal issues only) regarding the contents of this solicitation or the solicitation process commencing from receipt of a copy of this request for proposals and ending upon submission of a staff report for placement on a City Council agenda. The Materials Manager shall disqualify an Offeror's proposal for violation of this provision. This provision shall not prohibit an Offeror from petitioning an elected official after submission of a staff report for placement on a City Council agenda or engaging in any other protected first amendment activity after submission of a staff report for placement on a City Council agenda.

38. **PROHIBITED POLITICAL CONTRIBUTIONS**: Consultant during the term of this Agreement shall not make a contribution reportable under Title 16, Chapter 6, Article 1, Arizona Revised Statutes to a candidate or candidate committee for any city elective office during the term of this Agreement. The City reserves the right to terminate the Agreement without penalty for any violation of this provision.

SPECIAL TERMS AND CONDITIONS

Solicitation Number: **P12-0016**

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1. **Purpose:** Pursuant to provisions of the City Procurement Code, the City of Peoria, Materials Management Division intends to establish a contract for **Library Materials.**

2. **Authority:** This Solicitation as well as any resultant contract is issued under the authority of the City. No alteration of any resultant contract may be made without the express written approval of the City Materials Manager in the form of an official contract amendment. Any attempt to alter any contract without such approval is a violation of the contract and the City Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.

3. **Offer Acceptance Period:** In order to allow for an adequate evaluation, the City requires an offer in response to this Solicitation to be valid and irrevocable for ninety (90) days after the opening time and date.

4. **Eligible Agencies:** Any contract resulting from this Solicitation shall be for the use of all City of Peoria departments, agencies and boards.

5. **Cooperative Purchasing:** Any contract resulting from this solicitation shall be for the use of the City of Peoria. In addition, specific eligible political subdivisions and nonprofit educational or public health institutions may also participate at their discretion. In order to participate in any resultant contract, a political subdivision or nonprofit educational or public health institution must have been invited to participate in this specific solicitation and the contractor must be in agreement with the cooperative transaction. In addition to cooperative purchasing, any eligible agency may elect to participate (piggyback) on any resultant contract; the specific eligible political subdivision, nonprofit educational or public health institution and the contractor must be in agreement.

   Any orders placed to the successful contractor will be placed by the specific agencies participating in this purchase. Payment for purchases made under this agreement will be the sole responsibility of each participating agency. The City shall not be responsible for any disputes arising out of transactions made by others.

6. **Contract Type:** Fixed Price Term Indefinite Quantity

7. **Term of Contract:** The term of any resultant contract shall commence on the first day of the month following the date of award and shall continue for a period of one (1) year thereafter, unless terminated, cancelled or extended as otherwise provided herein.

8. **Contract Extension:** By mutual written contract amendment, any resultant contract may be extended for supplemental periods of up to a maximum of forty-eight (48) months.

9. **Affirmative Action Report:** It is the policy of the City of Peoria that suppliers of goods or services to the City adhere to a policy of equal employment opportunity and demonstrate an affirmative effort to recruit, hire, and promote regardless of race, color, religion, gender, national origin, age or disability. The City of Peoria encourages diverse suppliers to respond to solicitations for products or services.

10. **Proposal Format & Submittal Requirements:** See **Pages 17-18** for Proposal Format and Submittal Requirements for this solicitation.

11. **Evaluation:** In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.

    a. Vendor's capabilities, products, and City's requirements
    b. Discount Percentage
    c. Compliance to or deviations from scope of work specifications
    d. Vendor References
    e. Conformance to Request for Proposals.

    The City reserves the right to consider historic information and facts, whether gained from the Offeror's proposal, questions and answer conferences, references, or other source and the views of the evaluator(s) with prior Contract or service delivery experience with any of the Offerors, while conducting the proposal evaluations.

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12. **Proposal Opening:** Proposals shall be submitted at the time and place designated in the request for proposals. All information contained in the proposals shall be deemed as exempt from public disclosure based on the City's need to avoid disclosure of contents prejudicial to competing offerors during the process of negotiation. The proposals shall not be open for public inspection until after contract award. PRICES SHALL NOT BE READ. After contract award, the successful proposal and the evaluation documentation shall be open for public inspection.

13. **Discussions:** In accordance with the City of Peoria Procurement Code, after the initial receipt of proposals, discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award.

14. **Interview Guidelines:** During any requested interview, which would be scheduled in the future, be prepared to discuss your firm's proposal, staff assignments, project approach and other pertinent information. The presentation shall be approximately 30 minutes, allowing 15 minutes for a question and answer session. The Consultant's Project/Team Manager shall lead the presentation team and answer questions on behalf of the Consultant. If work involves a major sub-consultant, the firms Project/Team Manager's presence may also be requested (by the City) at the interview.

15. **Price Adjustment:** The City of Peoria Purchasing Office will review fully documented requests for price increases after any contract has been in effect for one (1) year. Any price increase adjustment will only be made at the time of contract extension and will be a factor in the extension review process. The City of Peoria Materials Management Division will determine whether the requested price increase or an alternate option, is in the best interest of the City. Any price adjustment will be effective upon the effective date of the contract extension.

16. **Price Reduction:** A price reduction adjustment may be offered at any time during the term of a contract and shall become effective upon notice.

17. **Performance Warranty:** Contractor warrants that the services rendered in performance will conform to the requirements and to the highest professional standards in the engineering field.

18. **Inspection:** All work shall be subject to inspection, surveillance, and test by the City at reasonable times during the performance. The Contractor shall provide and maintain an inspection system which is acceptable to the City.

19. **Investigation of Conditions:** The Contractor warrants and agrees familiarity of the work that is required, is satisfied as to the conditions under which is performed and enters into this contract based upon the Contractor's own investigation.

20. **Acceptance:** Determination of the acceptability of work shall be completed in a responsive and professional manner and in accordance with the specifications, schedules, or plans which are incorporated in the Scope of Work.

21. **Payments:** The City shall pay the Contractor monthly, based upon work performed and completion to date, and upon submission of invoices. All invoices shall document and itemize all work completed to date. The invoice statement shall include a record of time expended and work performed in sufficient detail to justify payment.

22. **Shipping Terms:** Prices shall be F.O.B. Destination to the delivery location designated herein. Contractor shall retain title and control of all goods until they are delivered and the contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the contractor. All claims for visible or concealed damage shall be filed by the contractor. The City will notify the contractor promptly of any damaged goods and shall assist the contractor in arranging for inspection.

23. **Independent Contractor:**

    a. General

        i. The Contractor acknowledges that all services provided under this Agreement are being provided by him as an independent contractor, not as an employee or agent of the City Manager or the City of Peoria.

        ii. Both parties agree that this Agreement is nonexclusive and that Contractor is not prohibited from entering into other contracts nor prohibited from practicing his profession elsewhere.

    b. Liability

i. The City of Peoria shall not be liable for any acts of Contractor outside the scope of authority granted under this Agreement or as the result of Contractor's acts, errors, misconduct, negligence, omissions and intentional acts.

ii. To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

c. Other Benefits

The Contractor is an independent contractor, therefore, the City Manager will not provide the Contractor with health insurance, life insurance, workmen's compensation, sick leave, vacation leave, or any other fringe benefits. Further, Contractor acknowledges that he is exempt from coverage of the Comprehensive Benefit and Retirement Act (COBRA). Any such fringe benefits shall be the sole responsibility of Contractor.

24. **Key Personnel:** It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.

a. The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to the City.

b. If key personnel are not available for work under this contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.

25. **Estimated Quantities:** The City anticipates considerable activity resulting from contracts that will be awarded as a result of this solicitation; however, no commitment of any kind is made concerning quantities actually acquired and that fact should be taken into consideration by each potential contractor.

26. **Confidential Information:**

a. If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a statement advising the Materials Supervisor of this fact shall accompany the submission and the information shall be identified.

b. The information identified by the person as confidential shall not be disclosed until the Materials Supervisor makes a written determination.

c. The Materials Supervisor shall review the statement and information and shall determine in writing whether the information shall be withheld.

d. If the Materials Supervisor determines to disclose the information, the Materials Supervisor shall inform the bidder in writing of such determination.

27. **Confidentiality of Records:** The contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City or from others in carrying

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out its functions under the contract shall not be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the City. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of contractor as needed for the performance of duties under the contract.

28. **Multiple Awards:** In order to assure that any ensuing contracts will allow the City to fulfill current and future requirements, the City reserves the right to award contracts to multiple companies. The actual utilization of any contract will be at the sole discretion of the City. The fact that the City may make multiple awards should be taken into consideration by each potential contractor.

29. **Identity Theft Prevention:** The Contractor shall establish and maintain Identity Theft policies, procedures and controls for the purpose of assuring that "personal identifying information," as defined by A.R.S. § 13-2001(10), as amended, contained in its records or obtained from the City or from others in carrying out its responsibilities under the Contract, is protected at all times and shall not be used by or disclosed to unauthorized persons. Persons requesting such information should be referred to the City. Contractor also agrees that any "personal identifying information" shall not be disclosed other than to employees or officers of Contractor as needed for the performance of duties under the Contract. Contractor agrees to maintain reasonable policies and procedures designed to detect, prevent and mitigate the risk of identity theft. Contractor is required under this contract to review the City of Peoria's Identity Theft Program and to report to the Program Administrator any Red Flags as defined within that program. At a minimum, the contractor will have the following Identity Theft procedures in place:

    a. Solicit and retain only the "personal identifying information" minimally necessary for business purposes related to performance of the Contract.

    b. Ensure that any website used in the performance of the contract is secure. If a website that is not secure is to be used, the City shall be notified in advance before any information is posted. The City reserves to right to restrict the use of any non-secure websites under this contract.

    c. Ensure complete and secure destruction of any and all paper documents and computer files at the end of the contracts retention requirements.

    d. Ensure that office computers are password protected and that computer screens lock after a set period of time.

    e. Ensure that offices and workspaces containing customer information are secure.

    f. Ensure that computer virus protection is up to date

30. **Ordering Process:** Upon award of a contract by the City of Peoria, Materials Management Division may procure the specific material and/or service awarded by the issuance of a purchase order to the appropriate contractor. The award of a contract shall be in accordance with the City of Peoria Procurement Code and all transactions and procedures required by the Code for public bidding have been complied with. A purchase order for the awarded material and/or service that cites the correct contract number is the only document required for the department to order and the contractor to delivery the material and/or service.

    Any attempt to represent any material and/or service not specifically awarded as being under contract with the City of Peoria is a violation of the contract and the City of Peoria Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.

31. **Billing:** All billing notices to the City shall identify the specific item(s) being billed and the purchase order number. Items are to be identified by the name, model number, and/or serial number most applicable. Any purchase/delivery order issued by the requesting agency shall refer to the contract number resulting from this solicitation.

32. **Licenses:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor.

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33. **Cancellation:** The City reserves the right to cancel the whole or any part of this contract due to failure by the contractor to carry out any obligation, term or condition of the contract. The City will issue written notice to the contractor for acting or failing to act as in any of the following:

    a. The contractor provides material that does not meet the specifications of the contract;

    b. The contractor fails to adequately perform the services set forth in the specifications of the contract;

    c. The contractor fails to complete the work required or to furnish the materials required within the time stipulated in the contract;

    d. The contractor fails to make progress in the performance of the contract and/or gives the City reason to believe that the contractor will not or cannot perform to the requirements of the contract.

    Upon receipt of the written notice of concern, the contractor shall have ten (10) days to provide a satisfactory response to the City. Failure on the part of the contractor to adequately address all issues of concern may result in the City resorting to any single or combination of the following remedies:

    a. Cancel any contract;

    b. Reserve all rights or claims to damage for breach of any covenants of the contract;

    c. Perform any test or analysis on materials for compliance with the specifications of the contract. If the results of any test or analysis find a material non-compliant with the specifications, the actual expense of testing shall be borne by the contractor;

    d. In case of default, the City reserves the right to purchase materials, or to complete the required work in accordance with the City Procurement Code. The City may recover any actual excess costs from the contractor by:

        i. Deduction from an unpaid balance;

        ii. Any combination of the above or any other remedies as provided by law.

34. **Project Travel Reimbursable Expenses:** If travel expenses are allowed as part of the contract the reimbursable expenses will be as follows. All expenses will be billed to the City at cost without markup. Copies of bills for expenses are to be submitted with the invoice. Travel time to and from job site is excluded from this contract. There will be no allowances for parking or personal car mileage. No incidentals for travel of any kind are allowed under this contract.

    The following is a list of allowable travel expenses under this contract agreement:

    a. Transportation:

        i. Air Transportation – coach class fares, minimum 14 days advanced purchase, unless otherwise agreed upon.

        ii. Car Rental – mid size car, gas for rental car (City assumes no liability regarding additional insurance costs).

    b. Lodging and Meals:

        i. Meals – three meals per day, at the current federal per diem rate for Maricopa County.

        ii. Lodging – not to exceed the current federal rate for Maricopa County. Vendors are encouraged to stay in hotels located within the City of Peoria when practical. A listing of accomodations within Peoria can be found on the following website: http://visitpeoriaaz.com/accommodations.php

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Scope of Work
City of Peoria Library Materials

The City of Peoria desires to contract with a qualified and experienced vendor or vendors to provide quality printed and nonprint library materials. Services are sought for the Peoria Main Library and the Sunrise Mountain Branch Library.

Offerors should respond to as many areas in the scope of work as possible. If a vendor doesn't provide a particular product line, please "deviate" or "no bid" that item. The City of Peoria will consider all offers. However, vendors with the ability to supply multiple product lines are preferred. Offerors shall indicate pricing as a percent discount off List Price.

The scope of work and minimum specifications define the quality and characteristics of the desired materials and application. They are based upon specifications for known acceptable manufacturers, processes, materials and/or brands. They are not intended to be exclusive or restrictive.

For Fiscal Year 2012, Peoria Public Library budgeted $280,379.00 for Library Materials and plans to spend 100% of it. This information is provided as an aid to vendors in preparing proposals only. It is not to be considered a guarantee of volume under this RFP. The successful offeror(s)' discount and pricing schedule shall apply regardless of the volume of business under contract. The City of Peoria does not guarantee any quantity of orders.

1. Requirements:

a. All books must be new and unmarked

b. Periodicals, including but not limited to magazines, journals and foreign imprints are excluded from this solicitation.

c. Contractor must guarantee complete satisfaction with materials delivered under the contract. Contract vendor shall accept return, shipping prepaid by contract vendor, of any material found to be unacceptable.

d. Contract vendor shall provide a broad range of library books and media that will support the educational and library programs of the City of Peoria.

e. Special Promotions available to Contractor's other clients shall also be extended to the City of Peoria.

f. Contract vendor shall maintain a reasonable stock on hand of the books and media offered in order to ensure quick delivery.

g. Contract vendor shall maintain a catalog or listing of materials. Catalog or listing shall include title, edition, ISBN, price, and other information pertinent to ordering library books and media.

h. Contract vendor shall deliver materials promptly. The City of Peoria prefers that materials be delivered from stock. ***Backorders will be permitted only upon approval from the member.***

i. Rush delivery may be offered. "Rush" is defined as "overnight" (24-hour) delivery. Any additional charge for rush delivery shall be indicated in the offeror's proposal.

j. Contract vendor shall maintain an error rate of two percent (2%) or less in filling orders, following a sixty (60) day familiarity period.

k.L ibraries in the State of Arizona are exempt from Arizona Transaction Privilege Tax (State Sales Tax) and Arizona use Tax on the purchase of books, electronic information and audio/visual materials. Arizona contract vendors may only charge an applicable local transaction privilege tax (city sales tax).

l. Multiple contracts may be awarded. The City of Peoria has the right to choose the contractor that best meets their requirements for any purchase.

m. Leasing may be included in this request for proposal.

2. Scope of Work and Specifications

Offerors will respond to each numbered item by checking the appropriate "Comply" or "Deviate" box. "No Bid" items shall be marked as such in the appropriate "Deviate" box. Details for deviations will be listed by item number and attached to the proposal.

	Requirement	Comply	Deviate*
2.1	**General Requirements**		
2.1.01	The minimum single order requirement shall be one book or one unit.	X	
2.1.02	Contract vendor shall provide small single copy orders, upon request.	X	
2.1.03	Contract vendor shall provide large quantities of single titles and/or multiple titles, when requested.	X	
2.1.04	Contract vendor shall repair or replace with no obligation to the Library, any item with a defect that occurs during the warranty period, except where it is shown that the defect was caused by misuse and not by faulty manufacture.	X	
2.1.05	Individual videos, CDs and DVDs that become damaged and/or are defective in the first twelve (12) months after receipt date shall be replaced free of charge to the Library.	X*	
2.1.06	Substitutions and/or additions of titles or editions to orders shall **not** be permitted without written authorization from the ordering library staff. All unauthorized substitutions and/or additions will be returned to the contract vendor at contract vendor's expense.	X	
2.1.07	To aid in payment processing, invoices shall include, but are not limited to the following information: "Bill to" name and address, "Ship to" name and address, City of Peoria purchase order number, title/author, quantity, list price, % of discount, discounted cost and total cost for quantity purchased.	X	

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	Requirement	Comply	Deviate*
2.2	**Ordering**		
2.2.01	Within 60 days after contract commences, each contract vendor shall strive to maintain an average fill rate of 95 percent within 30 days from date of order for current U.S. imprint items. Line items that are reordered, back-ordered, or partially filled are not considered filled.	X	
2.2.02	Orders not filled and partials shall be reported to the ordering library member. Wherever possible, the contract vendor shall inform library staff of the availability date of non-filled and partial orders within 30 days after receipt of order. Failure to maintain acceptable fill rates for library materials may result in the contract cancellation.	X	
2.2.03	It is preferred that the electronic ordering system shall allow library staff to enter orders and shall have full order inquiry capabilities.	X	
2.2.04	It is preferred the contract vendor shall provide order system software and training guides/manuals at no additional cost to all library staff members choosing to place orders electronically, if applicable. Samples of software and training guide/manuals may be required at no cost.	X	
2.2.05	It is preferred the contract vendor provide a toll-free telephone support and assistance at no extra charge to all library staff members interested in ordering electronically.	X	
2.2.06	Contract vendors are encouraged to provide web-based information on their products, services, marketing information, electronic ordering, etc.	X	
2.3	**Shipping**		
2.3.01	Library Staff shall have the option to indicate whether partial orders are to be shipped as available or held for completion. Unless the staff member authorizes partial shipments, contract vendor shall furnish the total number of copies of any individual title in one shipment and fill orders for multi-volume sets in one shipment.	X	
2.3.02	Contract vendor shall advise ordering member by email any product not in stock, and/or any product out of print. (It is preferred, when reporting products temporarily out of stock, contract vendor shall, if possible advise the library of the anticipated delivery date.)	X*	
2.3.03	Contract vendor cancellation of orders in part or whole for materials not available, out of stock, out of print, and/or not yet published will be made by means of appropriate notations and adjustments on orders returned to the library. Contract vendors will make no shipments of cancelled materials except on the basis of a new order from the Library	X	

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	Requirement	Comply	Deviate*
2.3.04	Contract vendor shall check all shipments for accuracy and completeness, and shall maintain a minimum 98% rate for accuracy (i.e. books shipped represent the order received) and completeness (i.e. books appearing on the packing slip are shipped) throughout the life of the contract.	X	
2.3.05	A statement must be provided with the first shipment and shall include a listing of unavailable products, out of print titles, titles out of stock indefinitely, titles out of stock temporarily, and titles not to be supplied for other reasons. This information may be included on the packing slip or invoice.	X	
2.4	**Bindings**		
2.4.01	Bindings shall meet or exceed requirements established by the American Library Association (ALA) and Library Binding Institute (LBI), where applicable.	X	
2.4.02	Cloth bindings for hardcover publications shall be the publisher's standard binding.	X	
2.4.03	Library bindings for hardcover publications shall be reinforced and include reinforced juvenile publications.	X	
2.5	**Other**		
2.5.01	Other printed and nonprinted library materials requested but not limited to: DVDs, VHS, audio books, dictionaries, thesauri, teacher resource guides, maps, educational wall charts, and quizzes for reading programs.	X	

*** Deviations must be listed and attached to the proposal**

*Please see our proposal for clarification.

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I. **Proposal Format:** Proposals shall be submitted in one (1) original and five (5) copies on the forms and in the format as contained in the Request for Proposal. Proposals shall be on 8 1/2" & 11" paper with the text on one side only. All submittal information must contain data for only the office(s) which will be performing the work.

II. **Proposal Content:**

a. Proposal Content - the following items shall be addressed in the proposal submission.

i. Firm Capabilities in providing services and products requested.

ii. Indication of compliance or deviation to the Scope of Work Specifications

iii. Offered discount percentage

iv. Inventory and speed of delivery

v. References from Similar Services completed within the last five (5) years.

III. **Evaluation:** In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror(s) whose proposal is determined in writing to be advantageous to the City, based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.

a. Vendor's capabilities, products, and City's requirements
b. Discount Percentage
c. Compliance to or deviations from scope of work specifications
d. Vendor References
e. Conformance to Request for Proposals.

The City reserves the right to consider historic information and facts, whether gained from the Offeror's proposal, questions and answer conferences, references, or other source and the views of the evaluator(s) with prior Contract or service delivery experience with any of the Offerors, while conducting the proposal evaluations.

IV. **Proposal Due Date and Contact Information:**

Proposals are due no later than 5:00 P.M. on October 26, 2011.

Proposals shall be submitted in one (1) original and five (5) copies and shall be delivered to:

City of Peoria
Materials Management
9875 N. 85th Avenue, 2nd Floor
Peoria, Arizona 85345

Materials Management
Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

Proposals must be submitted in a sealed envelope or package with the solicitation number and the Offeror's name and address clearly indicated on the envelope or package as shown below:

Company Name
Company Address
RFP#: P12-0016, Library Materials

All questions regarding this RFP should be in writing and directed to Christine Finney, Buyer via E-mail at Christine.Finney@PeoriaAZ.gov or Fax at (623) 773-7118.

Contact with City staff, other than the designated contact person indicated in the RFP, regarding this solicitation is strictly prohibited during the proposal process.

QUESTIONNAIRE

Solicitation Number: **P12-0016**

Materials Management Procurement
9875 N. 85th Ave., 2nd Fl.
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

Please list a minimum of three (3) owner references from smilar projects whom the Materials Management Division may contact:

1. Company: Please see attached references.

   Contact: _____ Phone: _____

   Address: _____

   Description of Work: _____

   Annual Value: _____

2. Company: _____

   Contact: _____ Phone: _____

   Address: _____

   Description of Work: _____

   Annual Value: _____

3. Company: _____

   Contact: _____ Phone: _____

   Address: _____

   Description of Work: _____

   Annual Value: _____

REFERENCES

Mohave County Library System
P.O. Box 7000
Kingman, AZ 86402
Contact: Ms Julie Huelsbeck, Assistant Library Director
Telephone: (928) 695-5711
Fax: (928) 692-5762
e-mail: julie.huelsbeck@co.mohave.az.us

Ingram provides books, spoken word audio, and DVD materials to MCLS under a special pricing agreement, which has been in place since 2007. In 2011 Ingram has delivered nearly 20,000 units to MCLS, at a value of approximately $300,000. We have been providing to MCLS since 1991.

Denver Public Library
10 W. 14th Avenue Parkway
Denver CO 80204-2736
Contact: Ms Rachel Fewell, Collection Services Manager
Telephone: (720) 865-1518
Fax: (720) 865-1581
e-mail: rfewell@denverlibrary.org

Ingram provides Denver Public Library print materials as primary vendor on an on-going basis, including processing and BookMARC cataloging. This year Ingram was again awarded DPL's contract for primary book vendor services through an RFP process, retaining this contract through June 2014. In 2011, we have delivered nearly 120,000 units to DPL, at a value exceeding $1,100,000. We have been providing library materials to DPL since 1991.

Multnomah County Library
205 N.E. Russell Street
Portland, OR 97212
Contact: Ms Pat French, Collections & Technical Services Manager
Telephone: (503) 988-5463
Fax: (503) 988-5561
e-mail: patricif@multcolib.org

Ingram provides Multnomah County Library print materials as primary vendor on an on-going basis, including processing services. In 2010 we also provided two separate opening day collection projects. In 2011, we have delivered nearly 260,000 units to MCL, at a value exceeding $2,700,000. Ingram has been providing materials to MCL since 1988.

	QUESTIONNAIRE	Materials Management Procurement 9875 N. 85th Ave., 2nd Fl. Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P12-0016**	

Offerors are to indicate below any exceptions they have taken to the Terms, Conditions, or Scope of Work:

Please refer to our proposal for our complete response.

	QUESTIONNAIRE	Materials Management Procurement 9875 N. 85th Ave., 2nd Fl. Peoria, Arizona 85345-6560 Phone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation Number: **P12-0016**	

Has your firm been certified by any jurisdiction in Arizona as a minority or woman owned business enterprise? Yes_____, No___x_____.

If yes, please provide details and documentation of the certification.

Request for Proposal
No. P12-0016
Library Materials

Due Date: October 26, 2011

Original Response

Submitted By:

INGRAM®

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

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Ingram Library Services

October 19, 2011

City of Peoria
Materials Management
9875 N. 8th Avenue, 2nd Floor
Peoria, AZ 85345

Re: RFP No. P12-0016
Library Materials
Due: October 26, 2011

Dear Purchasing Staff:

Thank you for including Ingram Library Services Inc. in your search for a vendor to provide Library Materials to the City of Peoria. We are very excited for this opportunity to present our proposal to your Library. With our unmatched on-hand inventory of books, DVD, spoken word audio materials, and e-books, Ingram truly offers "one-stop shopping" for our library customers.

With years of experience in distributing library materials, we serve libraries like yours with a wide range of collection development, processing, and cataloging services that are guaranteed to enhance your collection and please both your staff and patrons. Our goal is to partner with the Peoria Public Library to serve your libraries with media and services that support your mission to your patrons.

We would very much like to increase our business relationship with PPL. Below we summarize key points from our proposal, demonstrating our understanding of the work entailed with this project, and our commitment to perform these services within the time period specified.

Ingram provides access to the largest on-hand inventory:

- Ingram leads the industry in maintaining the largest on-hand inventory of over **3,300,000 unique titles**, representing over **50,000 publishers and imprints**. Nearly **200,000 children's titles** are included in this total. Our extended database includes **13,700,000 titles**. Our unmatched nationwide inventory of over **20,000,000** books ensures the highest fill rates in the industry
- Ingram's audiovisual materials inventory includes over **80,000+ DVD** and **5,500+ Blu-ray titles; 72,000+ spoken word audio titles**, in abridged and unabridged format as well as portable audiobooks (Playaway); and **more than 15,000 music titles**.
- MyiLibrary®, Ingram's online e-book and e-content resource, provides access to over **262,500 e-book titles** from leading publishers. MyiLibrary features includes perpetual access, simultaneous multi-user platform, browser-based reader, current content from the largest academic publishers, COUNTER-compliant usage statistics, multiple-page printing and downloading, as well as a variety of purchase models.
- Fill rates for Peoria Public Library for orders placed with Ingram in 2011 averaged is **98.2%.**

Ingram provides stability and experience:

- Ingram has emerged as the largest book distributor in the industry, shipping over **146,000,000 units** across the nation annually.
- 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 is the industry leader in customer support and services:

- Ingram is known in the book industry for our integrity and commitment to deliver the product and services at the best terms and at the discounts promised. Ingram's service levels are unsurpassed in the industry, and our terms are clearly stated, without any hidden fees or service charges. In 2011, **92.7%** of public library purchases in Arizona received the full trade discount; **89.1%** of PPL purchases with Ingram have received the full trade discount.
- Ingram is the leading provider of account specific information available. Your Library account specific information is available and accessible at your convenience, through our ipage® service, **24 hours a day, 7 days a week**.
- Ingram will give the highest priority to your needs by assigning key Ingram professionals to work with the Library to meet and exceed all goals and standards set forth in this proposal, including **Jay Blint**, your Senior Sales Representative, who will serve as the main contact for this project.
- Ingram can provide collection development support through our many programs, including iSelect®, reviewALERT, multiple standing order programs, and ipage collection development. 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 MLS-degreed Collection Development Librarians can also provide customized selection lists for special projects, grants or opening day collections.
- We provide processing and cataloging services, tailored to the Library's specifications.

During your evaluation period we welcome the opportunity to make a presentation to the Library. In the meantime, our staff is readily available to answer any questions on our proposal and discuss Ingram's current and developing strategy for content and service delivery. For questions, please contact Jay Blint, your Senior Sales Representative, at (800) 937-5300, extension 37474, or via email at jay.blint@ingramcontent.com, or email our Bids and Contracts Department at ilsbids@ingramcontent.com.

Best regards,

Richard L. Rosy
Vice President and General Manager

SPECIAL TERMS AND CONDITIONS

Ingram has read and understands the Special Terms and Conditions. We would like to elaborate upon the following specific items:

5. Cooperative Purchasing
Ingram bases pricing upon several factors including dollar value of commitment, actual expenditure, number of accounts and shipping locations. Ingram reserves the right to offer pricing, delivery terms, and other services to other Ingram customers based solely on Ingram management criteria.

21. Payments
Payment terms under this contract shall be 1% 10 Days/Net 30 Days. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped. Ingram offers a 1% cash discount on payments made within 10 days of statement date. Credit card payments are not eligible for this discount. Payments must be postmarked by the 10th of the month to qualify for the 1% discount. This discount is shown on your invoice and must be taken at the time the invoice is paid and cannot be taken retroactively. These additional savings can be substantial when you take advantage of the prompt payment discount.

While other vendors demand payment from invoice date, Ingram's terms are calculated on statement date at the end of each month. With payment due 30 days from statement date, the customer's payment is due an average of 45 days from invoice (30-59 days). Ingram reserves the right to assess a late charge on all past due invoices.

Payment Methods

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

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

Only the ipage Administrator and the Accounts Payable designate have access to this function. EFT is set up to allow one person at a time to use the function. When the other user leaves the EFT function, you will be able to use EFT.

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

All payment checks should be sent to the following address. Please note that this is a remittance-only address, and no other correspondence should be sent to this Post Office Box.

Ingram Library Services Inc.
PO Box 502779
St. Louis, MO 63150-2779

Procurement Card – Ingram can profile your accounts to receive payment via your MasterCard or VISA procurement card. Please note that an account must be established specifically for procurement card purchases. Your Procurement Card information should be provided when setting up accounts under this contract. Purchases on these accounts will automatically charge the procurement card. Ingram can accept procurement cards that are either MasterCard or VISA.

22. Shipping Terms

Orders will ship with ***Ingram-paid freight*** from your primary and secondary distribution centers on up to two shipping accounts per library location, unless internal Ingram operations require additional accounts for providing a service to a library. Each shipping account will be profiled to consolidate orders within that account for shipping purposes. If requested, Ingram can provide separate invoices per Library purchase order number, although shipping cartons may combine product from more than one purchase order.

Ingram reserves the right to adjust the shipping terms on any single account under this contract when freight costs exceed 3% of total expenditures on that account. In these instances, Ingram-paid freight may be capped at a 3% of the total order.

i. FIRM CAPABILITIES

Ingram appreciates the background information provided in this section. We recognize that it is important to know and understand your business partners. To this end, Ingram is pleased to present the City of Peoria this brief history of our company for those staff members who may be unfamiliar with Ingram.

Ingram Content Group Inc. is part of the long tradition of successful companies built by the Ingram family of Nashville, Tennessee. Dedicated to helping content reach its destination by providing a broad range of physical and digital services to the book industry, Ingram has been a partner to librarians, educators, publishers, and booksellers, for more than four decades.

As a leader in distribution, print-on-demand and digital solutions, Ingram provides librarians with immediate access to the largest selection of trade books, e-books, interactive textbooks, audio, magazines, and other book-related products in the industry. Publishers rely on Ingram as a key provider of demand-driven printing, digital, and marketing solutions. We provide secure, cutting-edge, and answers to the questions our publisher partners have about the changing opportunities in the book industry. No other single source has the comparable experience, expertise, and connectivity in bringing supply chain management, archive, and print and digital solutions to the market.

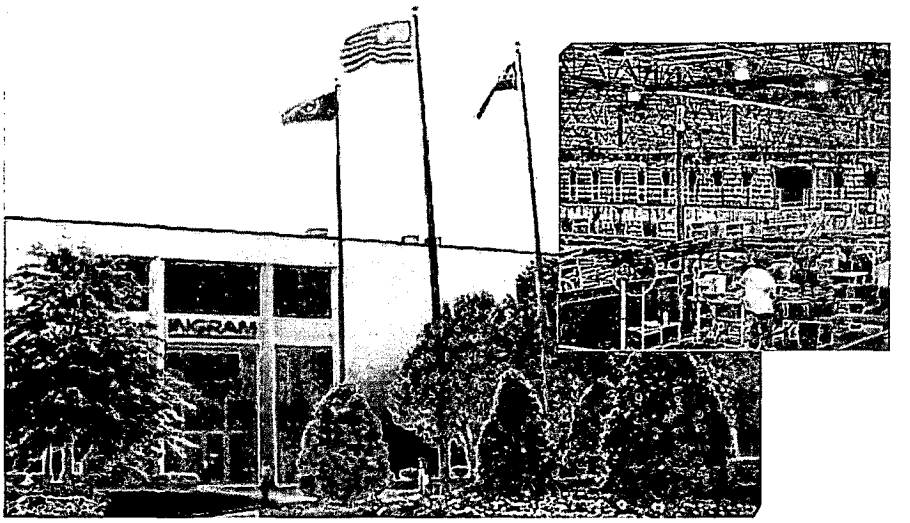
Ingram's operating units are Ingram Book Company, Ingram International Inc., Ingram Library Services Inc., Ingram Publisher Services Inc., Ingram Periodicals Inc., Ingram Marketing Group Inc., Ingram Digital, Lightning Source Inc., Spring Arbor Distributors Inc., Tennessee Book Company LLC, and Coutts Information Services Inc.

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. Our primary mission is to serve our customers with world class services and timely delivery of our customers' orders. This enables your libraries to fulfill their mission to their patrons – by circulating as quickly as possible the titles they are looking for and need for their enrichment and reading or listening pleasures.

Ingram Library Services Inc.

To better support the unique needs of libraries, Ingram Library Services grew from a specialized department of Ingram Book Company in 1970 to a full-service library vendor. Because of our growth and success, Ingram Library Services incorporated in 1998 as a subsidiary of Ingram Industries Inc. Today we offer "one-stop shopping" for our library customers that includes our comprehensive Collection Development support, including our Standing Order and Continuations programs, as well as all-inclusive cataloging and processing services. Libraries may order books, spoken word audio materials, music, DVD, and e-books, as well as receive a full range of library value added services customized to the library's individual needs.

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

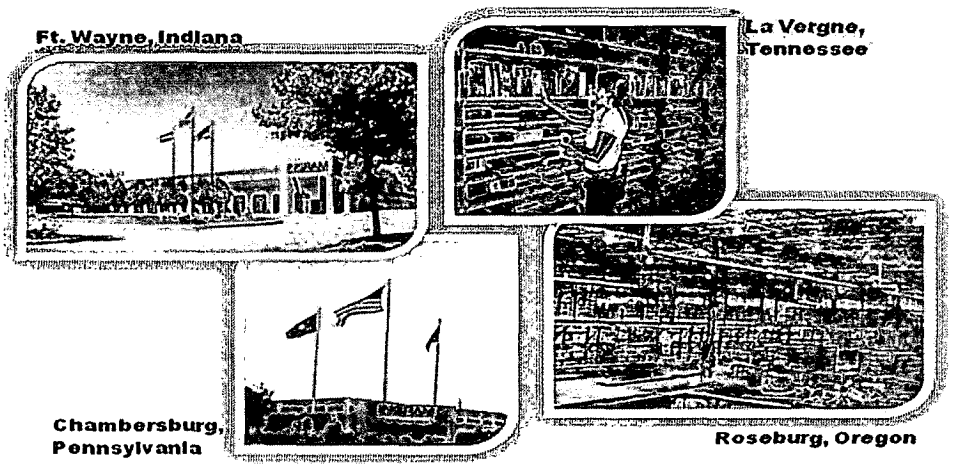


As an Ingram Content Group company, Ingram Library Services enjoys the benefit of being part of largest wholesale distributor of book-related product in the world, including physical book distribution, print on demand, and digital solutions. As such, we have established publisher relationships, inventory,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

Due to our extensive physical and digital infrastructures, Ingram is the supplier best able to develop and implement innovative and cost-saving services for research and academic libraries. It is also best placed to innovate in the future. As an Ingram Content Group company, we have already brought new services, content, and added-value to libraries. The Ingram Content companies offer a broad range of physical and digital services to the book industry and provide immediate access to the largest selection of books and book-related products in the North America. The financial, professional and technological resources we are able to draw on, position us at the forefront of industry developments. Ingram is in a strong position both financially and structurally to serve the needs of the City of Peoria.

Distribution Centers

Ingram operates four regional distribution centers, totaling more than 1.7 million square feet and employing nearly 3,000 associates. We ship over 146,000,000 units across the nation annually.



The City of Peoria will be served out of our Roseburg, Oregon and La Vergne, Tennessee distribution centers.

Ingram Staff

Ingram has built a talented, experienced staff focused on satisfying the needs of public libraries. We continue to invest in a quality human resource infrastructure at a pace consistent with our rapid growth. The blend of library experience along with a continuing infusion of new staff with fresh outlooks, enable Ingram to design innovative solutions with fundamental expertise in areas such as automation, collection development, cataloging, processing, all the way through to transportation.

In the paragraphs below we outline key Ingram staff member who will assist with your projects. We are happy to provide resumes of our Collection Development Librarians and Catalogers upon your request.

Ingram Senior Management Staff

Ingram Library Services' Senior Staff members, including **Rich Rosy**, Vice President and General Manager, **Marcus Roberson**, Director of Sales, **Don Kaiser, MLS**, Director of ILS Administration and Technology Services, **Gary Ross, MLS**, Director, Technical Services, and **Paul Dornan**, will serve in advisory capacities to ensure that the contract runs smoothly from start to finish. will serve in advisory capacities to ensure that the contract runs smoothly from start to finish.

Richard L. Rosy serves as Vice President and General Manager of Ingram Library Services. Rich began his Ingram career as Vice President, Business Development for Ingram Digital Group and in 2009 took on responsibility for the library businesses, including Ingram Library Services and Coutts, along with MyiLibrary. Before joining Ingram, Rich was most recently Vice President and General Manager of NetLibrary, a subsidiary of OCLC (Online Computer Library Center).

Marcus Roberson joined Ingram in 2010 as Director of Sales for Public and K-12 Libraries. Marc comes from the library systems automation marketplace. He joined Innovative Interfaces in 1994, and has since enjoyed a successful career in sales and consulting for SirsiDynix, LibLime, and Auto-Graphics. Over the past fifteen years, Marc has worked closely with most major public and academic libraries across the United States, providing a thorough understanding of library infrastructure and workflow. Marc is a member of the American Library Association and sits on the ALA ERT Board promoting awareness and communication between librarians and vendors who serve the library market.

Don Kaiser serves as Director of ILS Administration and Technology Services. Don comes to us with over 25 years of experience in the library market, with library automation companies such as The Library Corporation, CARL Corporation, Geac Computers, and OCLC. Don has also worked as a consultant helping libraries with their automation needs.

Gary Ross joined Ingram in the newly created position of Director, Technical Services - Global in 2010. Gary has a BS from Cornell University and an MLS from Syracuse University. Gary has work in the library field for over 34 years with over 27 years experience in cataloging, technical services, and library systems. Gary's academic library experience included appointments at Ohio State, University of Texas, College of Charleston, and the University of South Carolina, among others. Prior to joining Ingram, Gary served as Senior Director for Technical Sales for Gale – Cengage Learning.

Paul Dornan was recently promoted to the position of Vice President of Global Library Operations. Paul has been with Ingram for nineteen years in senior operation leadership positions. Most recently, he was the Vice President of Operations in our Fort Wayne Distribution Center for the past eleven years, where he led the day to day operation and achieved outstanding, safety, cost, and turnover goals.

These Senior Staff members will be supported by dozens of Ingram staff who are ready and willing to successfully partner with Peoria Public Library in all areas from sales, customer service, and collection development to IT needs.

On-going Account Management

Jay Blint serves as Account Manager for Ingram Library Services for the Peoria Public Library. Jay is very familiar with Ingram's programs and policies, and will contact the Library on a regular basis to monitor progress, discuss new programs and provide training as well as gather feedback from Library staff.

Negotiation and Execution of the Contract

Negotiations will be handled through the Office of Bids and Contracts. You may reach the Bid Team by email at ilsbids@ingramcontent.com, or by fax at 615-213-6004.

Collection Development

Joyce Skokut serves as Director of Collection Development, overseeing 16 staff members in our Collection Development Department. Many of our management/librarian level staff have graduate degrees or are currently pursuing advanced degrees (Masters Degrees in Library Science or Education.)

Ann Clapp, MLS, serves as Manager of Collection Development Programs, including our many Standing Order Programs for books and video materials, our Continuations programs, and iSelect®, Ingram's own build-your-own Standing Order Program. Prior to joining Ingram, Ann served over six years as Head Reference & Acquisitions Librarian and Head Circulation & Technical Services Librarian at the Brentwood Public Library in Tennessee.

Tracy Taylor Gallagher, MLIS, joined the Ingram team as Collection Development Specialist for Youth Services and was promoted to Manager, Youth Collection Development. Tracy brings years of experience as a children's librarian, and before joining Ingram served as Acting Senior Librarian in the Children's Literature Department of the Los Angeles Public Library.

Becky Walton, MLIS, Collection Development Library for Youth Services, assists Tracy in selection of youth materials. Before joining Ingram in 2008, Becky spent 13 years with the Gwinnett County Public Library in Lawrenceville, Georgia.

Shannan Starnes Rosa, MSLS, Collection Development Librarian for Adult Services, has varied library experience, but has worked primarily in public libraries. Shannan served as Acquisitions Librarian at Campbell County Public Library in Rustburg, Virginia, where she was responsible for selecting new and retrospective adult materials for the Main library and three branches. She brought this experience to Ingram, where she not only selects titles for Opening Day Collections and ongoing library acquisition projects, but also manages the Author Standing Order Program.

Dana Juriew, MILS, Collection Development Librarian, is the newest member of Ingram's Collection Development Team. Dana has experience in public and academic libraries and has also owned her own bookstore in Michigan. Dana will provide expertise in selecting adult nonfiction titles.

Jeannine Wiese, Collection Development Researcher, works with the Collection Development team in the selection of graphic novels. She has a strong background in children's reading materials as both a teacher and bookseller.

Melly Anderson, Video Product Manager, has been with Ingram since 1988. She will use her 22+ years of Ingram experience to provide collection assistance for audiovisual materials including music and DVD.

Technical and Account Services

Jane Grawemeyer, MLS, serves as manager of Corporate Cataloging. Within the Cataloging and Technical Services Departments there are professional cataloging librarians who hold Masters Degrees in Library and Information Science. **Lori Davis**, Operations Manager, will oversee the Library Technical Services staff providing processing and cataloging. Lori coordinates with **Greg Bergstresser, Account Services Supervisor**, **Pat Redding, Cataloging Supervisor**, and **Brian Tedder, Logistics Specialist**. Greg oversees the team responsible for establishing and maintaining all accounts, including ensuring customers' cataloging and processing profiles are correctly and promptly entered into BookMARC. Brian has managed over 80 Opening Day Collection projects ranging from $25,000 to $2,000,000 over the past 2 years.

ii. REQUIREMENTS AND SCOPE OF WORK SPECIFICATIONS

Ingram has indicated on the Request for Proposal our ability to comply with all Scope of Work and Specifications Requirements. Below we have elaborated the following specific Requirements and Specifications:

1. Requirements

a.
Ingram only sells new, unmarked materials.

b.
Ingram understands periodicals are excluded from this solicitation.

c.
Unacceptable materials may be returned under the guidelines of our Hassle Free Returns Policy, as outlined in Section 2.1.04 – 2.1.05, below.

d.
Ingram leads the industry in maintaining the largest on-hand inventory of over **3,300,000 unique titles**, representing over **65,000 publishers and imprints**. Our extended database includes **13,700,000 titles**. Please see Section iii. Inventory and Speed of Delivery for additional information.

e.
Any special promotions announced on ipage will be available to the City of Peoria.

f.
Our unmatched nationwide inventory of over **20,000,000** books ensures the highest fill rates in the industry.

g.
Due to the size of our inventory and publishers represented, Ingram does not publish one all-inclusive catalog. With an ipage subscription, available at no charge to Ingram customers, libraries have access to our most current inventory, including real time stock check. We consider ipage to be our online catalog and print catalog prices should be checked against ipage for the current price at time of order. ipage is updated nightly.

Catalogs

Ingram's comprehensive family of trade catalogs showcases forthcoming and recently published titles in an attractive and easy-to-follow layout. Our catalogs also feature relevant and timely editorial content including author interviews, merchandising tips, and product news to help librarians stay abreast of trends in the book world. For those who like to shop from their computer, online access to catalog content is available to all ipage® subscribers. Catalogs include:

Advance® - Our flagship publication, *Advance* details forthcoming hardcover, trade paper and audiobook titles, as well as Lightning Source on-demand titles, approximately two months prior to release. Each issue of *Advance®* also features relevant and timely editorial content.

Children's Advance® - *Children's Advance* features title listings and annotations of new children's titles available from Ingram. The catalog also spotlights individual children's book authors and major new releases.

Home & Garden Advance® - *Home & Garden Advance* features domestically themed titles from such categories as home improvement, landscaping, quilting, pottery and ceramics, candle making, cooking, and much more.

Mind, Body & Spirit Advance® - *Mind, Body & Spirit Advance* explores titles in such growing areas of interest as health and fitness, self-help, spirituality, astrology, feng shui, and much more.

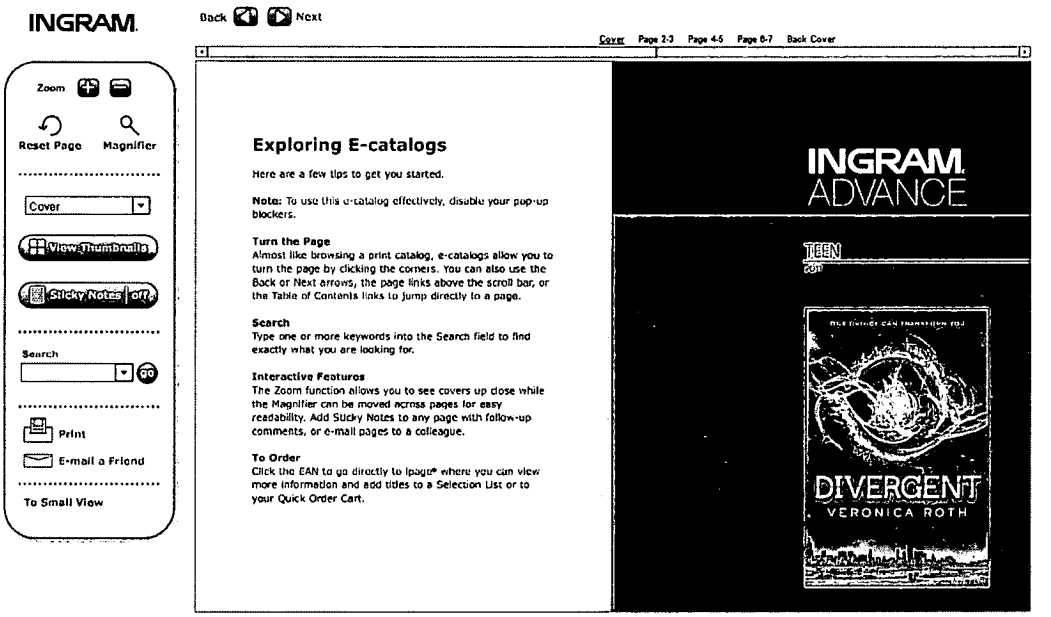
Parent Resources Advance® - Covering everything from parenting and child development to home schooling resources, *Parent Resources Advance* serves as an essential resource for family-focused titles.

Professional, Technical, Reference, and Computer Books Advance® - *Professional Technical Reference/Computer Advance* combines annotations for a concentrated assortment of professional titles with insightful guidance for a general audience.

Travel Advance® - *Travel Advance* includes timely category listings of travel titles, author interviews, feature articles on industry trends, and valuable merchandising pointers.

E-Catalogs

E-Catalogs transform existing print publications into enhanced Web versions with multiple browsing options and interactive features including keyword search, zoom and magnifier functions, sticky notes, e-mail options, and easy ordering. Simply click any of the E-Catalog links on our website at www.ingramlibrary.com to start browsing.



h.

After receiving an order, Ingram will ship all titles currently in stock. Any remaining titles will then be placed on backorder for a period of time specified by you. At the end of the backorder period, all unfilled titles will cancel except for titles Not Yet Received from the publisher. Status Reports will be sent to each ordering entity to keep them updated on the status of their order(s).

While we can set your accounts to not receive backorders, we do not recommend this as this setting will lessen overall fill rate.

i.

In-stock, non-processed and non-cataloged orders are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center.

Ingram's unique distribution center pairing gives our customers access to our entire inventory via convenient, regional locations. When an order is placed, titles are initially checked against the primary distribution center. Titles not in stock at the primary facility are then instantly checked at the secondary distribution center. This ensures a very high first fill rate. Titles not available in stock are then backordered from the publishers.

Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the shipment until it is actually delivered to the Library. Once the items have been delivered liability lies with the receiving agency.

"Rush" Orders

Ingram defines a "rush" order as one that requires special shipping, beyond our outstanding regular service levels. These orders differ from a regular order in that they do not receive processing or cataloging services, are generally very small orders, and are placed "fill or kill" with no backorders accepted. The Library may choose the shipping method they require, including UPS and Federal Express; however, the Library is responsible for freight charges on all rush orders shipped by channels other than Ingram standard shipping means, (i.e., Fed-Ex overnight, Saturday delivery). A separate account is needed for rush orders.

j.

Ingram acknowledges. We ask that both parties use due diligence in reporting contract issues to allow the other party to research and resolve the issue.

k.

Ingram acknowledges.

l.

Ingram acknowledges.

m.

Ingram does not provide leasing services.

2.1 General Requirements

2.1.01 – 2.1.03

Ingram does not have any minimum order requirements. We can accommodate orders of all sizes.

2.1.04 – 2.1.05

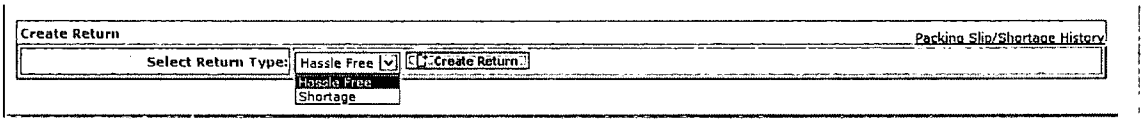
Any single copy of a non-processed/non-cataloged book ordered in good faith that is found to be damaged or unsuitable whether it is due to Ingram's error or the purchaser's error may be returned under our Hassle Free Return Policy within 60 days of invoice date. This policy does not apply to items designated as non-returnable. Ingram will pay return charges only on damaged/defective books or books shipped in error by Ingram. Ingram is not responsible for shipping and carrying charges on books returned for any other reason. Cataloged and processed books that are not damaged or defective cannot be returned.

HASSLE FREE Book Returns Policy - Ingram recognizes that schools occasionally need to return books. Expeditious handling and returning of books that are damaged, defective, or shipped in error can be assured by using a Hassle Free form. These forms are provided on the back of each packing list page, and discrepancy reports or returns should be postmarked no later than 60 days after invoice date. Detailed instructions are included on each form with a handy cut-out shipping label. A book with a publisher's defect may be returned for up to one year from receipt.

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.

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.

The account management feature of ipage offers the ability to transmit certain returns information. You can create Hassle Free Returns forms and may also report shortages with the feature. After returns have been submitted, you may check the status of these returns including credit information.



Spoken Word Audio Returns Policy – If defects are discovered with a spoken word audio within the first three (3) months of receipt, return it to Ingram using the above-mentioned Hassle Free form for a replacement copy. Please return all compact discs in a multi-CD title, as we are unable to accept returns of individual discs in multi-disc sets. If problems arise after the three (3) month period, please return the disc to the publisher. Brilliance™ offers a lifetime free replacement policy for their Library Edition product. Simply return the damaged product directly to the Brilliance Corporation at the address on the back of the box.

2.1.06

Ingram will supply books as ordered by the Library. Binding provided is determined by the ISBN, UPC, or Ingram Title Code provided by the Library with their order. Ingram does not substitute titles unless an ISBN has been forwarded to a new edition. Only those items ordered will be shipped. When checking titles on ipage, the librarian will have access to search for alternate bindings of a title. Through ipage, the Library can also check real-time stock status of any title and get immediate information on availability.

2.1.07

Ingram can provide multiple copies of invoices, and they can be mailed or included with the shipment. Invoices are listed in the following order: (1) quantity, (2) author, (3) title, (4) publisher, (5) ISBN, (6) unit list price, (7) discount, (8) unit net price, and (9) total price. Items on invoices are listed alphabetically by either the author or the title per the Library's request. All invoices have page numbers, your account number, the purchase order number (can be up to 22 characters in length), and our Federal ID number. Accounts will be profiled to include the Library shipping and billing address. Addresses cannot be changed on an order by order basis.

Invoices may contain multiple purchase order numbers combined in shipping. Items ordered on one account will not combine with orders placed on another distinct account. Each account will be assigned an individual account number.

Ingram can invoice for cataloging and processing on the same invoice as the product or on a separate invoice. Processing charges appear as the last line items when billed together with product. Please note that processing will be an accumulated charge, not an individual line item per title.

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

R = Trade Hardcover
Q = Trade "Quality" Paperback
P = Mass Market Paperback
W = Spoken Word Audio
X = Music
K = DVD

ipage Invoices

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

"Invoice in the Box"

Ingram also has the option available to libraries to have their invoice put inside the box of shipped items. The invoice is in a modified easier to read format. With "Invoice in the Box", libraries can check in items against the invoice and do not have to wait for the invoice to arrive in the mail. The library still has the option to have multiple copies of the invoice. Please note that if invoices are included with the shipment, they cannot be mailed separately.

2.2 Ordering

2.2.01

Ingram offers the highest fill rate in the industry on first shipment of an order. Ingram can deliver 100% of an order within 90 days if publisher stock is available, meaning those that are not out of print, out of stock indefinitely with the publisher, or those not yet published. We believe no other wholesaler in the business can deliver that level of service.

2.2.02

Status Reports come in the form of our Packing Slip and our Title Status Report. The packing slip, which is enclosed in the initial shipment, will supply you with the status of any book that has been 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. Titles that cannot be supplied in your normal backorder period will automatically cancel. These titles will be identified with a blank space in the "BO" column.

The Title Status Report is sent to customers on a monthly basis. This report will update customers on 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

With ipage, the Library can also view backordered items. Under the Order tab, simply click Acquisitions Status for a listing of search options to review your orders, including backordered items.

Backordered Items

Print Version

Date Ordered	Backorder Cancel Date	EAN/ Product Code	Product Name	Format	Pub Date	PO Number	Qty	DC
03/24/2010	04/24/2010	9780375958625 0375958622	NIGHT LIGHTS	HARDCOVER	11/10/2009	1571439	9	IN
03/24/2010	04/24/2010	9780763645373 0763645370	RED TED & THE LOST THINGS	HARDCOVER	11/10/2009	1571439	9	IN

Print Version

The Library may cancel an order any time prior to the order being sent through processing. Otherwise, at the end of your backorder period, all books that have come into stock will ship, and any remaining titles will automatically cancel.

2.2.03

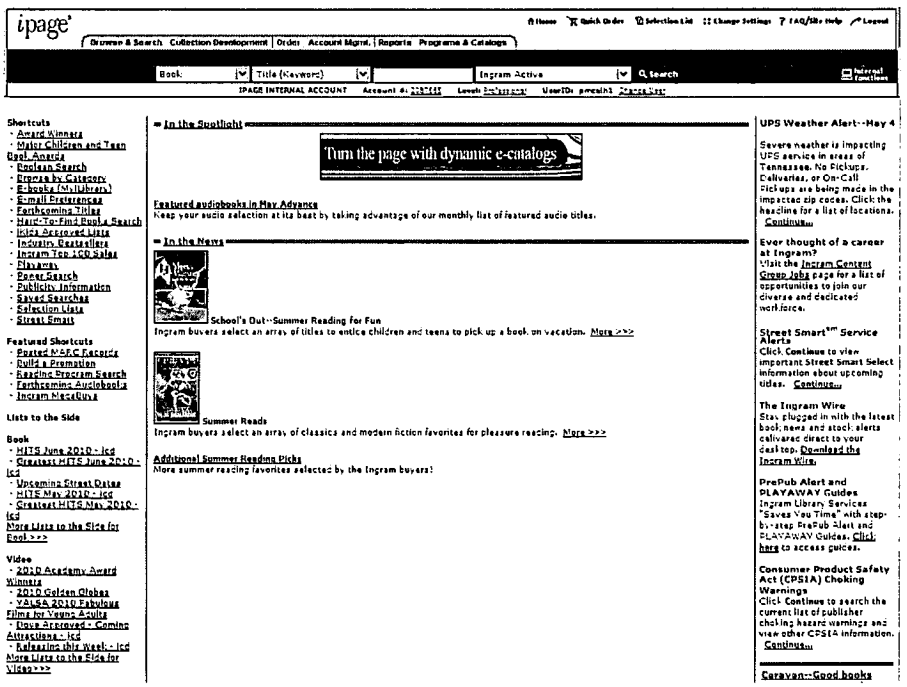
ipage is Ingram's web-based title selection, ordering and account management tool. Customers with a current, active Ingram account are eligible for a free subscription to ipage, which offers libraries easy-to-use ordering capabilities and other features at no cost.

Libraries recognize ipage as an integral timesaving tool whose collection development and acquisitions capabilities, along with its various account management tools, make day-to-day ordering and receiving tasks virtually hassle-free.

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

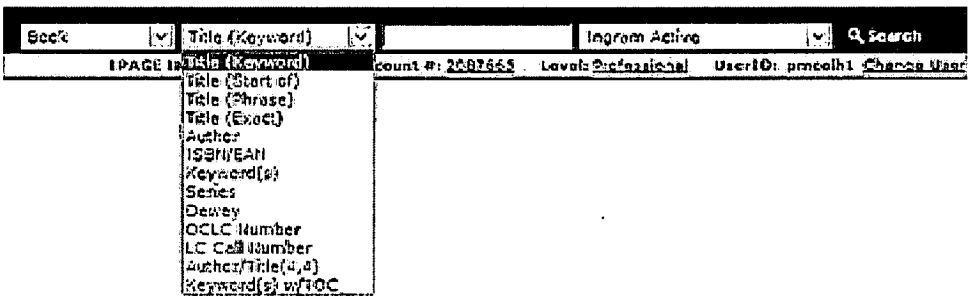
Here are just a few ipage features:

- Simple title search by Title, ISBN, Author, Keyword
- Ingram stock information and real-time stock check
- Title descriptions
- Physical Information, LC Subjects, LCCN, Dewey
- Ability to create lists
- Sort by Binding, ISBN, Price, Pub Date, Publisher, and Title
- List sharing options
- Download brief MARC 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
- Advanced search by series, Dewey, author-title, and keyword TOC
- Power search
- Access to all titles in our Extended database
- Additional publicity information
- Excerpts for selected titles
- Review Citations
- Full text reviews for selected titles (nominal annual subscription fee required)

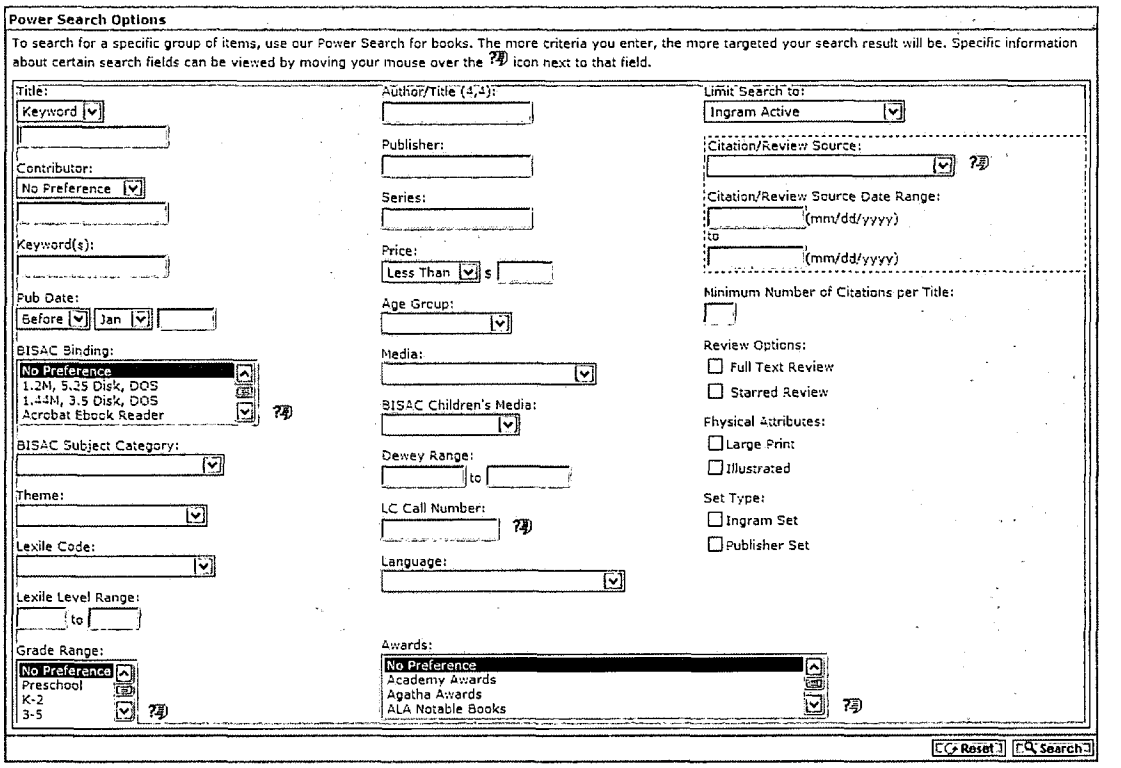


ipage Searching

ipage users do a fast and quick search for items using Simple Search. Simple Search is displayed at the top of every page in ipage.

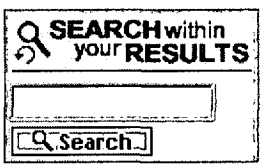


Power Search allows ipage users to focus their search to a much narrower list of titles by using some of or all of a specific set of search criteria. This feature is invaluable when searching for a specific title and the user has only limited information about the title.



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 dimensions and search feature located on the left.

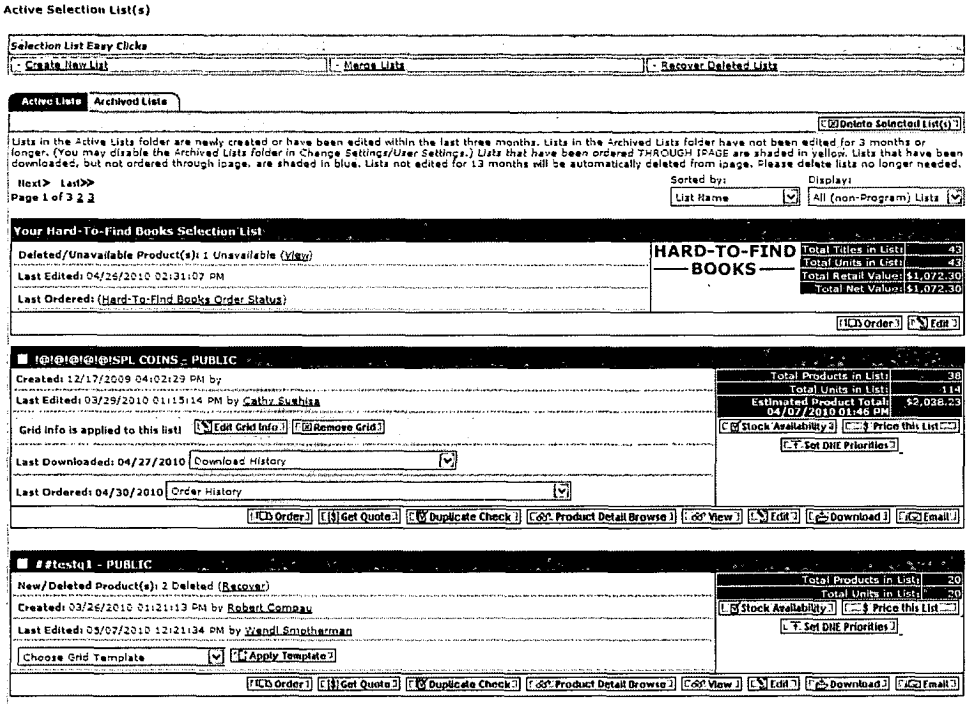


ipage Selection Lists

ipage selection lists, similar to the shopping cart functionality found in other Internet sites, are among the most versatile features on ipage. They're the starting points for using ipage for ordering. Once you create a list, you may add products, delete products, move products to other selection lists, or send it as an online order. You may also download the list to a file on your computer to import into an electronic ordering program, inventory management system, or acquisition system.

Ordering online using our selection list functionality enables the Library to create multiple title lists. These can be downloaded in a variety of formats such as BISAC, FlashBack®, or brief MARC records for import into your ordering or library automation system, provided that one or more of these formats is compatible.

In ipage, click **Selection List View** under the **Shortcuts** section on ipage's **Home Page** or click the **Selection Lists** link under the **Order** tab. A **Selection List** overview page appears. This page is the starting place for you to navigate to your selection lists or orders, or to manage your selection lists.



At the **Selection List** over view page you can:

- create a new list
- merge lists (from two to ten lists at a time)
- recover deleted lists
- review order history
- view, order, edit lists
- check for duplicates
- download lists
- delete a selection list or order

The **View Selection List** page sorts items alphabetically by title. To change the sort order, click the arrow in the **Sorted By** box and then click the sort option you want. Users can sort by title, author, ISBN or product code, binding, publisher, pub date, and US SRP (U.S. suggested retail price).

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

- For a Private List, only the user who created the list and the user's ipage Administrator can view or edit it.
- For a Public List, only users who are in the same ipage account as the user who created the list can view or edit it.
- For a Shared List, only users who are in the same Ship to account as the user who created the list can view or edit it.

The creator of a selection list also has the ability to lock lists to prevent others in the account from making various changes. There are two levels of list locking:

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

List Lock: No edits can be made to the list at all, including the changing of quantities, adding or taking away items from the list, etc.

Review Citations and Reviews

ipage includes review citations and full text reviews from:

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

Descriptions, Reviews, Etc.

Publishers Weekly (01/11/2010):
At the beach with his father, Greg strays from his beach umbrella, but stays calm and remembers the two things Dad told him: Dont go in the water, and dont leave Sandy. Sandy is a lion Greg has drawn in the sand, and because Greg hasnt lifted the stick with which he has drawn Sandys long, long tail (circling, as he goes, a jellyfish, a horseshoe crab, and other beachside marvels), hes able to retrace his steps to find his father, whos delighted to see him. Cooper ("The Blacker the Berry") draws a startlingly real Greg in a series of tight closeups; readers will feel they can reach out and touch him. Grainy pastel and washed-out color evoke the seashores bleached palette, while Gregs reverent attention to the treasures he finds is the focus of every page. The representation of an African-American father and child in a nonurban setting is welcome, while Williamss ("Four Feet, Two Sandals") even pacing and soothing text reassure children without losing momentum. Most valuable, though, is Williamss belief in Greg and his resourcefulness; quiet satisfaction pervades his story. Ages 37. "(Feb.)" Copyright 2010 Reed Business Information.

Kirkus Review - Children (02/15/2010):
While Greg and his dad enjoy a beach day, Dad sets two rules:"Don't go in the water / and don't leave Sandy," a lion Greg has drawn in the sand. As the little boy continues drawing the lion's tail, he discovers myriad items along the shore. Williams's rhythmic, onomatopoeic Swish-swoosh of the waves and the clear, descriptive text transport readers into Greg's experiences, which range from spotting a"gooey purple jellyfish" to watching a"tiny ghost crab / scurry sideways into his dark, round hole." Cooper's mastery with pastels results in a grainy, sun-washed effect that conjures a hot seaside day. Most stunning are the endearing, intimate close-ups of Greg immersed in artistic play. Children will relate to his adventure, which pivots on the moment he realizes he has lost sight of his dad. But a winning combination of good memory and self-reliance lead to a most satisfactory ending. Scoop up this tale for its strength as a unique beach story and for its warm portrayal of an African-American son and father enjoying the outdoors. (Picture book. 3-6)(COPYRIGHT (2010) KIRKUS REVIEWS/NIELSEN BUSINESS MEDIA, INC. ALL RIGHTS RESERVED.)

School Library Journal (03/01/2010):
PreS-Gr 2A charming tale of creativity and discovery. When Gregory draws a lion in the sand, his father suggests that it needs a tail and a name. As the child begins making a tail with a stick, Dad reminds him, "Don't go into the water, and don't leave Sandy." Although Gregory does not go into the water, his interpretation of not leaving Sandy is highly suspect. As he continues to draw the tail, it leads him a long way down the beach. Gregory winds it around a purple jellyfish, a sandcastle, a horseshoe crab, and more, until he reaches a jetty. He turns around and has lost sight of Dad, but fortunately is clever enough to follow the tail back past his landmarks, until he finds part of Sandy, whose body has been washed away. Gregory is happy and relieved to see his father sitting under the blue umbrella on the dolphin towel. The pastel illustrations use a soft, muted palette and have a grainy, beachlike feel to them. Cooper does an outstanding job of using perspective to underscore the immensity of the beach and sea. Gregory's facial expressions are full of wonder and curiosity as he finds small discoveries during his adventure. A wonderful summer tale to share one-on-one or with a group."Anne Beier, Hendrick Hudson Free Library, Montrose, NY" Copyright 2010 Reed Business Information.

Booklist (04/15/2010):
Preschool-G The titular tail refers here to a lion drawn in the sand by Gregory, an intrepid boy who, in extending the tail with a stick, winds up exploring a broad length of beach without quite disobeying his dads directive to not wander away. As the boy goes further and further, he comes across such common seaside sights as a jellyfish, a crumbling sand castle, a horseshoe crab, and a ghost crab. Finally realizing the distance he has traveled, he traces his tail, with its swirls and zigzags, back past the objects he has found. Williams, who always takes readers on a worthwhile journey, accentuates her straightforward telling with the repetitive sounds of the shore (Swish-swoosh), which also punctuate Gregorys embellishments of the long tail. Coopers warm, peachy-brown palette splendidly evokes the seaside setting, and his talent for expressive faces and texture (he won the 2009 Coretta Scott King Award for The Blacker the Berry) works to draw in viewers. A lovely collaboration suited for every collection.(Reprinted with permission of Booklist, copyright 2010, American Library Association.)

Review Citations:

- *Booklist* 04/15/2010 pg. 49 (EAN 9781590787120, Hardcover)
- *Kirkus Review - Children* 02/15/2010 (EAN 9781590787120, Hardcover) - *Starred Review
- *Publishers Weekly* 01/11/2010 pg. 46 (EAN 9781590787120, Hardcover)
- *School Library Journal* 03/01/2010 pg. 136 (EAN 9781590787120, Hardcover) - *Starred Review

Full text reviews are available with a nominal annual subscription fee.

Grid Creation

Ingram's ipage features an option called Custom MARC. Custom MARC gives libraries the ability to create and map a custom MARC record profile for downloading brief MARC records for loading to their Integrated Library System (ILS).

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

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

MARC Setup

Add Data Mapping

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

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

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

Add | Reset

Data Mapping

Tag #	Subfield	Data Element	Action
001		Ingram Control Number	
008		File Created Date	
010	a	Library of Congress Control Number (LCCN)	
020	a	ISBN/EAN (depending on your MARC download format)	
020	c	Price	
024	a	Universal Product Code	
024	d	Universal Product Code (Additional digits)	
035	a	Alternate Control Number	
082	a	Dewey	
100	a	Author	
245	a	Title	
260	b	Publisher	
260	c	Pub Date	
960	o	Copies (Total Quantity)	
960	t	Location	Add/Edit Values
960	t	Copies (Location Quantity)	
960	u	Fund	Add/Edit Values
960	u	Copies (Fund Quantity)	

Complete

OPAC View

Libraries also have a feature that allows them to look into their Online Public Access Catalog (OPAC) from titles within ipage. The feature requires a one-time setup by the administrator of the account. The administrator needs to provide the following information in this setup:

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

Online Public Access Catalog

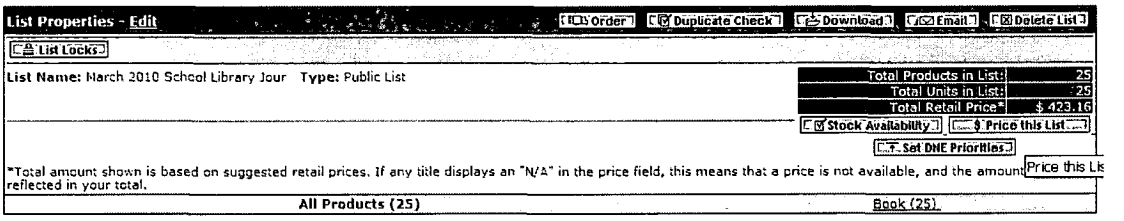
Enter URL and index information below to enable users in your account to look up ISBNs in your library's OPAC while using ipage. Please contact your system vendor for specifications for your system.

Your library's Internet OPAC address:	For example: **http://library.cityname.org.**
ISBN-specific search index:	This index varies by system vendor. For example: **/search/i=.**
Suffix:	This is an optional field for most systems.

Once the administrator of the account has set up this feature, users in the ipage account will start to see a button/graphic attached to titles in search results and selection lists. Clicking this button will open a new browser window and point to this ISBN within the customer's web-based OPAC system. Since this feature is ISBN driven, the button will not appear with titles that do not have ISBN's (videos, music, etc).

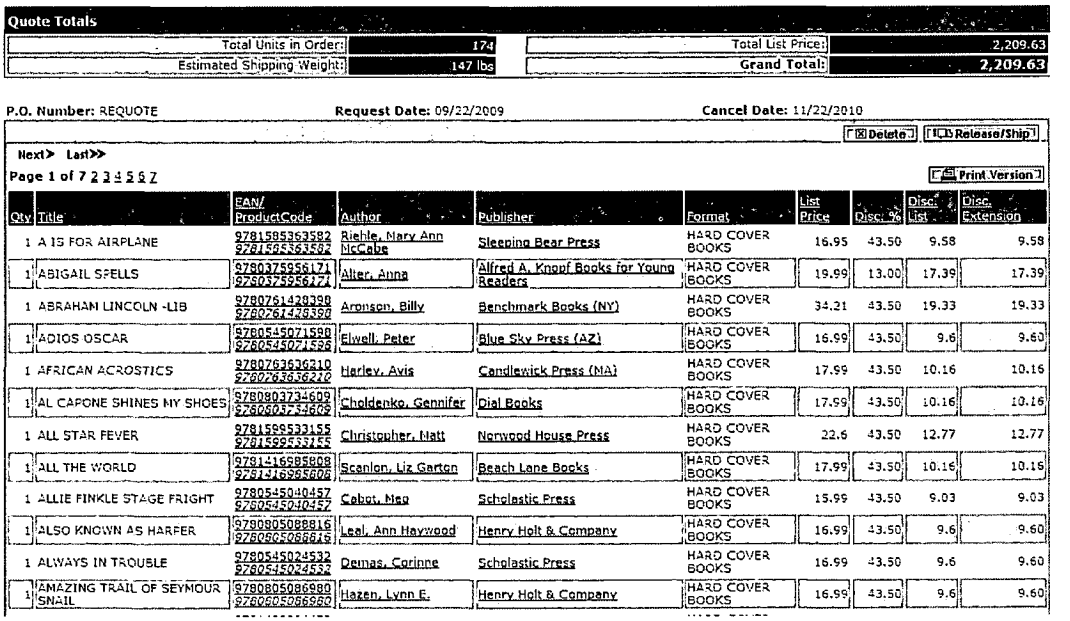
Price this List Feature on ipage

ipage shows current list price. Libraries can submit selection lists for school-specific pricing. On the "list of lists" page, schools will see a button labeled Price this List. Clicking this button will send the list as a pseudo-order using the active ship-to account of the ipage user. The total price of this selection list will display on the "list of lists" page in a green box. This pricing will disappear from the site if the selection list is changed or edited in any way. Additionally, schools can view items on this list that cannot ship from Ingram by clicking on the Estimated Product Total link.



Online Quotations

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



Quote Totals

Total Units in Order:	174	Total List Price:	2,209.63
Estimated Shipping Weight:	147 lbs	Grand Total:	2,209.63

P.O. Number: REQUOTE Request Date: 09/22/2009 Cancel Date: 11/22/2010

Delete | Release/Ship

Next> Last>>

Page 1 of 7 2 3 4 5 6 7

Print Version

Qty	Title	EAN/ ProductCode	Author	Publisher	Format	List Price	Disc. %	Disc. List	Disc. Extension
1	A IS FOR AIRPLANE	9781585363582 9781585363582	Riehle, Mary Ann McCabe	Sleeping Bear Press	HARD COVER BOOKS	16.95	43.50	9.58	9.58
1	ABIGAIL SPELLS	9780375956171 9780375956171	Alter, Anna	Alfred A. Knopf Books for Young Readers	HARD COVER BOOKS	19.99	13.00	17.39	17.39
1	ABRAHAM LINCOLN -LIB	9780761428390 9780761428390	Aronson, Billy	Benchmark Books (NY)	HARD COVER BOOKS	34.21	43.50	19.33	19.33
1	ADIOS OSCAR	9780545071590 9780545071590	Elwell, Peter	Blue Sky Press (AZ)	HARD COVER BOOKS	16.99	43.50	9.6	9.60
1	AFRICAN ACROSTICS	9780763636210 9780763636210	Harley, Avis	Candlewick Press (MA)	HARD COVER BOOKS	17.99	43.50	10.16	10.16
1	AL CAPONE SHINES MY SHOES	9780803734609 9780803734609	Choldenko, Gennifer	Dial Books	HARD COVER BOOKS	17.99	43.50	10.16	10.16
1	ALL STAR FEVER	9781599533155 9781599533155	Christopher, Matt	Norwood House Press	HARD COVER BOOKS	22.6	43.50	12.77	12.77
1	ALL THE WORLD	9781416985808 9781416985808	Scanlon, Liz Garton	Beach Lane Books	HARD COVER BOOKS	17.99	43.50	10.16	10.16
1	ALLIE FINKLE STAGE FRIGHT	9780545040457 9780545040457	Cabot, Meg	Scholastic Press	HARD COVER BOOKS	15.99	43.50	9.03	9.03
1	ALSO KNOWN AS HARPER	9780805088816 9780805088816	Leal, Ann Haywood	Henry Holt & Company	HARD COVER BOOKS	16.99	43.50	9.6	9.60
1	ALWAYS IN TROUBLE	9780545024532 9780545024532	Demas, Corinne	Scholastic Press	HARD COVER BOOKS	16.99	43.50	9.6	9.60
1	AMAZING TRAIL OF SEYMOUR SNAIL	9780805086980 9780805086980	Hazen, Lynn E.	Henry Holt & Company	HARD COVER BOOKS	16.99	43.50	9.6	9.60

2.2.04

Your Ingram Senior Sales Representative, Jay Blint, will be happy to provide training on ipage to Library staff. Jay Blint can provide staff personnel to train the library staff on how to build lists and submit orders through ipage, along with using ipage account management and reporting tools. We will set up a training meeting to be held once or twice a year as necessary. These training sessions will be held at a central location for PPL staff, **free of charge**.

It has been our experience that limiting these training sessions to 30–35 staff members allows for the best exchange of information. Please note that PPL must provide the computers and high speed internet connection if the training is to be hands-on training for the staff members.

ipage offers a downloadable and printable User Guide. Site Help provides a step by step guide to working with ipage features and account management tools, including the newest available features. Site Help, available along with a Frequently Asked Questions feature, is available at your convenience 24 hours a day, seven days a week.

Upcoming WebEx training courses will include general training for new users and we will also offer customized training for specific needs. Ingram can provide live WebEx training to PPL that will allow for live demonstrations, as well as questions and answers for participating staff. As we introduce new features and functions in ipage, we will create a corresponding training curriculum and course that will be available to your staff via ipage and delivered in a WebEx format.

Wednesdays with Ingram Webinar Series

Maximize your ipage experience by attending our Wednesdays with Ingram webinar series. Every Wednesday from 1:00 p.m. – 2:00 p.m. CST, join Lisa Johnson, a 20-year veteran of Ingram, as she hosts ipage tutorial webinars. From basic functionality to high-level navigation, Lisa will equip you with the knowledge you need to make ipage work harder for you.

2.2.05

If you have questions that you can't find the answers to in Site Help, ipage User's Guide, or Frequently Asked Questions areas, please call Ingram Data Services Tech Support at (800) 937-7978 or email us at ics-techsupport@ingrambook.com.

2.2.06

ipage provides a number of Ingram-created selection lists featuring titles of interest to libraries. ipage Home Left includes shortcuts to lists of Award Winners, Industry Bestsellers, iKids Approved Lists, Street Smart titles, Ingram Top 100, and other Lists to the Side. These lists offer a variety of subjects and can be imported into your own selections lists to simplify the selection process.

The **Collection Development** tab of ipage also lists resources and information on products of interest to librarians. You can also see innovative and creative lists of products you may wish to stock.

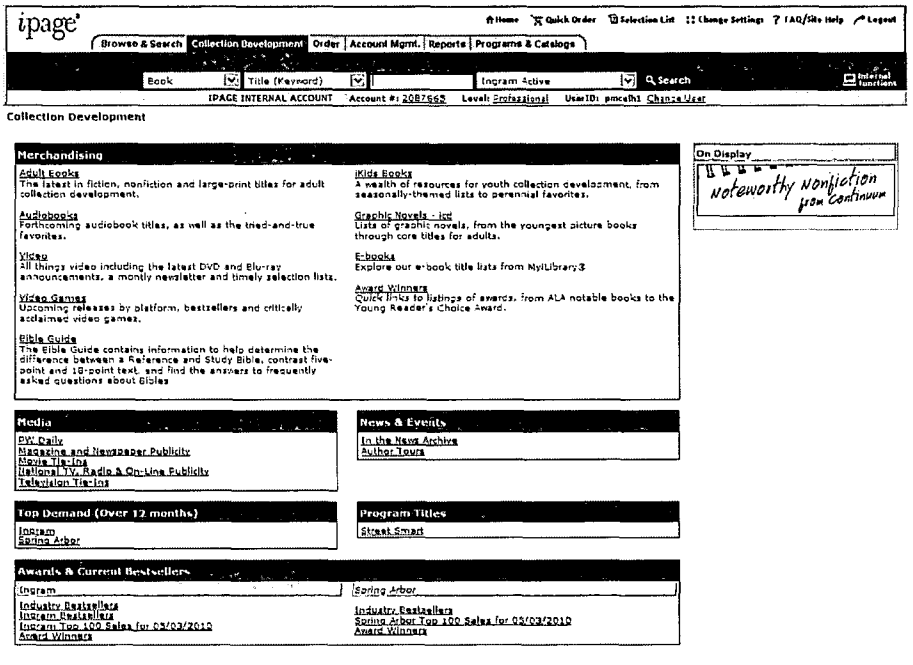
Current Quick Lists include:

- Adult New Readers
- Civil War Fiction
- Classics
- Religion and Spirituality
- Top 200 University Press Titles for Public Libraries

These are just a few examples of the many available lists that are updated regularly and available 24/7 on ipage.

The Library selectors can also easily create your own ipage selection lists. To create a new list, click **Selection Lists** in the top right-hand corner of any page, under the **Shortcuts** section of **Home Page Left**, or on the **Order** tab. You may also click **List/Order Options** near the top of any **Search Results** page or **Selection List Options** near the top of any **Product Detail** page. Click **Create New List** under the **Selection List Easy Clicks** section. Once you create a list, you may add products, delete products, move products to other selection lists, or send it as an online order.

Whether Ingram-created or user-created, ipage selection lists may be downloaded to a file to import into your acquisition system. Once the OPAC Look Up feature is set up, the OPAC graphic is visible on selection lists views, which easily allows you to see if you already own an item on the list before ordering it from Ingram.



2.3 Shipping

2.3.01

Ingram can profile your accounts so that no partial shipments of a single title are sent. Ingram can only control partials at the ship-to level and no shipping locations will receive partials. If the entire quantity of a title is not in stock at the time of order, Ingram will backorder that title and ship it when the entire quantity is received from the publisher. Please note that this profile option may lessen initial fill rate of an order.

Because we are offering Ingram-paid freight from two Distribution Centers, all copies of the same title may not ship in the same carton. The number of copies of a title ordered, and the physical size of the book will also determine whether all copies could ship in the same carton. Items ordered on one account will not combine with items ordered on a separate account.

2.3.02 – 2.3.03

Status Reports come in the form of our Packing Slip and our Title Status Report. The packing slip, which is enclosed in the initial shipment, will supply you with the status of any book that has been 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. Titles that cannot be supplied in your normal backorder period will automatically cancel. These titles will be identified with a blank space in the "BO" column.

The Title Status Report is sent to customers on a monthly basis. This report will update customers on 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

At this time, status reports are not sent via email. However, with ipage, the Library can view backordered items. Under the Order tab, simply click Acquisitions Status for a listing of Order Easy Clicks, including backordered items.

2.3.04
Our average shipment error rate is 0.53% for all distribution centers. This error rate includes damaged product, shortages, pulling errors, label mix-ups, billing errors and shipping mistakes.

2.3.05
Ingram will include a packing slip with each shipment which can be cross-referenced to the invoice. The packing slip will supply you with the status of any book shipped, backordered, or is out of print.

Each box in a shipment will be plainly marked with the number of boxes in shipment, the library address, and a Control Number (including Order Entry number) which can be used to cross reference the invoice when it is received. The box containing the packing slip will be labeled so it is easy to identify and retrieve.

Ingram's Packing Slip contains the following information:
- Library shipping and billing address
- Date
- Quantity ordered
- Quantity shipped
- Title
- ISBN
- Purchase Order Number
- Discount
- List Price
- Extended Price

2.4 Bindings

2.4.01 – 2.4.03
Ingram is a distributor, not a publisher. Ingram will supply books as ordered by the Library. Binding provided is determined by the ISBN, UPC, or Ingram Title Code provided by the Library with their order.

Prebound Books

Our inventory includes over **14,000 prebound** titles from Perfection Learning and San Val. Additionally, Ingram can provide paperback prebinding services through our partnership with Heckman HCL.

2.5 Other
Ingram provides books, spoken word audio materials, music, and DVD, and a full range of library value added services customized to the library's individual needs. Please see the Additional Information section of our proposal below for details on services not otherwise discussed in our proposal.

iii. OFFERED DISCOUNT PERCENTAGE

Ingram is pleased to present the City of Peoria the following discounts for library materials:

Trade Hardcover	42.5%
Trade Quality Paperbacks	38.5%
Mass Market Paperbacks	38.5%
Library Bindings	15.0%
Short Discounted Titles	5.0%
University Press	12.0%
* Spoken Word Audio	0-45.0%
** DVD and Blu-ray *(Discount based on List Price of item)*:	
< $14.99	35.0%
$15.00-$19.99	30.0%
$20.00 +	25.0%
Music CDs	25.0%
Video Games	5.0%
Net Titles	0.0%

* *Eighty to eighty-five percent of all Spoken Word Audio is at the 45% discount; however, some Spoken Word Audio is short discounted by the publisher.*
** *Although the majority of Ingram's DVD inventory is eligible for the maximum discounts, some titles necessarily receive smaller discounts. ipage®, our web-based tool, provides title discount information.*

iv. INVENTORY AND SPEED OF DELIVERY

Ingram leads the industry in maintaining the largest on-hand inventory of over **3,300,000 unique titles**, representing over **50,000 publishers and imprints**. Nearly **200,000 children's titles** are included in this total. Our extended database includes **13,700,000 titles**. Our unmatched nationwide inventory of over **20,000,000** books ensures the highest fill rates in the industry.

Our on-hand inventory represents the largest range of publishers in the wholesale distribution business today including all binding types and formats as well as university press, small press and specialty publishing houses. Ingram stocks not only new best sellers, but also the deepest inventory of backlist titles of any vendor. Ingram can provide adult, young adult, and juvenile fiction and nonfiction titles in all subjects in a variety of bindings, including trade hardcover, trade paper, mass market paper, large print, short discount and small press, university press, single library editions, publisher's library editions, graphic novels, board books, easy readers, picture books, prebound books, and big books.

Our spoken word audio inventory includes **72,000+ titles**, including abridged and unabridged editions including CD, cassette, and Playaway formats. We also inventory more than **15,000 music titles** on Compact Disc, from classical to library appropriate popular titles.

With **80,000+ DVD** and **5,500 Blu-ray titles**, Ingram offers one of the most comprehensive inventories of DVDs in the country. Ingram represents more than 500 video suppliers with titles in categories such as popular box office, foreign and independent films, and family films. We also provide an extensive line of nonfiction and children's titles. Through our supplier, Ingram Entertainment, we provide access to nearly **1,000,000 DVD volumes**.

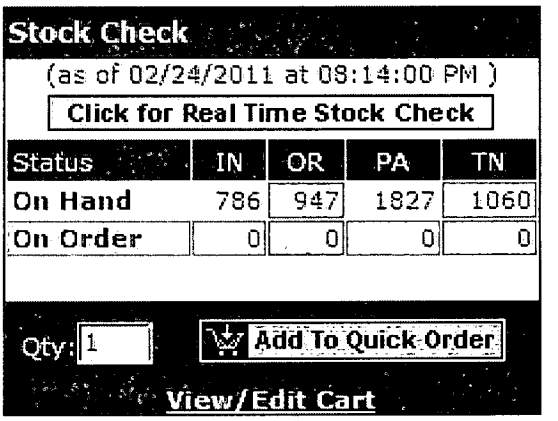
Our video game inventory includes **2,500 titles** from the following platforms: PlayStation®2 (PS2), PlayStation ®3 (PS3), Xbox 360®, Nintendo® Wii™, Nintendo® Dual Screen™ (Nintendo DS), and PlayStation®Portable (PSP).

Ingram offers public libraries access to more than **262,500 e-books** available via MyiLibrary®, our comprehensive e-book platform. We offer a full range of resources and purchasing options, from single-title acquisition to publisher-specific subject collections and work closely with over 900 publishers and imprints from around the world including:

- Wiley-Blackwell
- ABC-CLIO
- NOLO
- Dorling Kindersley (DK)
- Greenwood Publishing Group
- Oxford University Press
- McGraw-Hill
- Lerner
- Orchard
- Orca
- Taylor & Francis
- Chelsea House

Real Time Stock Checking

ipageprovides a real-time stock check of Ingram inventory on the Title Detail screen. Your primary and secondary distribution centers are shaded in gray.



Delivery Time

In-stock, non-processed and non-cataloged book orders are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. In-stock processed books not requiring original cataloging will ship within 48 hours of receipt of order.

v. REFERENCES

Please see the References form submitted with our response.

ADDITIONAL INFORMATION

Ingram Contact List

Customer Care Support Specialists trained specifically to library customer care will be available to assist you with any issues that may arise with your account. Every attempt will be made to respond within 24 hours (during normal working hours) from phone call or receipt of correspondence. However, some issues may necessitate additional research in order to provide the best service and most complete response to the Library.

Jay Blint serves as Senior Sales Representative for Ingram Library Services for the City of Peoria. Jay is very familiar with Ingram's programs and policies, and will contact the Library on a regular basis to monitor progress, discuss new programs and provide training as well as gather feedback from Library staff.

The City of Peoria 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.

- Jay Blint, Senior Sales Representative.....Ext. 37474
  Email: jay.blint@ingramcontent.com
- 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
- Account Services .....Press Option 1, then 3
  Email: customer.requirements@ingramcontent.com
  To Set Up / Update an Account or for Information on Programs and Services
- To Check Stock Status.....Press Option 1, then 4
- Toll-Free FAX Ordering 800-677-5116
- Credit Department.....800-937-8100
- Technical Support 800-937-7978

Any of the staff assigned to the project may be reached at the following address:

Ingram Library Services Inc.
One Ingram Blvd.
PO Box 3006
La Vergne, TN 37086-1986
800-937-5300
615-213-5196 (fax number for Bids and Contracts)

Accounts

New accounts may be set up and existing accounts updated by phoning our Account Services Department at 800-937-5300, Monday through Friday, 7:30 a.m. to 4:30 p.m. CST. The Account Services Representative will ask for basic account information such as account name and shipping address, contact person, and processing requirements. Please inform your Representative that you are a contract customer, and they will verify the contract information and ensure your accounts receive the correct discounts and terms. Ingram requires that any request for a new account be accompanied by a signed Application, Terms of Sale and tax exempt certificate.

EDI

Ingram Library Services is the industry leader in Electronic Data Interchange (EDI) offerings for Library Automation Systems. With a group of specialists dedicated to this effort, Ingram cultivates strong partnerships with libraries and their automation vendors to provide EDI services that utilize the most current book industry formats, transactions, and communications methods. Ingram is also a strong participant in the Book Industry Standards and Communications (BISAC) Organization that develops EDI and barcode formats for the Book and Serials Industry.

Ingram has partnered with the following Library Automation Vendors to offer a variety of EDI offerings. Ingram ILS partners for EDI include:

- Sirsi/Dynix for **Horizon, Dynix, and Unicorn**.
- Endeavor Information Systems for **Voyager**.
- Ex Libris for **Aleph** 500.
- Polaris Information Systems Systems for **Polaris**.
- Innovative Interfaces for **INNOPAC** and **Millennium**.
- The Library Corporation for **OSA**, **Library.Solution** and **CARL.Solution**.
- VTLS for **Virtua**.

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

EDIFACT Order, Enriched Order*, Order Response, and Invoice.
X12 Order, Enriched Order*, Order Acknowledgment, and Invoice.

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

*Enriched (EDI) Order
This enhanced order transaction allows users to send additional distribution information in the EDI order record that provides Ingram with all the information necessary to create complete holdings records to match the items shipped. The holdings records are loaded with MARC bibliographic records and overlay the on-order items. When the materials arrive from Ingram, they are shelf and circulating ready.

Additional ILS Automated interface options:

MARC

- Ingram's BookMARC (full MARC) records and Ingram's ipage (brief MARC-formatted) records are compatible with all library automation systems in the marketplace today.

- Ingram's ipage Web-based title file product offers a brief MARC-formatted interface that allows users to enter any or all of the 9XX tag and subfield data supported by their library automation system such as location, quantity, fund, item type, etc. for selection list titles on the ipage site. Brief MARC records containing this information can then be loaded into the library automation system to create order and brief bib records as supported by the individual library automation system vendors.

Standing Order Plans

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

To participate, a customer completes an online enrollment form, letting us know the quantity, and in some cases binding type, of the titles they wish to receive. Based on this profile, we place the titles on backorder (generally 2 to 3 months before release). The Program lists will appear in the ipage Selection Lists each month, and the customer will receive email notification. Customers have the option of modifying their quantities or canceling any order prior to shipment and may edit Programs at any time.

Ingram posts important information about these Programs each month in the *Collection Development* e-newsletter.

Author – Adult Fiction

We make it easy for libraries to keep up with the latest releases from bestselling authors. Additional formats are also available, including large print, Spanish, and audio editions when they are simultaneously released with the regular hardcover. Choose from four audio formats: abridged audiocassettes, unabridged audiocassettes, abridged CD, and unabridged CD editions. Library editions will be included when they are available.

Author - Youth

When customers sign up for this program, the newest titles by writers as diverse as Christopher Paolini, Mo Willems, Jacqueline Woodson, Jenny Nimmo, and Laura Numeroff will be shipped to them as soon as they are available. All titles on this program are offered in hardcover bindings; however, customers may indicate a preference for library bindings when available.

Awards*Book Clubs*State Lists

This Program provides you with the award winners, book club picks, and state lists you select. Save time by letting Ingram stay on top of these developments for you, allowing you to offer the timeliest and most relevant title selections throughout the year.

Easy Reader

We help libraries serve their youngest patrons by offering a highly flexible program for easy reader children's books. Customers can choose from a variety of reading levels and binding types. Our Youth Services department works with publishers to make sure that all the titles and series are correct.

Graphic Novels – Youth

Graphic novels are hot, and the Ingram Youth Services Collection Development team has researched dozens of graphic novel series to help customers find those that suit their needs. Age levels ranging from eight to young adult are clearly indicated.

Graphic Novels - Adult

This Program features hand-selected graphic novels for adult readers.

High Fives (Mass Market Genre Sets)

This Program provides automatic ordering of popular genre fiction. High Fives gives customers the top five new titles each month in the genres they select. For some genres, they may also choose to get the next five or 10 most popular titles. Genres available on this Program include:

- General Fiction
- General Romance
- Science Fiction/Fantasy
- Historical Romance
- Horror
- Westerns
- Mystery

Inspirational Fiction Author

Many library patrons ask for gentle reads, so our customers are happy for us to help them keep their Inspirational Fiction collections up to date. This program works just like the Author Standing Order Program, except it includes only trade paper fiction by bestselling Inspirational Fiction authors.

iSelect®

Ingram's own build-your-own Standing Order Program includes the BISAC categories and sub-categories selected by the customer. Based on Ingram buy level, this Program allows customers to choose or exclude publishers, languages, categories, subcategories, and formats. Customers can choose to see anything from expected bestsellers only to all titles in a category or subcategory that have been purchased by Ingram. At Ingram, it's FREE! Please see the Additional Information section of our proposal for further details on this program.

Nonfiction Continuations

Notification of regularly updated nonfiction titles in a variety of subject areas from atlases to test prep guides to writing handbooks. Please see the Additional Information section of our proposal for further details on this program.

Original Score (Mass Market Originals)

This Program provides automatic ordering of top paperback originals. Each month, Ingram selects the 20 original paperbacks that we forecast to have the highest demand. The assortment will include one western and at least one science fiction or fantasy title. The rest will be a mix of general fiction, mystery, and romance.

Popular Adult Nonfiction

With major media attention and high demand from the reading public, many new nonfiction titles become immediate 'must-haves' for libraries. With this Program, it's easy to order top nonfiction titles. Our MLS-degreed librarians and expert buyers work closely with publishers to anticipate the titles that will resonate with library patrons. Each month, they select the best forthcoming nonfiction titles and automatically place them on backorder for your library. While the number of titles can vary according to the season, you will receive an average of 25 titles per month.

ReviewALERT(SM) (Adult, Adult Reference, Youth, Youth Reference)

Never have to browse through paper journals again! The reviewALERT Program notifies customers when titles receive a review in their selected journals. Reviews are customizable by Dewey Class, so librarians only see the categories they select.

Series - Adult Nonfiction

The Adult Nonfiction Series Standing Order Program provides the latest series nonfiction geared toward adults. Includes For Dummies, Knack, and hundreds of others.

Series – Popular Adult Fiction

From Star Trek to contemporary romances, Adult Popular Series Standing Order Program sends customers the newest titles from selected popular series.

Series – Popular Youth Fiction

From Stink Files to Truth or Dare, Ingram's Youth Popular Series Standing Order Program sends customers the newest titles from selected popular fiction series.

Series - Youth Nonfiction

The Youth Nonfiction Series Standing Order Program provides the latest series nonfiction demanded by juvenile and teen patrons.

Travel Continuations

This plan offers a flexible method of receiving our bestselling travel titles as well as providing a broad and comprehensive selection of travel series selected by the library. If customers do not wish to receive every issue of every travel title, they can choose to set up a frequency that better fits their needs.

Video - Children's and Young Adult Series

Our Collection Development Specialists work closely with the studios to keep abreast of the new series that will appeal to children and young adults, such as PBS Kids, Nickelodeon, Sony Kids, and anime titles. Titles are set up to arrive on the street date.

Video - Adult Series

Ingram's Adult Series Standing Order Program provides automatic ordering of documentaries, wellness programs, instructional videos, and musical and theatrical performances produced by PBS, WGBH, KOCH, and many others.

Video – We Recommend...

Ingram's We Recommend... Standing Order Program provides automatic ordering of the latest blockbusters, independent and foreign films, and cinema classics debuting on DVD. The customer profile determines the movies that make the individualized order list each month. Program participants also receive the weekly retail magazine ***Entertainment Preview*** published by our OneSource[sm] partner Ingram Entertainment.

ipage Collection Development for DVD/Blu-ray

ipage provides a number of Ingram-created selection lists featuring DVD/Blu-ray titles of interest to libraries. Current lists include:

- Anime
- Children & Family - December 2011
- Children & Family - November 2011
- Children & Family - October 2011
- Documentary - December 2011
- Documentary - November 2011
- Documentary - October 2011
- Fitness
- Foreign Film
- Instructional
- Performances
- Popular TV - December 2011
- Popular TV - November 2011
- Popular TV - October 2011
- Spanish
- Travel
- Blu-Ray - December 2011
- Blu-Ray - November 2011
- Blu-Ray - October 2011

Online Account Management

ipage's account management features allow the Library to manage and monitor your accounts from a complete perspective. You can view and update your account information online and view current account set-up information. The Library can also view all open items, reference credit memos and open invoices, look at their last statement, and view the last six payments received by Ingram. All of this information will be available to the Library 24 hours a day, 7 days a week, making it even more convenient to use Ingram as your vendor.

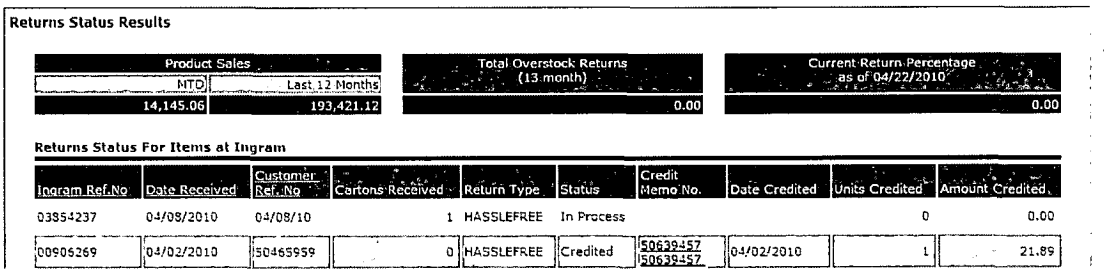
ipage has many account management tools. Through ipage, you can:

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

Returns

ipage features the following returns reporting options. You can:

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



Returns Status Results

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

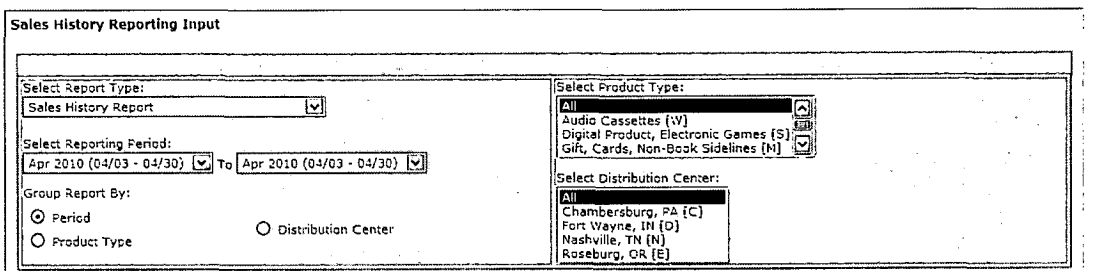
Returns Status For Items at Ingram

Ingram Ref.No	Date Received	Customer Ref. No	Cartons Received	Return Type	Status	Credit Memo No.	Date Credited	Units Credited	Amount Credited
03854237	04/08/2010	04/08/10	1	HASSLEFREE	In Process			0	0.00
00906269	04/02/2010	50465959	0	HASSLEFREE	Credited	50639457 50639457	04/02/2010	1	21.89

Sales History

The Reports feature of ipage lets you choose from the following reports that can be further customized by reporting period, distribution center, and product type:

- Sales History Report
- Returns History Report
- Sales/Returns History Report
- Sales/Returns History with Variances Report
- Return Rates Report



Sales History Reporting Input

Select Report Type:
Sales History Report

Select Reporting Period:
Apr 2010 (04/03 - 04/30) To Apr 2010 (04/03 - 04/30)

Group Report By:
Period
Product Type
Distribution Center

Select Product Type:
All
Audio Cassettes [V]
Digital Product, Electronic Games [S]
Gift, Cards, Non-Book Sidelines [M]

Select Distribution Center:
All
Chambersburg, PA [C]
Fort Wayne, IN [D]
Nashville, TN [N]
Roseburg, OR [E]

Collection Development reports

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

Program Reports

Nonfiction Master Profile Report Totals

Total Number of Titles: 143 | Total Quantity of All Titles: 144

Nonfiction Master Profile Report Details (1 to 25 of 143 Items)

This report is updated weekly — Run Date: 09/21/2009

Next> Last>> — Print Version

Page 1 of 6 2 3 4 5 6

Qty	Serial/Series Title	Publisher	Binding	Frequency	Cycle	Start Edition	PO Number
1	Fodor's Australia	FODORS	TRADE PAPER	ANNUAL	1	09/1997	CONTIN
1	Fodor's Boston	FODORS	TRADE PAPER	ANNUAL	1	08/1997	CONTIN
1	Fodor's California	FODORS	TRADE PAPER	ANNUAL	1	10/1997	CONTIN
1	Fodor's Canada	FODORS	TRADE PAPER	IRREGULAR	1	09/1997	CONTIN
1	Fodor's Caribbean	FODORS	TRADE PAPER	ANNUAL	1	08/1997	CONTIN
1	Fodor's England	FODORS	TRADE PAPER	ANNUAL	1	09/1997	CONTIN
1	Fodor's Europe	FODORS	TRADE PAPER	IRREGULAR	1	09/1997	CONTIN
1	Fodor's France	FODORS	TRADE PAPER	ANNUAL	1	09/1997	CONTIN
1	Fodor's Germany	FODORS	TRADE PAPER	IRREGULAR	1	09/1997	CONTIN
1	Fodor's Hawaii	FODORS	TRADE PAPER	ANNUAL	1	08/1997	CONTIN
1	Fodor's Ireland	FODORS	TRADE PAPER	ANNUAL	1	01/1998	CONTIN
1	Fodor's Italy	FODORS	TRADE PAPER	ANNUAL	1	09/1997	CONTIN
1	Fodor's London	FODORS	TRADE PAPER	ANNUAL	1	08/1997	CONTIN
1	Fodor's Mexico	FODORS	TRADE PAPER	ANNUAL	1	08/1997	CONTIN
1	Fodor's New England	FODORS	TRADE PAPER	IRREGULAR	1	08/1997	CONTIN
1	Fodor's New York City	FODORS	TRADE PAPER	ANNUAL	1	08/1997	CONTIN
1	Fodor's New Zealand	FODORS	TRADE PAPER	ANNUAL	1	5th Ed.,d.	CONTIN

Acquisitions status

Under the Order tab, simply click Acquisitions Status for a listing of Order Easy Clicks, including:

- All Open Items
- Open Purchase Order Summary, which includes the PO number, date ordered, total units open, units in process, and units backordered
- Backordered Items, which includes date ordered, product code, product name, format, PO number, quantity, and warehouse
- Recently Shipped Orders, which includes date shipped, order entry number, number of cartons, and shipping tracking number
- ipage order history, which shows order date and time, PO number, and who the order was placed by. 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

Order Status Easy Clicks — Order Status Search

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

Search within Recently Shipped Orders

Order Entry Number: [ ] Search

Recently Shipped Orders

Next> Last>>
Page 1 of 13 2 3 4 5 6 7 8 9 10 >> — Print Version

Date Shipped	Order Entry Number	Carton Number	Shipping Tracking Number
04/20/2010	N85SB9	1	1Z3130270390148228
04/19/2010	D47L3W	1	1Z44775303732607 81
04/19/2010	N82VLW	1	1Z3130270390067940
04/16/2010	N80J67	1	1Z3130270389942792
04/16/2010	N80J67	2	1Z3130270389942809
04/16/2010	N80J67	3	1Z3130270389942818
04/15/2010	D45Z28	1	1Z44775303732158 57
04/15/2010	D45Z29	1	1Z44775303732160 52
04/15/2010	D45Z29	2	1Z44775303732155 35
04/15/2010	D45Z29	3	1Z44775303732148 58
04/15/2010	D45Z29	4	1Z44775303732161 32
04/15/2010	D45Z29	5	1Z44775303732148 67
04/15/2010	D45Z29	6	1Z44775303732163 29
04/15/2010	D45Z29	7	1Z44775303732154 19
04/15/2010	D45Z29	8	1Z44775303732709 85
04/15/2010	D46CZ5	1	1Z44775303732162 94

iSelect Ingram's Forthcoming Title Notification Program

Selecting new titles and having them on your library shelves in a timely manner is essential to serving your community. However, researching forthcoming titles by perusing publisher catalogs, reading reviews, and searching the Internet is time-consuming. That's why Ingram staffs one of the largest and most knowledgeable teams of book buyers in the country. Our team meets daily with publishers, large and small, to stay abreast of thousands of forthcoming titles, from the next bestseller to niche professional works. They rely not only on pre-publication buzz, databases, systems, and processes, but also on their personal expertise to make the right new title selections for our customers.

The iSelect Program is based on Ingram's buying level of pre-publication titles. You select the categories and indicate the levels you want to see. Then, when Ingram makes a purchase of a forthcoming title at your pre-determined level, you are notified. The iSelect Program is fully customizable to meet the needs and interests of your library. If you only want to see the hottest titles in certain categories, you can. If you only wish to see new titles by certain publishers, you can do that, too. With iSelect, it's easy!

You design your program by selecting the publishers, subject categories, binding types, and purchase levels that best fit your needs. Your weekly report— and shipment, if you select the Automatic Shipment option— is based on this information.

Enrollment Options [Continue]

Begin creating your iSelect profile by selecting from the fields below. We have pre-selected default values but you can change these selections as needed. Click Continue to begin selecting specific categories for your profile.

Profile Owner:	Patrick McElhiney - ?
List Name:	iSelect - ?
Program Type:	○ Automatic shipment ⊙ Report only
Language:	All Languages
Short Discount Options:	○ Include short discounts ⊙ Exclude short discounts
Include Non-returnable Titles:	○ Yes ⊙ No
Library Binding Options:	○ Include publisher's library bindings ⊙ Exclude publisher's library bindings
Backlist Options:	○ Include backlist titles added to inventory for the first time ⊙ Exclude backlist titles added to inventory for the first time
Purchase Order Number: (Automatic Ship Option Only)	ISELECT (Maximum of 22 characters. This number will be used for all book and CD orders on this program. The default PO number is ISELECT.)
Email Address(es) to Receive Notification of Program Selection Lists:	You may enter multiple email addresses in this field. Please use a semi-colon to separate each address.

Include/Exclude Specific Publishers (optional)

You may choose to include only a list of certain publishers OR exclude a list of specific publishers from your program selections. Select a publisher list type below then click Add Publisher to search for a publisher.

Publisher List:	[Add Publisher]

[Continue]

Your individual profile will include a full listing of subject categories based on BISAC categories. You may select any or all categories that fit the needs of your library. You may choose to enroll at the BISAC Major, Secondary or Tertiary levels, depending how customized you want the results. Hardcover, Quality Paper, Mass Market, and Audio format options are available in this program. You may choose to include titles that Ingram purchases in very large quantities or choose to be notified of every title purchased in the categories you have selected, or somewhere in between.

Each week, your customized pre-publication title listing is posted on ipage® - our online collection development and account management tool. You can use the listing to add individual titles or download the full report to your computer or Integrated Library System (ILS).

Many customers find the automatic shipment option a great convenience. Prior to shipping, a full title listing is available for review on ipage. At that time, you can choose to edit quantities or remove titles from your order.

iSelect is a ***FREE*** program for all Ingram customers.

HITS (High Interest Title Selection)

In addition to our above described standing order programs, Ingram also offers HITS, a concise, annotated pre-publication listing of top, new hardcover and selected quality paperback books. HITS is available on ipage, along with our Greatest HITS list of titles projected to generate considerable patron interest and receive positive reviews as an exceptional book.

HITS is compiled monthly and lists titles about two months prior to publication date. HITS includes approximately 2,000 to 2,500 titles annually. Our HITS list comes with three convenient ordering options:

- Your Library may request an automatic shipment of one copy or multiple copies of each starred title by individual month or every month (Standing Order).
- Your Library may make selections from HITS title by title.
- Your Library may request an automatic shipment of one copy or multiple copies of each title listed in HITS (Standing Order).

Nonfiction Continuations/Series Programs

Stay updated on reference, professional, travel, and other series and serial collections. Our experienced librarians track publications, changes, cessations, and postponements for more than 13,000 titles.

New titles are added to Ingram's database several months in advance of publication. Our Nonfiction Continuations/Series Programs automatically places these titles on selection lists for your library based on your completed profile. For added convenience, your monthly reports are accessible on ipage® under the Programs & Services tab. If you are an Auto-Ship customer, these reports allow you flexibility to change your order before your titles are shipped. Ingram can cycle continuations titles to fit your needs. We offer many reporting options:

Master Profile: This lists everything you currently have on standing order and is available online via ipage.

Nonfiction Master Profile Report Details (1 to 25 of 128 Items)

This report is updated weekly — Run Date: 09/21/2008

Next> Last>> — Print Version

Page 1 of 6 2 3 4 5 6

Qty	Serial/Series Title	Publisher	Binding	Frequency	Cycle	Start Edition	PO Number
2	100 Fastest-Growing Careers	JIST PUB	TRADE PAPER	BIENNIAL	1	8th Ed..d.	CONTIN
4	AAA North American Road Atlas	AMER AUTOMOBILE ASSN	TRADE PAPER	ANNUAL	1	10/1998	CONTIN
3	AMA Family Medical Guide	JOHN WILEY & SONS INC	CLOTH	IRREGULAR	1	4th Ed..d.	CONTIN
1	Access London	COLLINS	TRADE PAPER	BIENNIAL	1	6th Ed..d.	CONTIN
2	Access New York City	COLLINS	TRADE PAPER	BIENNIAL	1	8th Ed..d.	CONTIN
1	Access Paris	COLLINS	TRADE PAPER	BIENNIAL	1	6th Ed..d.	CONTIN
3	Access Washington, D.C.	COLLINS	TRADE PAPER	BIENNIAL	1	6th Ed..d.	CONTIN
1	American Library Directory	INFORMATION TODAY INC	CLOTH	ANNUAL	1	51st Ed.d.	CONTIN
1	Annual Register of Grant Support	INFORMATION TODAY INC	CLOTH	ANNUAL	1	32nd Ed.d.	CONTIN

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

INGRAM

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Collection Development

Standing Order | Continuations

Continuations

Here's a quick highlight of the covers of new serials and nonfiction series added to our Continuations Program each month. This is the place to get the scoop on all the serials and series additions, changes, cessations, and completions.

Continuations Updates and Title News

Continuations-Serials and Continuations-Travel Serials:

Continuations-Serials and Continuations-Travel Serials Additions	Publisher	Frequency	Edition	Pub Date	List Price	EAN
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Please contact us at continuations@ingramcontent.com if you would like to adjust your profile to include any of these titles.

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Collection Development

Standing Order | Continuations

Standing Order Programs

Whether your focus is adult or youth collection development, the news and previews here can make your job easier. Be sure to check this space each month for additional offerings and changes to your Ingram Standing Order Programs. For a complete listing of all of our Standing Order Programs, visit the Programs & Catalogs tab on ingram.

Updates in this month's updates:
Program News--Adult Programs
Program News--Youth Programs
Program News--Video Programs

It's easy to sign up for additional Standing Order Programs or to make changes to an existing program. Just log on to the Programs & Catalogs tab on ingram and begin adding your selection. Enter your desired quantities and click "Submit". You will receive an e-mail confirmation of your changes. Or e-mail us at standing.orders@ingramcontent.com.

Program News--Adult Programs

Author: Adult

Author (Adult) News -- Out of scope/not included on program				
Author-Adult	Title	EAN	On Program?	Notes
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Graphic Novels: Adult

Graphic Novels (Adult) Additions	Publisher	Binding	Frequency	Price
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Inspirational Author Standing Order Program

Inspirational Author (Adult) Additions

None this month.

Inspirational Author (Adult) Deletions

None this month.

Inspirational Author (Adult) -- Out of scope/not included on programs				
Inspirational Author	Title	EAN	On Program?	Notes
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

Street Smart

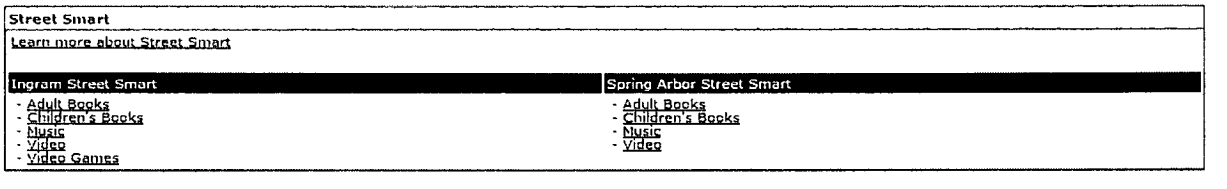
Ingram acknowledges the importance of shipping titles in a priority manner to accommodate the Library's patrons. The **Street Smart** program helps libraries receive inventory of high visibility book titles on or before the on-sale date. Titles included in the program typically have large print runs and major publicity scheduled. A minimum purchase may be required to participate in the early delivery program. The publisher of a title designates it as a Street Smart title by assigning an on-sale date for a new title. Processing and cataloging may add additional time to shipment of titles, depending upon the level of customization required.

We require a signed affidavit in which you agree not to display, sell, or loan for advanced reading any title before the publisher-assigned on-sale date. Ingram will send you an annual affidavit renewal notice. Without this agreement, Ingram will not ship Street Smart titles until the published on-sale date. Delivery within the allotted time frame is contingent upon the publisher providing books to Ingram in a timely manner. Ingram is a distributor, and not a publisher, and so does not control street date.

Publishers designate releases as affidavit titles for Ingram at their discretion. If the publisher designates a title as such, by law Ingram cannot ship titles to arrive before their street date. Ingram will make every available effort to ship non-affidavit titles to arrive on the street date; however we cannot guarantee arrival on street date due to late shipment by publishers. Publishers often change street dates, so check ipage as the scheduled street date approaches to ensure no change has been made.

Some titles may be designated by Ingram as **Street Smart Select**. Ingram will send advance notification of these titles, including minimum order and order deadlines via email or fax. The difference between a "Street Smart" title and "Street Smart Select" title is that the Street Smart Select titles have an order minimum, and the Street Smart Select customers who place minimum orders at least 14 days before the on-sale date will get a reminder notice about adhering to the on-sale date.

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

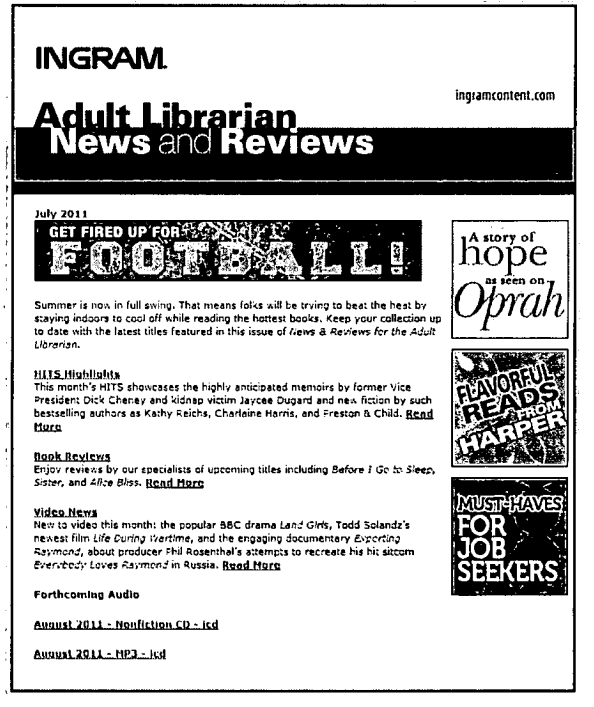


E-Communications

Ingram Library Services Inc. offers a host of free electronic newsletters designed to inform, entertain, and offer ideas and resources for collection development.

Adult Librarian News & Reviews

Adult Librarian News & Reviews (formerly The In-Gram) includes important news and reviews of upcoming titles, current titles, and sleepers from the Ingram collection development team.



INGRAM

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Adult Librarian News and Reviews

July 2011

GET FIRED UP FOR FOOTBALL!

Summer is now in full swing. That means folks will be trying to beat the heat by staying indoors to cool off while reading the hottest books. Keep your collection up to date with the latest titles featured in this issue of *News & Reviews for the Adult Librarian*.

HITS Highlights
This month's HITS showcases the highly anticipated memoirs by former Vice President Dick Cheney and kidnap victim Jaycee Dugard and new fiction by such bestselling authors as Kathy Reichs, Charlaine Harris, and Preston & Child. Read More

Book Reviews
Enjoy reviews by our specialists of upcoming titles including *Before I Go to Sleep*, *Sister*, and *Alice Bliss*. Read More

Video News
New to video this month: the popular BBC drama *Land Girls*, Todd Solondz's newest film *Life During Wartime*, and the engaging documentary *Exporting Raymond*, about producer Phil Rosenthal's attempts to recreate his hit sitcom *Everybody Loves Raymond* in Russia. Read More

Forthcoming Audio

August 2011 - Nonfiction CD - icd

August 2011 - MP3 - icd

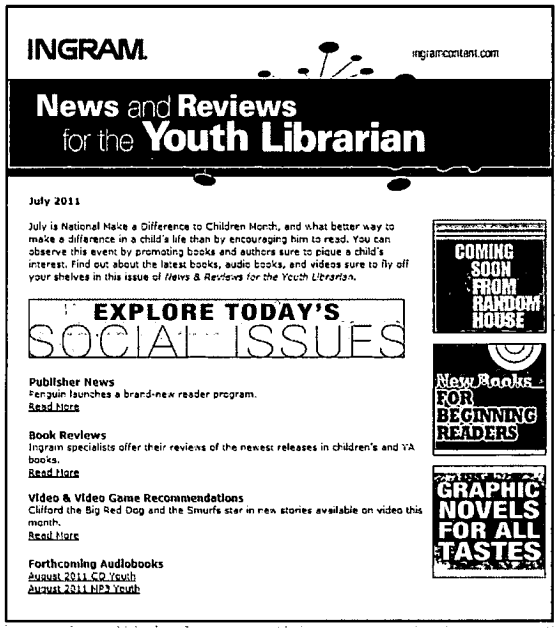
A story of hope as seen on Oprah

FLAVORFUL READS FROM HARPER

MUST-HAVES FOR JOB SEEKERS

News and Reviews for the Youth Librarian

News and Reviews for the Youth Librarian (formerly Inside iKids) features reviews of recent and forthcoming titles, along with business information pertinent to the juvenile library market.



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News and Reviews for the Youth Librarian

July 2011

July is National Make a Difference to Children Month, and what better way to make a difference in a child's life than by encouraging him to read. You can observe this event by promoting books and authors sure to pique a child's interest. Find out about the latest books, audio books, and videos sure to fly off your shelves in this issue of *News & Reviews for the Youth Librarian*.

EXPLORE TODAY'S SOCIAL ISSUES

Publisher News
Penguin launches a brand-new reader program.
Read More

Book Reviews
Ingram specialists offer their reviews of the newest releases in children's and YA books.
Read More

Video & Video Game Recommendations
Clifford the Big Red Dog and the Smurfs star in new stories available on video this month.
Read More

Forthcoming Audiobooks
August 2011 CD Youth
August 2011 MP3 Youth

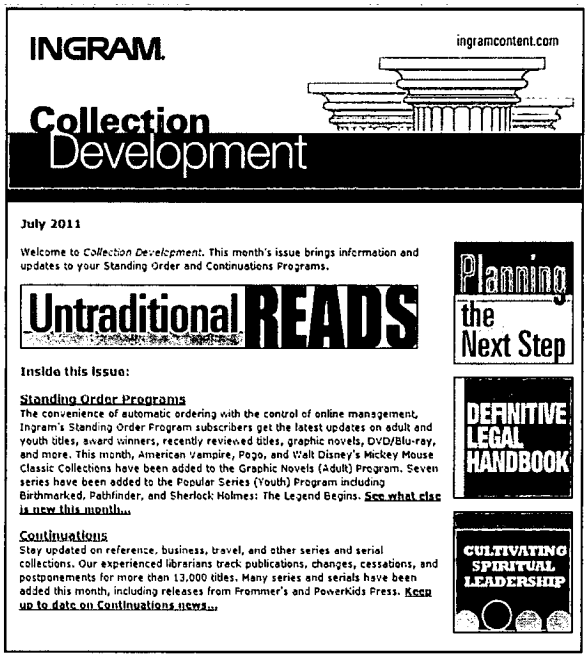
COMING SOON FROM RANDOM HOUSE

New Books FOR BEGINNING READERS

GRAPHIC NOVELS FOR ALL TASTES

Collection Development

Collection Development (formerly Further Developments) includes pertinent information on Ingram Library programs and services, such as the Standing Order and Continuations programs.



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Collection Development

July 2011

Welcome to *Collection Development*. This month's issue brings information and updates to your Standing Order and Continuations Programs.

Untraditional READS

Planning the Next Step

DEFINITIVE LEGAL HANDBOOK

CULTIVATING SPIRITUAL LEADERSHIP

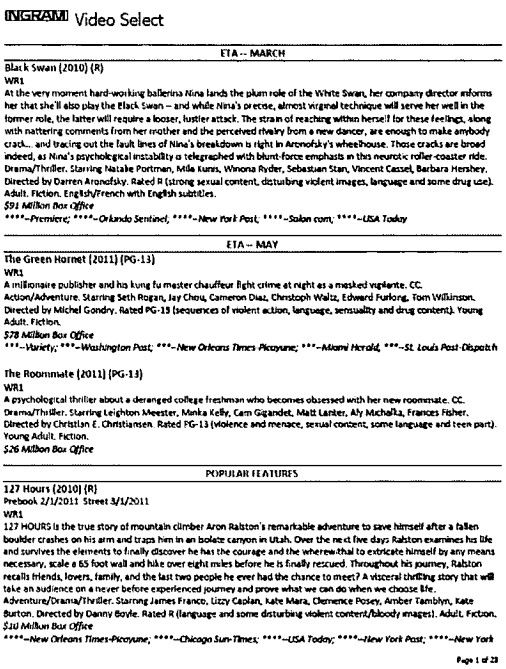
Inside this Issue:

Standing Order Programs
The convenience of automatic ordering with the control of online management, Ingram's Standing Order Program subscribers get the latest updates on adult and youth titles, award winners, recently reviewed titles, graphic novels, DVD/Blu-ray, and more. This month, American Vampire, Pogo, and Walt Disney's Mickey Mouse Classic Collections have been added to the Graphic Novels (Adult) Program. Seven series have been added to the Popular Series (Youth) Program including Birthmarked, Pathfinder, and Sherlock Holmes: The Legend Begins. See what else is new this month...

Continuations
Stay updated on reference, business, travel, and other series and serial collections. Our experienced librarians track publications, changes, cessations, and postponements for more than 13,000 titles. Many series and serials have been added this month, including releases from Frommer's and PowerKids Press. Keep up to date on Continuations news...

Video News

This monthly e-newsletter highlights forthcoming DVD and Blu-ray titles including Popular Features, Foreign Film, Independent Film, Children & Family, Nonfiction and TV. Video News is available to all ipage users.



INGRAM Video Select

ETA -- MARCH

Black Swan (2010) (R)
WR1
At the very moment hard-working ballerina Nina lands the plum role of the White Swan, her company director informs her that she'll also play the Black Swan – and while Nina's precise, almost virginal technique will serve her well in the former role, the latter will require a looser, lustier attack. The strain of reaching within herself for these feelings, along with nattering comments from her mother and the perceived rivalry from a new dancer, are enough to make anybody crack... and tracing out the fault lines of Nina's breakdown is right in Aronofsky's wheelhouse. Those cracks are broad indeed, as Nina's psychological instability a telegraphed with blunt-force emphasis in this neurotic roller-coaster ride. Drama/Thriller. Starring Natalie Portman, Mila Kunis, Winona Ryder, Sebastian Stan, Vincent Cassel, Barbara Hershey. Directed by Darren Aronofsky. Rated R (strong sexual content, disturbing violent images, language and some drug use). Adult. Fiction. English/French with English subtitles.
$91 Million Box Office
*****–Premiere; ****–Orlando Sentinel, ****–New York Post; ****–Salon.com; ***–USA Today*

ETA -- MAY

The Green Hornet (2011) (PG-13)
WR1
A millionaire publisher and his kung fu master chauffeur fight crime at night as a masked vigilante. CC.
Action/Adventure. Starring Seth Rogan, Jay Chou, Cameron Diaz, Christoph Waltz, Edward Furlong, Tom Wilkinson. Directed by Michel Gondry. Rated PG-13 (sequences of violent action, language, sensuality and drug content). Young Adult. Fiction.
$78 Million Box Office
***–Variety; ***–Washington Post; ***–New Orleans Times-Picayune; ***–Miami Herald; ***–St. Louis Post-Dispatch

The Roommate (2011) (PG-13)
WR1
A psychological thriller about a deranged college freshman who becomes obsessed with her new roommate. CC.
Drama/Thriller. Starring Leighton Meester, Minka Kelly, Cam Gigandet, Matt Lanter, Aly Michalka, Frances Fisher. Directed by Christian E. Christiansen. Rated PG-13 (violence and menace, sexual content, some language and teen part). Young Adult. Fiction.
$26 Million Box Office

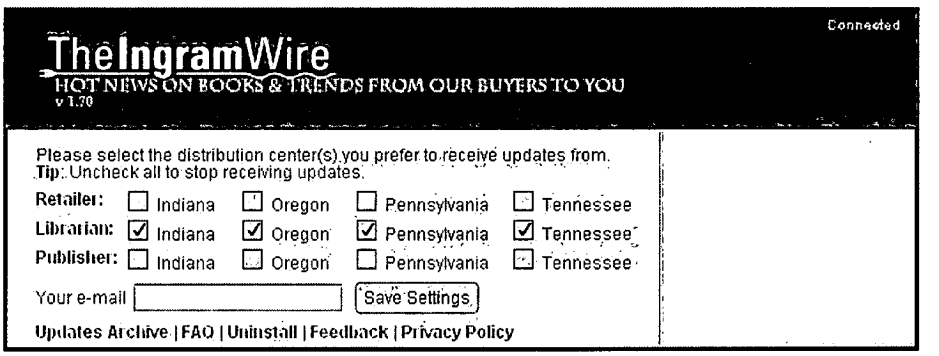
POPULAR FEATURES

127 Hours (2010) (R)
Prebook 2/1/2011 Street 3/1/2011
WR1
127 HOURS is the true story of mountain climber Aron Ralston's remarkable adventure to save himself after a fallen boulder crashes on his arm and traps him in an isolate canyon in Utah. Over the next five days Ralston examines his life and survives the elements to finally discover he has the courage and the wherewithal to extricate himself by any means necessary, scale a 65 foot wall and hike over eight miles before he is finally rescued. Throughout his journey, Ralston recalls friends, lovers, family, and the last two people he ever had the chance to meet? A visceral thrilling story that will take an audience on a never before experienced journey and prove what we can do when we choose life.
Adventure/Drama/Thriller. Starring James Franco, Lizzy Caplan, Kate Mara, Clemence Posey, Amber Tamblyn, Kate Burton. Directed by Danny Boyle. Rated R (language and some disturbing violent content/bloody images). Adult. Fiction.
$10 Million Box Office
****–New Orleans Times-Picayune; ****–Chicago Sun-Times; ****–USA Today; ****–New York Post; ****–New York

Page 1 of 28

The Ingram Wire

Relevant book news and collection development information is delivered directly to your desktop with the Ingram Wire. Through this user-friendly downloadable desktop app, built on Adobe® AIR™ and compatible with both PC and Mac, librarians receive stock news on fast-moving products specific to their assigned distribution center, alerts on top awards and breaking events, as well as "backorder now" messages to ensure they are among the first for allocations. From the desktop, users can click directly to ipage to place orders. Libraries can download the application at www.ingramwire.com.



Processing and Cataloging Services

Ingram Library Services provides processing and cataloging services for those products purchased through Ingram. With over 100 different options, processing can be customized per your specifications. Ingram will ask the Library to complete an Ingram Processing Specification Sheet to ensure consistency of book appearance. Included details are physical processing rules such as label location, taping requirements, and jacketing needs. A BookMARC profile will also be completed for any account requiring spine labels or cataloging records. Please note that processing prices are based on use of Ingram standard processing supplies. Any non-standard supplies would need to be provided by the Library.

RFID

Our standard Ingram RFID tag is provided by UPM Raflatac. UPM Raflatac tag is a "universal" tag meaning that we can program any type of encoding or programming into this tag (ex.: 3M, Bibliotecha, Tech Logic, ITG, Envisionware, etc.). The tags are ISO 15693 compliant. Additionally, we can provide pre-programmed tags with barcodes sets. We can also encode customer supplied tags, as well.

Thermal Label Printing

In addition to standard laser printed labels, Ingram recently introduced a new thermal label printing service.

- Thermal printing is a better quality print with higher density and contrast.
- Process is heat transfer with a single-use ribbon rather than laser printed sheet labels.
- Improved durability on spine and barcode labels.
- Wider variety of font options and sizes.
- Additional print options such as italics, bold, and underline.
- New barcode and spine label stock is white polypropylene film coated with a high-tack adhesive with excellent edge tear resistance.
- Smaller barcode size (2" x ¾")

Print on Demand through Lightning Source

With facilities in the US, the UK, and Australia, Lightning Source, an Ingram Content Group company, has a virtual inventory of over 6,000,000 titles representing more than 21,000 publishers. We print only what is needed to meet our customers' current demand-whether that's a single book order or 10,000. We not only give you access to titles that were once extinct or hard-to-find, but also make it possible for low-volume titles to stay in print and for new titles to be released. All this translates into wider title selection and better customer service for your patrons and your community.

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

On a typical day, we add 2,647 titles to our digital warehouse, manufacture more than 76,000 books, and add 14 publishers. We print 2.3 million books per month. Since our inception, we have printed over 111,000,000 titles.

When it comes to producing books, speed is not our only strength. We work fast but we also pay close attention to craftsmanship, conducting 10 quality control checks on each book before it is shipped.

Our sharp graphics and crisp text make it virtually impossible to distinguish our on-demand books from offset copies. Our facilities are equipped with the most advanced technology in the world, delivering great products in the most efficient and effective manner, and we are committed to continuous improvement as new innovations prove viable.

Lightning Source titles are listed on ipage and are ordered through the same methods you usually use with Ingram - by telephone, fax, mail, or electronically. Lightning Source titles will be printed especially for you once the order is placed.

Print on demand should in time mean the end of out of print and "print under consideration" supply frustrations. In addition it will facilitate the production and distribution of more esoteric and specialist publications with the diminishing risk posed to mainstream publishers and greater access to production for small specialist content creators including university presses, not for profit publishers and authors wishing to release straight to market.

MyiLibrary™ e-Books

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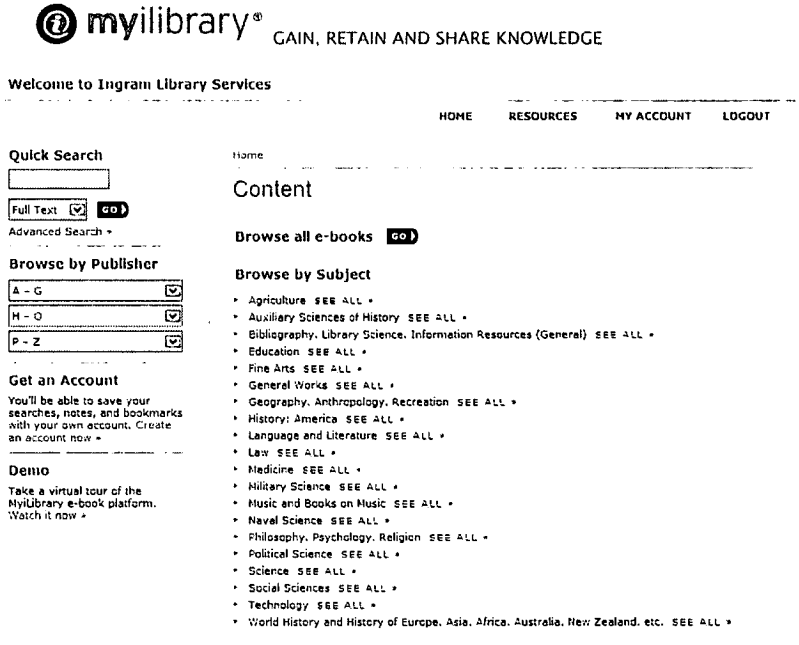

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