



Ingram Library Services

February 11, 2010

Lewis & Clark Library System
Attn.: Ms. Mary Stevens
425 Goshen Rd.
Edwardsville, IL 62025-3045

RE: Special Discount Offer

Dear Ms. Stevens:

Please accept this special discount offer as notification that Ingram Library Services Inc. would like to continue providing library materials to the Lewis & Clark Library System. Based on last year's expenditures of \$296,000, the discounts and terms offered herein will be extended for one year.

Discounts:	Trade Hardcover.....	43.5%
	Trade Quality Paperbacks	40.0%
	Mass Market Paperbacks.....	40.0%
	Library Bindings.....	15.0%
	Short Discounted Titles.....	5-35.0%
	* Spoken Word Audio.....	0-45.0%
	** DVD (Discount based on List Price of item):	
	< \$14.99	35.0%
	\$15.00-\$19.99	30.0%
	\$20.00 +	25.0%
	Net Titles	0.0%

**Eighty to eighty-five percent of all Spoken Word Audio is at the full trade 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.*

Note: With Ingram, these special discounts also apply to our Continuations Program. Ingram suggests using an existing firm order account for Continuations, so that these titles will ship with your regular orders. Please visit our website at www.ingramlibrary.com or contact your Ingram Account Manager for details on our Continuations Program.

Freight Terms: Orders will ship with Ingram-paid freight from your Ingram-designated primary and secondary distribution centers. A limit of two (2) shipping accounts may be designated with Ingram-paid freight, 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.

Payment Terms: Payment terms under this offer shall be NET 30 Days. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped.

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

Effective Dates: Start Date: March 1, 2010 (the day after your current offer expires)
End Date: February 28, 2011

Account Information: This offer is extended to the public and academic members of the Lewis & Clark Library System only. The terms and conditions of this offer do not apply to staff accounts.

It is the responsibility of each individual ordering agency to verify with Account Services that any new accounts are eligible and have been set up to order under this offer. Ingram cannot issue credit for accounts not following the proper procedures. Any item that is ordered prior to the start date of this offer is not eligible to receive the terms of this special offer. This applies to all backorders, standing orders, and firm orders placed prior to the enactment of this offer. Libraries wishing to establish a new account will be asked to complete an Ingram New Account Application and Terms of Sale Form. When setting up an account under the terms of the contract, the Library will be asked to provide a copy of their tax exemption certificate.

K-12 Schools: Ingram is pleased to extend the following discounts to our school library partners:

- 32% discount for mass market, quality paper, trade hardcover, and audiobooks
- 10% for all short-discount titles
- Net-discount titles at net
- **FREE Ingram paid freight!** (*On orders of 10 or more items.*)

K-12 customers with a current, active Ingram account are eligible for a free subscription to **ipage Essential for schools**. Complete with cover images, full-text reviews, annotations, and do-not-exceed ordering capabilities, ipage makes it easy for you to search for just the right book among the thousands of titles available. The ipage online title selection and account management system is your first, best resource for information on everything relating to Ingram. ipage also gives you online price quotations that make it easy for you to stay on track and within budget. ipage for schools is **FREE** to all Ingram school accounts.

Ingram Contact List: The Lewis & Clark Library System has toll-free telephone access to any Ingram point of contact at (800) 937-5300.

- Robin Bowin, Account Manager..... Ext. 37407
Email: robin.bowin@ingrambook.com
- Customer Care..... Press Option 1, then 1
Email: ILSCustomer.service@ingrambook.com
To discuss concerns or issues regarding your account
- To Place an Order..... Press Option 1, then 2
- Account Services..... Press Option 1, then 3
Email: customer.requirements@ingrambook.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

Ingram Library Services Inc. looks forward to a continued successful partnership with the Lewis & Clark Library System. If you have any questions please do not hesitate to contact Robin Bowin, your Ingram Account Manager at (800) 937-5300, extension 37407. Robin will be pleased to assist you.

Sincerely,



Valerie R. MacLeod
Vice President, Sales

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