

Service Alert

To Our Valued Library Customer,

Thank you for your loyalty to Ingram Library Services and your continuing trust in our products. We have been pleased to offer our library and retail customers continuous services during the past few years. Our distribution centers have continued with no reduction in operations. They are hiring in all locations across the U.S. We continue to work with publishers in creative ways to make sure we can stock the books and other materials your patrons want.

Similarly, we know libraries are doing everything to meet the increased demand for services.

However, during this time, prices have risen on almost everything we need to keep our materials moving, especially fuel and shipping charges.

To prevent passing most of these costs on to our customers, we have taken every active measure reasonable to absorb those increased costs. Due to rising costs, we have adjusted the number of items per shipment in your Ingram paid shipping accounts. Any Ingram paid freight shipping account will require a 15 unit minimum before shipping. This minimum shipment requirement will be a more cost-effective and environmentally sustainable method. If your library has accepted the Street SmartSM Affidavit for highly visible titles with a publisher-assigned on-sale date, this constraint will not affect Street Smart (Standard) or Street Smart (Select) titles. These titles will release early and ship independently to make street date if Ingram receives the books from publishers on time.

We thank you for your understanding. If you have any questions regarding consolidating your accounts or any of these changes, please contact Rob Scott rob.scott@ingramcontent.com and Amanda Inman amanda.inman@ingramcontent.com.

Sincerely,

Your Ingram Library Services Team