

Board of Trustees Regular Meeting
Thursday, February 26, 2026 5:30pm
Port Angeles Main Library

REMOTE ACCESS

If unable to join in person, members of the public may participate in the meeting via internet or phone using the instructions available prior to the meeting at www.nols.org/board-administration.

PUBLIC COMMENTS

Any person or group desiring to bring an item to the attention of the Library Board may do so by addressing the Board at meetings. Individuals having comments specifically related to agenda topics should raise their hand at the appropriate point on the agenda to indicate a wish to speak. Public comments on items not on the agenda, but within the jurisdiction of the North Olympic Library System Board of Trustees, are heard at the beginning of the meeting and at the end; individuals may choose to speak at either point. When time constraints require, the Chair may limit public remarks during meetings to less than three minutes. The Board will not discuss or take action on items raised during Public Comment, but may choose to add items to a future meeting agenda. Public comments may also be sent to: Library Board of Trustees, North Olympic Library System, 2210 South Peabody Street, Port Angeles, WA 98362 or LibraryBoard@nols.org.

AGENDA

1. Call to Order, Roll Call and Introductions
2. Land Acknowledgement
3. Approval of Agenda
4. Approval of minutes for regular meeting of January 22, 2026
5. Communications
6. Public Comments
7. Financial Reports: January 2026
8. Approval of Vouchers: January 2026
9. Unfinished Business
None
10. New Business
 - N.1. Resolution 26-02-03: Recognizing Mark and Sherry Meythaler's contribution to the Sequim Library Expansion and Renovation Project
 - N.2. Resolution 26-02-04: Recognizing JoAnne Yerkes & Myles Yerkes contributions to the Sequim Library Expansion and Renovation Project

- N.3. Approval of contracts with selected primary collection materials vendors, Ingram and Midwest Tape
- N.4. Approval of Revised Policy 4.2 – Fees and Charges Schedule
- N.5. Resolution 26-02-05: Authorizing Levy Lid Lift
- N.6. Resolution 26-02-06: Appointing Levy Lid Lift “For” and “Against” Committees

11. Reports

- R.1. Monthly Statistics Reports: January 2026
- R.2. Monthly Activity Reports: January 2026
- R.3. Customer Comments: January 2026
- R.4. Highlight Log: January 2026

12. Public Comments

13. Trustee Comments

Library Board members may ask a question for clarification, make a brief announcement or make a brief report on their activities. In addition, Board members may refer an item to staff or other resources for factual information, request staff to report back to the body at a subsequent meeting concerning any NOLS matter, or direct staff to agendize a matter of business on a future agenda.

14. Next meeting: 5:30pm, Thursday, March 26, 2026

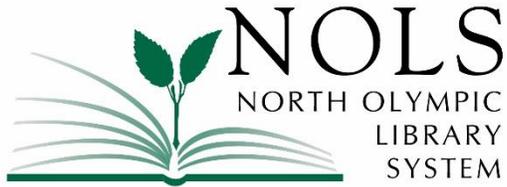
15. Agenda items for next meeting

16. Adjournment

Upcoming Board Meetings

<u>Date</u>	<u>Time</u>		<u>Location</u>
Thursday, March 26, 2026	5:30pm	Regular meeting	Forks
Thursday, April 23, 2026	5:30pm	Regular Meeting	Port Angeles
Thursday, May 28, 2026	5:30pm	Regular Meeting	Clallam Bay
Thursday, June 25, 2026	5:30pm	Regular Meeting	Port Angeles
Thursday, August 27, 2026	5:30pm	Regular meeting	Port Angeles
Thursday, September 24, 2026	5:30pm	Regular meeting	Sequim
Thursday, October 22, 2026	5:30pm	Regular meeting	Port Angeles
Monday, November 16, 2026	5:30pm	Regular meeting	Forks

Note: no regular Board meetings scheduled in July or December.



MINUTES

1. Call to order, roll call and introductions
Board Chair Jennifer Pelikan called the meeting to order at 5:30pm. Trustees present: Jennifer Pelikan, Bert Caldwell, Cyndi Ross, Betty Marcoux, and Ian Miller. Library staff present: Executive Director Noah Glaude, Public Services Director Meghan Sullivan, HR & Business Manager Shaina Lent, Finance Manager Amy Hough, and Outreach Library Manager José Castro.
2. Land Acknowledgement
3. Approval of agenda
Motion by Bert Caldwell to approve the agenda as presented. Motion seconded by Cyndi Ross. Motion carried.
4. Approval of minutes for special meeting of December 18, 2025
Motion by Betty Marcoux to approve the minutes from the December 18, special meeting. Motion seconded by Ian Miller. Motion carried.
5. Communications
None
6. Public Comments
7. Financial Reports: December 2025
The financial reports for December 2025 were accepted as presented.
8. Approval of Vouchers: December 2025
Motion by Betty Marcoux to approve the December 2025 vouchers, numbered #1254 through #1360, in the amount of \$1,064,570.58. Motion seconded by Cyndi Ross. Motion carried.
9. Unfinished Business
None
10. New Business
 - N.1. Approval of the 2026 Capital Budget
Motion by Cyndi Ross to approve the NOLS 2026 Capital Budget as presented. Motion seconded by Ian Miller. Motion carried.
 - N.2. Approval of Resolution 26-01-01: Authorizing Staff to Transfer Funds
Motion by Ian Miller to approve Resolution 26-01-01 as presented. Motion seconded by Betty Marcoux. Motion carried.

N.3. Approval of Resolution 26-01-02: Authorizing Disposal of Surplus Equipment and Furniture
*Motion by Cyndi Ross to approve Resolution 26-01-02 as presented. Motion seconded by Betty Marcoux.
Motion carried.*

N.4. 2026 Board of Trustees Meeting Locations

11. Reports

R.1. Monthly Statistics Reports: December 2025

R.2. 2025 Annual Statistics Report

R.3. 2024 Corrected Annual Statistics Report

R.4. Monthly Activity Reports: December 2025

R.5. Customer Comments: December 2025

R.6. Highlight Log: December 2025

All reports were accepted as presented.

12. Public Comments

13. Trustee Comments

Library Board members may ask a question for clarification, make a brief announcement or make a brief report on their activities. In addition, Board members may refer an item to staff or other resources for factual information, request staff to report back to the body at a subsequent meeting concerning any NOLS matter, or direct staff to agendaize a matter of business on a future agenda.

14. Next meeting: 5:30pm, Thursday, February 26, 2026

15. Agenda items for next meeting

Resolutions related to naming opportunities at the expanded and renovated Sequim Branch Library, levy lid lift discussion, and a meeting room policy update.

16. Adjournment

There being no further business, the meeting was adjourned by the Chair at 6:45pm.

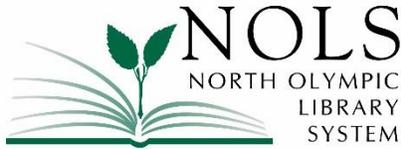
*“Nurturing imagination, connection, and understanding,
to improve lives and strengthen community.”*

*NOLS Mission Statement
Adopted 11/22/16*

CERTIFIED AS TRUE AND CORRECT

Chair

Board Secretary



Staff Report

Meeting Date: February 26, 2026
To: Library Board of Trustees
From: Finance Manager, Amy Hough
Subject: Comments on Financial Reports for January 2026

Topic/Issue: Informational comments on monthly financial reports.

Background: This report provides narrative comments on areas of the monthly financial reports that are out of the ordinary, or may require explanation.

Discussion:

Revenues: Private Grants and Donations totaled \$137,511 for the month. Included in this amount are very generous donations of \$106,493 from the North Olympic Library Foundation, \$15,000 from Port Angeles Friends of the Library, \$10,000 from Jo Anne Yerkes, and \$2,700 from Clallam Bay Friends of the Library. NOLS is very grateful for the generosity of our patrons and Friends of the Library groups!

Other revenue is within the expected range for this time of year.

Expenditures: Capital costs for the Sequim Library Expansion and Renovation Project this month are \$183,925 which includes a payment of \$158,582 to KCDA for library furniture and equipment.

Other expenses are with the expected range for this time of year.

Account Balances: Payroll Account (US Bank 1301) shows expenses and reimbursements of \$315,581 for amounts paid by electronic transfers. Electronic transfers fund net payroll, payroll taxes and PERS Retirement, and sale and use tax payments. Medical and Dental Insurance, Union Dues and other payroll related items are paid by check. Total payroll and benefit expenses paid in January are \$418,306.

Recommendation/Alternatives for Consideration: No action is required. As always, the Board may request clarification or additional information.



Revenue Report^{*}

January 31, 2026

Operating Revenue				1/12ths is	8.3%
	Budgeted	Current	YTD	Difference	Percent
<i>Property Taxes</i>	4,894,378	19,552	19,552	4,874,826	0.4
<i>Grants, Entitlements, Other Payments</i>	27,000	274	274	26,726	1.0
<i>Goods and Services</i>	21,325	1,492	1,492	19,833	7.0
<i>Library Fees</i>	15,000	1,801	1,801	13,199	12.0
<i>Miscellaneous Revenues</i>					
Pool Fund Investment Interest	262,500	-	-	262,500	-
Facilities Leases (Short Term)	1,600	133	133	1,468	8.3
Contributions and donations ⁽¹⁾	96,000	20,773	20,773	75,227	21.6
Other Miscellaneous Revenue	126,234	108	108	126,126	0.1
Total Miscellaneous Revenues	486,334	21,013	21,013	465,321	4.3
<i>Nonrevenues (excise taxes) ⁽²⁾</i>					
From NOLS Materials Gift Fund	45,825	22,866	22,866	22,959	49.90
From Branch Donation Fund	22,000	-	-	22,000	-
From NOLS Donation Fund	15,000	-	-	15,000	-
From Sequim Capital Project Reserve	345,000	-	-	345,000	-
From Operating Reserve	677,199	73,840	73,840	603,359	10.90
From Fiscal Emergency Reserve	773,808	-	-	773,808	-
Transfers In	1,878,833	96,706	96,706	1,782,126	5.15
Total Operating Revenue	7,323,970	44,277	44,277	7,182,987	0.6

(1) Includes anticipated grants from Friends of the Library groups and other donors.

(2) Taxes paid for purchases which did not include tax when tax was due. For example, online purchases made by credit card.

Capital Revenue

<i>Donations & Grants</i>	689,500	127,962	127,962	-	18.56
<i>Timber Revenues (received in 2026)</i>	-	13,289	13,289	-	-
Total Capital Revenue	689,500	141,251	141,251	-	19

* All amounts are rounded to the nearest dollar.

Revenue Report - Jan 2026 Revenue

Page 1 of 1



Expenditure Report^{*}

January 31, 2026

Operating Expenditures	Budgeted	Current	Year To Date	1/12ths is Difference	8.3% Percent
<i>Personnel</i>					
Salaries and Wages	3,773,681	285,004	285,004	3,488,677	7.6
Benefits	1,519,505	133,303	133,303	1,386,202	8.8
Total Personnel	5,293,186	418,306	418,306	4,874,880	7.9
<i>Supplies</i>					
Supplies, Office and Operating	110,400	5,977	5,977	104,423	5.4
Fuel	8,900	652	652	8,248	7.3
Collection Materials	455,000	22,866	22,866	432,134	5.0
Merchandise purchased for resale	1,230	(3)	(3)	1,233	-0.3
Small Tools/Equip (<\$200)	16,750	37	37	16,713	0.2
Total Supplies	592,280	29,529	29,529	562,751	5.0
<i>Services</i>					
Professional Services	384,425	10,069	10,069	374,356	2.6
Communication	177,473	18,923	18,923	158,550	10.7
Travel	28,650	129	129	28,521	0.4
Taxes and Operating Assessments	6,780	-	-	6,780	0.0
Operating Rentals and Leases	22,055	15,194	15,194	6,861	68.9
Insurance	161,576	3,218	3,218	158,358	2.0
Public Utilities	112,427	13,064	13,064	99,363	11.6
Repair and Maintenance	185,782	13,362	13,362	172,420	7.2
Miscellaneous Services	6,500	80	80	6,420	1.2
Dues	5,310	-	-	5,310	0.0
Total Services	1,090,978	74,039	74,039	1,016,939	6.8
<i>Intergovernmental Services</i>	1,020	17	17	1,003	1.7
<i>Nonexpenditures (excise taxes) ⁽¹⁾</i>	1,100	97	97	1,003	8.8
<i>Debt Repayment</i>	151,405	940	940	150,465	0.6
<i>Interest & Other Debt Service Costs</i>	194,000	-	-	194,000	0.0
Total Operating Expenditures	7,323,969	522,928	522,928	6,456,576	7.1

(1) Taxes paid for purchases which did not include tax when tax was due. For example, online purchases made by credit card.

*All amounts are rounded to the nearest dollar.



Expenditure Report^{*}

January 31, 2026

				1/12ths is	8.3%
Capital Outlays	Budgeted	Current	Year To Date	Difference	Percent
Buildings and Structures	706,500	3,454	3,454	703,046	0.5
Other Improvements	14,500	-	-	14,500	0.0
Machinery & Equipment	232,000	4,526	4,526	227,474	2.0
Construction of Capital Assets	918,681	179,398	179,398	739,283	19.5
Total Capital Outlays	1,871,681	187,379	187,379	1,684,302	10.0
Grand Total All Expenditures	9,195,650	710,307	710,307	8,140,878	7.7

*All amounts are rounded to the nearest dollar.



Account Balances*

January 31, 2026

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
Investments					
Washington State Local Investment Pool					
<i>Board Designated Accounts</i>					
Fiscal Emergency Reserve ⁽¹⁾	1,307,019	-	-	-	1,307,019
NOLS Capital Reserve ⁽²⁾	781,669	(401,434)	13,289	-	393,525
Operating Reserve ⁽³⁾	677,199	(73,840)	-	-	603,359
PA Capital Reserve ⁽³⁾	394,809	(79,015)	-	-	315,794
Sequim Capital Reserve ⁽³⁾	59,680	(46,680)	-	-	13,001
NOLS Capital Fund ⁽⁴⁾	150,566	77,434	-	-	228,000
PA Capital Fund ⁽⁴⁾	282,985	79,015	-	3,454	358,546
Sequim Capital Fund ⁽⁴⁾	545,501	370,680	127,699	198,539	845,340
Total Board Designated Accounts	4,199,429	(73,840)	140,988	201,993	4,064,584
<i>Grants and Donations</i>					
Clallam Bay Donations Fund	7,129	-	15	-	7,144
Clallam Bay Friends Donations	2,589	-	2,700	110	5,180
Forks Donations Fund	22,126	-	901	-	23,027
Forks Friends Donations	401	-	-	108	294
NOLS Materials Fund	73,972	-	8	22,479	51,501
NOLS Donations Fund	72,173	-	1,391	-	73,564
Port Angeles Donations Fund	11,663	-	11	-	11,673
Port Angeles Friends Donations	24,239	-	10,000	288	33,951
Sequim Donations Fund	22,790	-	76	-	22,866
Sequim Friends Donations	30,089	-	-	126	29,962
NOLF Donations Fund	(152)	-	402	1,250	(1,000)
Outreach Donations Fund	6,113	-	5,000	641	10,472
Total Grants and Donations	273,132	-	20,503	25,002	268,633
<i>Unclaimed Property Account</i>	3,326	-			3,326
Total Designated Cash	4,475,888	(73,840)	161,490	226,995	4,336,543
<i>Undesignated Cash Operating Funds</i>	2,343,070	(385,435)			1,957,635
Total WA State Local Investment Pool	6,818,957	(459,275)	161,490	226,995	6,294,178

Notes:

- (1) Reserve buffer against major economic catastrophe.
- (2) Receives timber revenues designated to fund capital improvement projects.
- (3) Reserves to balance deficit budgets.
- (4) Fund management account for designated capital projects.

* All amounts are rounded to the nearest dollar.



Account Balances*

January 31, 2026

	Beginning Balance	Transfers In/(Out)	Current Income	Current Expense	Ending Balance
Total Investments	6,818,957	(459,275)	161,490	226,995	6,294,178
Cash					
Cash Operating Funds					
Cash held by County Treasurer	-	-			-
Imprest Accounts					
Revolving Fund (FF 1503)	6,000	57	-	57	6,000
Payroll Account (US Bank 1301)	200	315,581	12	315,581	212
Merchant Account (FF 7401) ⁽⁵⁾	1,000	(1,393)	1,446	54	1,000
Branch Change Funds					
Port Angeles	180	-	-	-	180
Sequim	180	-	-	-	180
Forks	80	-	-	-	80
Clallam Bay	80	-	-	-	80
<i>Total Branch Change Funds</i>	520	-	-	-	520
Total Imprest Accounts	7,720	314,245	1,458	315,691	7,732
Total Cash	7,720	314,245	1,458	315,691	7,732
Total Cash and Investments	6,826,677	(145,029)	162,949	542,687	6,301,910

* All amounts are rounded to the nearest dollar.



Voucher Approval for January 2026

The undersigned Board of Trustees of the North Olympic Library System certify that merchandise or services specified have been received and that the following vouchers #1 through #99 are approved in the amount of \$710,310.49 this 26th day of February 2026.

Trustee	Trustee
Trustee	Trustee
Trustee	Library Director

No.	Claimant	Purpose	Amount
1	ABDO Publishing	Collection Materials	308.52
2	Acila Consulting LLC	PO 149 Capital Construction, Buildings & Structures - SQ and PA Projects	10,136.40
3	ADP LLC	Payroll Services - Payroll Processing Fee (PPE 11-30-25) - NOLS	75.08
4	ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 12-31-2025) - EFT 1191	276,090.63
5	AHBL Inc	PO 132 Building and Structures - PA Accessible Pathways Project - PACR	1,367.50
6	All Safe Mini Storage	PO 37 Operating Rentals and Leases - January Storage Unit - SQ	255.00
7	All Safe Mini Storage	PO 144 Operating Rentals and Leases - February Storage Unit - SQ	255.00
8	Alta Language Services	PO 46 Professional Services - Language Testing - NOLS	127.00
9	Amazon.com	Collection Materials	152.01
10	Amazon.com	Collection Materials	55.76
11	Amazon.com	Collection Materials	29.31
12	Amazon.com	Collection Materials	39.78
13	Bridge, Wynelle	C-08 Programming - Clallam County Poet Laureate Q4 (NOLF) - NOLS	1,250.00
14	Brodart Company	Collection Materials	954.88
15	Brodart Company	Collection Materials	350.38
16	Brodart Company	Collection Materials	367.31
17	Brodart Company	Collection Materials	417.33
18	Canon Financial Services Inc	PO 110 Leases - Printer & Copier Contract - NOLS	940.03
19	CENGAGE Learning	Collection Materials	222.08
20	CENGAGE Learning	Collection Materials	35.71
21	CENGAGE Learning	Collection Materials	2,532.39
22	CENGAGE Learning	Collection Materials	111.85
23	Center Point Large Print	Collection Materials	30.71
24	Center Point Large Print	Collection Materials	202.56
25	CenturyLink 300511187 FO	Communications - Voice - FO	96.43
26	CenturyLink 300561130 CB	Communications - Voice - CB	90.86
27	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	83.53
28	CenturyLink 360-681-7811 468B SQ	Communications - Voice - SQ	126.99

No.	Claimant	Purpose	Amount
29	CenturyLink Bus. Svcs Acct 80206626	Communications - POTS	85.79
30	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	342.88
31	CenturyLink PA 360-457-3125 933B	Communications - Fax - PA	342.56
32	Cherbib, Miriame	PO 47 Professional Services - Coaching & Strategic Planning - NOLS	1,562.50
33	City of Forks	Public Utilities - FO	146.78
34	City of Port Angeles/Orcas Avenue	Public Utilities - PA	304.22
35	City of Port Angeles/Peabody St.	Public Utilities - PA	6,948.76
36	City of Sequim	Public Utilities - SQ	175.34
37	Clallam County Public Works Dept. (Sewer)	Public Utilities - CB	56.50
38	Clallam County PUD	Public Utilities - SQ, SQ2	1,807.44
39	Clallam County PUD	Public Utilities - CB, FO	1,070.68
40	Clallam County PUD	Public Utilities - SQ, SQ2	2,477.23
41	Dept. of Labor & Industries	Q4 2025 L&I - NOLS	8,534.37
42	Dept. of Retirement Systems	PERS and DCP (PPE 12-31-2025) - EFT 1192	39,210.16
43	Dept. of Revenue - Use/Sales Tax	December 2025 Sales & Use Tax - EFT 1197	279.89
44	Employment Security Dept	Q4 2025 Unemployment Insurance	1,993.35
45	Enduris	2026 Policy Year Insurance for SQ Library (Effective 1/20/26) - NOLS	3,218.00
46	Everett Public Library	PO 70 Interlibrary Loan Fees - Replacement Fee - NOLS	17.00
47	Fatbeam LLC	PO 43 Communications - Internet Services - NOLS	14,908.31
48	Forks Forum	Collection Materials	170.00
49	Grove for Libraries	PO 98 Technology - Aspen Hosting & Support for Catalog - NOLS	9,100.00
50	Hartnagel Building Supply	PO 68 Repair & Maintenance - PA Front Door Handle Replacement - FAC	336.20
51	HD Supply	PO 38 Maintenance Supplies - Soap - FAC	654.97
52	Health Care Authority	Medical (PPE 12-31-2025)	56,804.62
53	Ingram Library Services	Collection Materials	2,220.42
54	Ingram Library Services	Collection Materials	3,032.04
55	Ingram Library Services	Collection Materials	2,361.43
56	Ingram Library Services	Collection Materials	4,613.04
57	KCDA Purchasing Cooperative	PO 124, 151 Maintenance Supplies, SQ Furniture via Workpointe	161,013.61
58	Langan Adrienne	Travel - Business & Training - Community Meeting - NOLS	18.43
59	Langan Adrienne	Travel - Business - Mileage Reimbursement - NOLS	72.38
60	Lucas Holdings LLC	PO 40 Office Supplies - Library Cards - NOLS	760.99
61	Lumen	Communications - VOiP - NOLS	499.66
62	McNish Family II LLC	SQ Temp Bldg Lease - January 2026 - SQ CPA	7,288.75
63	McNish Family II LLC	SQ Temp Bldg Lease - February 2026 - SQ CPA	7,288.75
64	Midwest Tape	Collection Materials	977.90
65	Midwest Tape	Collection Materials	94.16
66	Midwest Tape	Collection Materials	597.67
67	Midwest Tape	Collection Materials	1,270.08
68	Mohmand Noah	Cell Phone Reimbursement - Jan-Dec 2025 - FAC	240.00
69	Newlon Becki	Travel - Business - Mileage Reimbursement - NOLS	35.28
70	North Olympic Library System	December Revolving Fund Reimbursement	56.99
71	Olympic Laundry & Dry Cleaners Inc.	PO 45 Professional Services - Laundry - FAC	215.87
72	Olympic Springs Inc	PO 53 Operating Rentals - SQ Temp Water Service - SQ2	106.17
73	OverDrive Inc	Collection Materials	930.53

No.	Claimant	Purpose	Amount
74	OverDrive Inc	Collection Materials	400.77
75	Pacific Office Equipment Inc.	Copier & Paper Use Charges December 25 - NOLS	1,338.37
76	Playaway Products LLC	Collection Materials	256.95
77	Rainbow Sweepers Inc.	PO 105 Groundskeeping - PA Parking Lot Sweeping 12-14-25 - FAC	245.03
78	Raivo Jessica	Travel - Business - Mileage Reimbursement - NOLS	2.59
79	Rehn & Associates Inc	Professional Services - HRA Services DECEMBER - NOLS	232.75
80	Rehn & Associates Inc	Professional Services and HRA Reimbursements 2025 - NOLS	25,305.98
81	SHKS Architects	PO 150 Capital Construction - SQ Expansion and Renovation Project - SQ CP/	9,545.42
82	Sound Publishing Inc	PO 160, 161 Professional Services - PDN Legal Notices - NOLS	145.25
83	Springshare LLC	PO 41 Technology Services - Patron Point Notices/SMS Module Usage	253.66
84	Swains General Store Inc.	PO 16 Maintenance Supplies - Wall Anchors, Cable Ties - FAC	48.00
85	Swains General Store Inc.	PO 114 Maintenance Supplies - Duster Heads - FAC	26.07
86	Swains General Store Inc.	PO 167, 175 Maintenance Supplies - Windshield Fluid, Wood Filler - FAC	32.09
87	Technology Unlimited	PO 172 Technology - Microfilm Maintenance Renewal - IT	898.43
88	Unique Management Services Inc.	Professional Services - Debt Collection	256.10
89	US Bank	Credit Card Services - January 2026	17,717.57
90	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03
91	Verizon Wireless - HotSpot - 942071551	Verizon Wireless - HotSpot - 942071551 - NOLS	120.03
92	Verizon Wireless - Hotspot - 942339722	Verizon Wireless - Hotspot - 942339722 - NOLS	606.05
93	Viking Sew & Vac	PO 52 Maintenance Supplies - Vacuum Bags, Filters - FAC	55.49
94	Viking Sew & Vac	PO 115 Maintenance Supplies - Brush Rollers, Filters - FAC	130.56
95	WCIF	Vi/Li/EAP (PPE 12-31-2025)	1,284.13
96	West Waste & Recycling	Public Utilities - FO & CB	77.11
97	WSCCCE - WPAS, Inc	Dental Premiums (PPE 12-31-2025) - FEB Coverage	7,864.45
98	WSCCCE-Council 2, AFSCME AFL-CIO	Union Dues (PPE 12-31-2025)	2,322.91
99	WT COX	Collection Materials	77.97

710,310.49

*** Detail - NOLS Revolving Fund Account -- Voucher #70**

2496	NOLS Patron	Patron Refund	32.00
2497	NOLS Patron	Patron Refund	24.99

56.99

*** Detail - NOLS US Bank Credit Card Purchases -- Voucher #89**

1	Adobe Creative Cloud	PO 66 Technology Services - 6 Creative Cloud Licenses - IT	209.94
2	Amazon	PO 01 Program Supplies - FO Kids Book Club (FOFOL)	69.40
3	Amazon	PO 04 Office Supplies - Steno Pads - PA	26.13
4	Amazon	PO 06 Office Supplies - Calendar - TS	6.51
5	Amazon	PO 25 Maintenance Supplies - Water Fountain Filters - FAC	275.50
6	Amazon	PO 26 Maintenance Supplies - Brita Filter - FAC	17.55
7	Amazon	PO 57 Office Supplies - Staff Face Masks - NOLS	47.01
8	Amazon	PO 60 Program Supplies - CB Kids Book Club (CBFOL)	63.40
9	Amazon	PO 61 Program Supplies - Neah Bay Class Visit (CBFOL)	46.16
10	Amazon	PO 62 Office Supplies - Headphones - PA	35.16

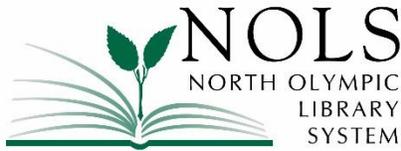
No.	Claimant	Purpose	Amount
11	Amazon	PO 71 Program Supplies - Teen Lit Bags, Noon Years Eve (FOSL)	99.78
12	Angeles Millwork & Lumber	PO 10 Maintenance Supplies - Steel Sheet for Sharps Box - FAC	16.32
13	Angeles Millwork & Lumber	PO 39 Maintenance Supplies - Outlet Covers - FAC	9.66
14	Arco	PO 1654 Courier Fuel - Pacifica - OR	41.44
15	Arco	PO 1677 Business Fuel - White Subaru - NOLS	41.94
16	Arco	PO 12 Courier Fuel - Pacifica - OR	34.98
17	Arco	PO 28 Courier Fuel - Pacifica - OR	24.87
18	Arco	PO 44 Courier Fuel - Pacifica - OR	20.75
19	Chevron	PO 35 Business Fuel - Chevy Van - NOLS	89.66
20	Chicago Books and Journals	PO 54 Program Supplies - 2026 Early Literacy Calendars (PAFOL)	52.24
21	Circle K	PO 74 Business Fuel - Prius - NOLS	24.94
22	Clallam County PUD	PO 101 Capital Construction - Interconnection Fee - SQ CPA	380.00
23	Clarkesworld Magazine	PO 63 Collection Materials - NOLS	13.99
24	DialMyCalls.com	PO 102 Technology Services - Credits for Staff Emergency Contact System	97.50
25	Dropbox	PO 106 Technology Services - Dropbox Essentials - ADM	216.71
26	E-Fax	PO 56 Technology Services - Confidential HR Fax Line - ADM	36.84
27	Forks Outfitters	PO 67 Program Supplies - Noon Year's Eve, General Programming (FOFOL)	38.35
28	Henery Hardware	PO 32 Program Supplies - Maker Boxes (FOSL)	10.93
29	Home Depot	PO 05 Office Supplies - Delivery Tubs - OR	56.54
30	Jiffy Lube	PO 29 Vehicle Maintenance - Pacifica Oil Change - FAC	123.04
31	Kyle Switch Plates	PO 73 Maintenance Supplies - PA Outlet Covers - FAC	19.48
32	Lower Elwha Food & Fuel	PO 1675 Business Fuel - White Subaru - NOLS	50.00
33	Lower Elwha Food & Fuel	PO 08 Business Fuel - Bookmobile - OR	50.00
34	Lower Elwha Food & Fuel	PO 09 Business Fuel - Bookmobile - OR	42.37
35	Lower Elwha Food & Fuel	PO 51 Business Fuel - Bookmobile - OR	50.00
36	Lower Elwha Food & Fuel	PO 72 Business Fuel - Bookmobile - OR	39.54
37	MakerStock	PO 19 Maintenance Supplies - Wood Board for OR Shelf - FAC	33.09
38	Meta (Facebook)	PO 90 Professional Services - Sponsored Posts - Recruitment Ads - ADM	47.70
39	Meta (Facebook)	PO 90 Professional Services - Sponsored Posts - Program Ad - MKT	10.84
40	Microsoft	PO 02 Technology Services - Recurring A5 Licences - IT	525.20
41	Microsoft	PO 03 Technology Services - Recurring A3 Licences - IT	419.54
42	Odyssey Book Shop	PO 59 Program Supplies - Jigsaw Puzzle Program (PAFOL)	138.22
43	Port Angeles Auto Glass	PO 13 Vehicle Maintenance - Nissan Ariya Windshield Replacement - FAC	1,320.96
44	Printful Inc.	PO 86 Program Supplies - Garments for Bookmobile (BMOR)	118.00
45	RealTaxTools	PO 58 Technology Services - ACA Reporting Software - ADM	640.74
46	Safeway	PO 18 Business Fuel - Chevy Van - NOLS	96.58
47	Shell	PO 31 Business Fuel - Chevy Van - NOLS	45.21
48	Stamps.com	PO 07 Postage - TS	250.00
49	Stamps.com	PO 11 Postage - TS	250.00
50	Stamps.com	PO 20 Postage - TS	250.00
51	Stamps.com	PO 30 Postage - TS	250.00
52	Stamps.com	PO 34 Technology Services - Monthly Service Charge - TS	22.86
53	Stamps.com	PO 36 Postage - TS	250.00
54	Stamps.com	PO 48 Postage - TS	250.00
55	Sticker Giant	PO 42 Program Supplies - Bookmobile & Mossy Stickers (BMOR)	522.99

No.	Claimant	Purpose	Amount
56	Sticker Giant	PO 85 Printing and Binding - Homegrown Stickers for Books - MKT	79.98
57	Synology	PO 27 Technology Services - Remote Cloud Storage - IT	2,236.16
58	Uline	PO 14 Capital Construction - SQ Storage Shelving - SQ CPA	2,841.02
59	Uplift Desk	PO 107 Machinery & Equipment - 3 Desks - SQ CPA	3,848.53
60	USPS	PO 15 Program Supplies - Holiday Notes Creation Station (FOSL)	15.60
61	Walmart	PO 24 Program Supplies - Little Hands Art Supplies (PAFOL)	16.26
62	Web Direct Brands	PO 108 Machinery & Equipment - 2 Dunnage Racks - SQ CPA	677.84
63	Westside Pizza	PO 17 Program Supplies - Glo Painting Party (PAFOL)	81.62

17,717.57

*** Detail - NOLS Electronic Fund Transfer (EFT) Payments for Payroll Services**

1191 ADP Tax/Financial Services	Payroll and Payroll Tax (PPE 12-31-2025)	276,090.63
1192 Dept. of Retirement Systems	PERS and DCP (PPE 12-31-2025)	39,210.16
		315,300.79



Staff Report

Meeting Date: February 26, 2026
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Approval of Resolutions Authorizing the Recognition of Gifts and Naming of Spaces in the Sequim Branch Library

Attachments: Resolution 26-02-03
Resolution 26-02-04

Topic/Issue:

Approval of Resolutions 26-02-03 and 26-02-04, Authorizing the Recognition of Gifts and Naming of Spaces in the Sequim Branch Library.

Background:

NOLS is currently working to complete the [Sequim Library Expansion and Renovation Project](#).

NOLS wishes to recognize and encourage contributions to the Sequim Library Expansion and Renovation Project. In addition to listing donors on-site, rooms, spaces and features at the Sequim Library can be named for individuals making significant contributions to the renovation project. Based on estimated room/space/feature sizes, the amount of use expected, and how often the name of that room/space/feature would likely be used publically, the NOLS Board of Trustees approved the following plan in June 2022:

All gifts that total \$250 or more will be recognized on a custom-designed donor wall near the entrance of the library. Donors who pledge at least \$25/month for one year will be designated as a “sustaining donor.” Larger donations will be further distinguished by the following levels:

\$250	Lavender
\$1,000	Salmon
\$2,500	Elk
\$5,000	Cedar
\$10,000	Eagle
\$25,000+	Olympic

Certain areas inside and outside the Sequim Branch Library are also available as named gift opportunities. These will be designated with special plaques near the areas themselves. They are:

Activity & Meeting Room - \$500,000
Children's Area - \$200,000
Outdoor Stage - \$200,000
Outdoor Play Area - \$150,000
Conference Room - \$150,000
Reading Area - \$100,000
LEED Silver Certification - \$75,000
Teen Area - \$75,000
Study Room - \$50,000

Discussion:

In January 2025, Mark and Sherry Meythaler made a very generous donation of \$50,000 to the Sequim Library Expansion and Renovation Project. In March 2025, the NOLS Board of Trustees approved Resolution 25-03-06, naming Study Room I at the Sequim Library after Mark and Sherry Meythaler. In January 2026, the Meythalers made a second donation of \$50,000 to the Sequim Library Expansion and Renovation Project and pledged an additional \$100,000 to the project during the next two years, bringing their total donation to the Sequim Library Project to \$200,000. With that pledge, the Meythalers requested that Study Room I at the Sequim Branch Library no longer be named after themselves, and instead the Outdoor Stage be named after themselves. Library staff support this request and have begun to discuss with the project's architects and designers how to incorporate naming signage into the outdoor space.

From January 2022 through January 2026, JoAnne Yerkes made seven generous donations totaling \$50,000 to the Sequim Library Expansion and Renovation Project. JoAnne Yerkes has asked to have Study Room I be named in recognition of herself and Myles Yerkes. If Study Room I is no longer named after Mark and Sherry Meythalaer, Library staff support this request.

Policy Considerations:

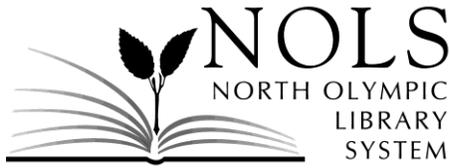
[Policy 5.17 - Naming and Recognition](#) and [Policy 5.13 – Gifts and Donations](#) must be followed.

If the Board approves the resolutions, NOLS administration will send agreements to each individual or organization.

Recommendation:

That the Library Board of Trustees:

- Approve Resolution 26-02-03 authorizing the Outdoor Stage at the Sequim Library be named for Mark and Sherry Meythaler and for Study Room I (Room 109) to no longer be named after Mark and Sherry Meythaler.
- Approve Resolution 26-02-04 authorizing Study Room I (Room 109) at the Sequim Library be named for JoAnne Yerkes and Myles Yerkes.



Resolution 26-02-03
Library Board of Trustees
North Olympic Library System

**Authorizing the Recognition of Mark and Sherry Meythaler
at the Sequim Branch Library**

Whereas, the North Olympic Library System wishes to recognize contributions to the Sequim Library Expansion and Renovation Project; and

Whereas, in June 2022, the Board of Trustees developed naming opportunities in the expanded and renovated Sequim Library to recognize gifts at specific thresholds; and

Whereas, in January 2025, Mark and Sherry Meythaler made a very generous donation of \$50,000 to the Sequim Library Expansion and Renovation Project; and

Whereas, in March 2025, the NOLS Board of Trustees approved Resolution 25-03-06, naming Study Room I at the Sequim Library after Mark and Sherry Meythaler; and

Whereas, in January 2026, Mark and Sherry Meythaler made a second donation of \$50,000 to the Sequim Library Expansion and Renovation Project and pledged an additional \$100,000 to the project during the next two years, bringing their total donation to the Sequim Library Project to \$200,000; and

Whereas, Mark and Sherry Meythaler have requested that Study Room I at the Sequim Branch Library no longer be named after themselves, and instead the Outdoor Stage be named after themselves; and Library staff support this request.

Now therefore be it resolved:

- Study Room I at the Sequim Branch Library will no longer be named after Mark and Sherry Meythaler.
- The Outdoor Stage at the Sequim Branch Library will be recognized as being made possible thanks to the support of Mark and Sherry Meythaler.

Passed by the Board of Trustees of the North Olympic Library System at the regular meeting held this day of February 26, 2026.

Chair

Trustee

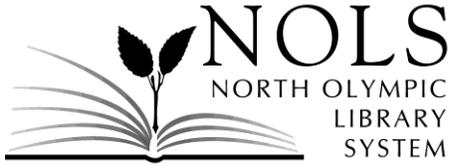
Trustee

Trustee

Trustee

Attested by:

Secretary to the Board



Resolution 26-02-04
Library Board of Trustees
North Olympic Library System

**Authorizing the Recognition of JoAnne Yerkes and Myles Yerkes
at the Sequim Branch Library**

Whereas, the North Olympic Library System wishes to recognize contributions to the Sequim Library Expansion and Renovation Project; and

Whereas, in June 2022, the Board of Trustees developed naming opportunities in the expanded and renovated Sequim Library to recognize gifts at specific thresholds; and

Whereas, between January 2022 and January 2026, JoAnne Yerkes made seven very generous donations totaling \$50,000 to the Sequim Library Expansion and Renovation Project; and

Whereas, JoAnne Yerkes has requested that Study Room I at the Sequim Branch Library be named after herself and Myles Yerkes, and Library staff support this request.

Now therefore be it resolved: Study Room I at the Sequim Branch Library will be recognized as being made possible thanks to the support of JoAnne Yerkes and Myles Yerkes.

Passed by the Board of Trustees of the North Olympic Library System at the regular meeting held this day of February 26, 2026.

Chair

Trustee

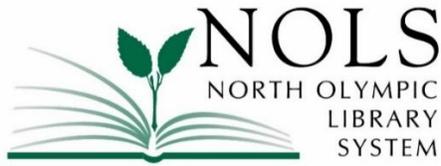
Trustee

Trustee

Trustee

Attested by:

Secretary to the Board



Staff Report

Meeting Date: February 26, 2026
To: Library Board of Trustees
From: Erin Shield, Technical Services Manager
Subject: Primary Collection Materials Vendor Contracts

Attachments: NOLS Library Materials Vendor 2026 RFQ
Ingram – NOLS – 2026 Agreement
Ingram – NOLS – Exhibit B Proposal Response
Midwest Tape – NOLS – 2026 Agreement
Midwest Tape – NOLS – Exhibit A Proposal Response

Topic/Issue:

Approval of two contracts stating the vendors Ingram and Midwest Tapes will be NOLS' primary collection materials vendors from March 2026 through February 2028.

Background:

In January 2026, NOLS issued a formal bidding process for primary collection materials vendors. This issuance was sooner than anticipated due to NOLS' previous primary vendor, Baker & Taylor, going out of business prior to the end of the original contract term (December 2026).

Discussion:

NOLS received seven bids from vendors in response to the issuance of the Request for Qualifications (RFQ). Wendy Oak, Technical Services Lead, and Erin Shield, Technical Services Manager, reviewed all bids, compiled findings, and tabulated assigned points in a number of categories (discount, formats offered, ease of ordering interface, etc.).

Ingram and Midwest Tape received the most points. Ingram sells print formats for all age ranges and Midwest Tape sells audiovisual titles for all age ranges. They have both heavily utilized by NOLS for the majority of titles purchased since November 2025. They have been secondary vendors for many years. In 2025, NOLS spent \$77,177 through Ingram and \$92,680 through Midwest Tape.

The demise of Baker & Taylor has left a huge hole in the world of library acquisitions. There is not one vendor who is currently able to supply all formats – print, audio, video, etc. for a range of ages. Six of the vendors who submitted bids sell predominantly print materials, and one of the vendors only supplies audiovisual materials. Out of the print material vendors only three

sold any form of adult materials and one of them has just started selling that format in the last few months. The three remaining vendors sell children's and teen print titles only. These vendors will continue to be utilized over the next couple of years to assess any expanded format offerings, ordering interfaces, or other workflow improvements.

The review team decided a two-year contract was preferable as many vendors are increasing their infrastructure to better serve the public library field. Some of the vendors reviewed are expanding formats and others are including time-saving workflow functionality for ordering titles or providing physical processing options. The purchasing landscape is shifting quickly and more options will likely be available in two years' time.

A contract for each vendor was issued in mid-February. The contract terminates at the end of February 2028. The contract needs Board approval.

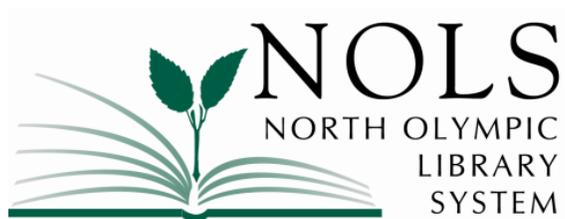
Fiscal and Policy Considerations:

Per [Purchasing Policy 5.5](#), the attached contracts required Board approval.

**REQUEST FOR QUALIFICATIONS FOR
LIBRARY MATERIALS VENDOR**

**Released: January 12, 2026
Closes: February 6, 2026**

**North Olympic Library System
2210 South Peabody Street
Port Angeles, WA 98362
Contact: Wendy Oak, Technical Services Lead
360-417-8500, ext. 7728 • woak@nols.org**



I. INTRODUCTION AND GENERAL INSTRUCTIONS

- A. The North Olympic Library System (NOLS) announces this *Request for Qualifications (RFQ)* for library materials vendors.
- B. All qualified firms interested in providing these services to the Library are invited to respond to this Request for Qualifications.
- C. The Library reserves the right, without penalty, to add, remove, modify or otherwise update this RFQ, in any way the Library sees fit, provided that such modifications shall be submitted with due notice prior to the deadline for submission.
- D. This invitation does not commit the Library to pay any costs incurred in the preparation of proposals nor commit the Library to select any proposer that responds.
- E. The Library reserves the right to waive any irregularities or informalities in procedure, and to reject any or all proposals without penalty. Any and all submissions may be rejected for any cause. Further, the Library reserves the right to cancel this project with or without reason.
- F. Vendors shall comply with all management and administrative requirements established by the Washington Administrative Code (WAC), and the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to vendors licensed in the State of Washington.

2. HOW TO RESPOND TO THIS RFQ

- A. **Questions about this RFQ.** All questions should be directed to Wendy Oak, Technical Services Lead, at 360-417-8500, ext. 7728 or woak@nols.org. Questions must be submitted no later than January 30, 2026.
- B. **Proposal submission.** To be considered for selection, proposers must submit a complete response to the RFQ as defined in this section. Qualifications can be submitted by mail or email. If submitting in physical format, please avoid or limit bindings, glossy covers and other superfluous additions. Proposals must be received at the North Olympic Library System's Technical Services Department, 2210 South Peabody Street, Port Angeles, WA 98362 or email woak@nols.org on or before 4:00pm Pacific Standard Time on February 6, 2026. Confirmation of receipt of email submissions are the responsibility of the Vendor.
- C. Vendors that can demonstrate the ability to deliver the proposed services and can provide three references are asked to submit a proposal or detailed price quotation for complete service that includes the following:
 - a. Provide a detailed price quotation for library materials, for both regular and standing orders, including the discount rate and any level of purchases required to achieve the discount rate. Indicate any additional charges such as shipping and handling fees and/or sales tax. Include differences in price, if any, between shipments from primary vs. secondary warehouses. Provide explanation of company's billing cycles, policies, and terms.

- b. The Library prefers a three-year contract although is open to alternatives. Prospective vendors should be specific in their suggested alternatives to a three-year contract.

3. TIMELINE

The Library seeks an initial three-year contract period beginning March 1, 2026 and ending February 28, 2029. The Library has the option to renew this contract with the successful Bidder for one year up to two (2) times through February 2031. This RFQ may result in multiple contract awards based on type of material, format, or other considerations.

4. PAYMENT

The Vendor is asked to invoice the Library upon receipt of each shipment. The Library will submit payment within 30 days from date invoice is received.

5. SCOPE OF CONTRACT

- A. Background: The North Olympic Library System is a public library system providing services, programs and materials to the public at four physical locations and smaller satellites in the county. The system consists of the Main Library in Port Angeles and branches in Clallam Bay, Forks and Sequim, as well as outreach services for those who cannot travel to the library, a Bookmobile, and an array of web-based services at www.nols.org. The Library offers a collection of more than 200,000 books, DVDs, digital audio books, e-books and other materials.
- B. The primary goal of this Request for Qualifications is to establish purchase agreements for library materials and associated services that will streamline and improve the efficiency of NOLS' ordering and record-keeping processes. Such associated services include access to ordering systems, electronic ordering, electronic invoicing, and preprocessing of materials.
- C. Type of library materials offered – The majority of materials ordered by NOLS consists of general interest materials that are appropriate for public library collections. A variety of bindings should be available such as board books, paperbacks, readalong books with CDs, etc. Types of material include:
 - a. Adult print fiction and nonfiction
 - b. Teen print fiction and nonfiction
 - c. Children's print fiction and nonfiction
 - d. Standing orders for print titles and series – all age levels
 - e. Unabridged audio book titles on CD – all age levels
 - f. DVDs – all age levels

6. PROPOSAL CONTENT

Proposals should be brief, concise and responsive to the specific requests in this section.

- A. Include a brief discussion of your company's reputation and examples of successful provision of similar services to other clients.

- B. Responders should fill out **Appendix A – BIDDER RESPONSE FORM** and fully address all items indicated.
- C. Provide the names and contact information for at least three clients receiving services similar to those requested in this RFQ.

7. SELECTION CRITERIA AND PROCESS

Proposals will be evaluated by a committee consisting of Technical Services Manager and Technical Services Lead. Proposals will be evaluated on the following basis:

- A. Discounts - 40 points
- B. Online ordering system (including cost to NOLS and ease of use) - 25 points
- C. Length of standard order service period – 10 points
- D. Size of inventory– 10 points
- E. Formats offered – 10 points
- F. Experience/References - 3 points
- G. Conformity of proposal to RFQ - 2 points

-and any other factors deemed relevant and in the best interests of the Library.

Final selections will be based on the evaluation of proposals, and vendors may be requested to provide additional information after submitting proposals and prior to selection.

The proposal(s) with the highest number of assigned points will be selected for the contract(s). Please express how you propose to meet the specifications in your proposal.

In the event of a tie the tie breaker will be:

- A. Discounts;

A second tie breaker will be:

- B. Ease of use of online ordering system.

All vendors submitting proposals will be notified of contract selection by February 20.

(END)

APPENDIX A

BIDDER RESPONSE FORM

Instructions to Bidders: Please complete this form and return it with your proposal.

A. Type of Library Materials Offered

For each material type, please indicate discount to be offered, for both regular and standing orders, and any minimum level of purchases required to achieve the discount rate. Describe any additional benefits, such as free shipping, and any minimum level of purchases required to receive the benefits. Include differences in price, if any, between shipments from primary vs. secondary warehouses, or other anticipated factors that would influence price differentials

Material Type	Format offered? Yes/No	Discount rate for regular purchases	Discount rate for standing orders	Minimum purchase required	Additional benefits
Adult Print Fiction/Nonfiction					
Teen Print Fiction/Nonfiction					
Children’s Print Fiction/Nonfiction					
Unabridged Audio Book Titles on CD – All Age Levels					
Documentary and “nonfiction”DVDs – All Age Levels					
Entertainment DVDs – All Age Levels					

B. Services

Indicate which of the services below are offered as part of the standard service. If any are not part of the standard service, indicate whether they can be provided, and any additional associated charges.

- 9xx ordering
- EDI ordering
- EDI invoicing
- Preprocessing of materials, specifically
 - Mylar covers
Indicate charge: _____
 - Paperback applied covers
Indicate charge: _____

C. Online Ordering System

- Cost to NOLS for interface.
Indicate annual charge: _____
- Describe user interface and ease of use.
- Describe any upcoming enhancements to ordering platform.

D. Stock/Inventory

- a. How many titles do you typically have in stock? You may state a range (e.g., 10,000 – 20,000).
- b. For most titles, how many copies of titles do you typically have in stock?
- c. What is your standard order service period (from date of order to receipt by Library)? Please indicate how service period may be impacted by any preprocessing add-ons or other factors.
 - 5 business days
 - 6 - 10 business days
 - 11 - 20 business days

over 20 business days

- d. Describe warehouse situation – if not in stock at primary warehouse, will items be backordered even if available at secondary warehouse? How will shipping time be impacted if items are not in stock at primary warehouse at time of ordering?

E. Ordering and Order Fulfillment

(Generally orders do not have to be complete before the first shipment is made to the Library)

- a. The Library prefers to place orders electronically. Can you accept orders:

- By Email
- By EDIFACT
- Through a website
- Other, please specify

- b. What is your usual first-fill rate

- 91-100%
- 76-90%
- 50-75%
- Less than 50%

F. Customer Services

- a. Identify the name, title and qualifications of the designated customer service representative(s) and/or sales representative(s) to serve as the Vendor's representatives to the Library. Please include contact information.

Name:

Title:

Qualifications:

Contact information:

Phone:

Email:

- b. Describe your firm's policy on responding to customer phone calls, emails, or online troubleshooting submissions. What are the hours of operation for live support?
- c. Describe process for reporting and resolving processing errors by Vendor, if processing is provided.
- d. Describe your procedure for handling problem resolution (for example, missing titles, wrong book shipped, no charge replacements for defective or damaged items).
- e. Describe your return policy, including how you address issues with product that is shipped out with defects (shoddy bindings, missing pages, etc.), whether returns need prior authorization, whether the replacements are checked for same issue before shipping, and which party is responsible for shipping costs related to faulty materials.
- f. Describe status reports available, if customizations are possible, and provide examples of reports. Include information about report frequency.
- g. Provide explanation of company's billing cycles and policies and indicate whether sales tax is included on invoice.

**REQUEST FOR PROPOSAL FOR
Library Materials Vendor**

NORTH OLYMPIC LIBRARY SYSTEM

NON-COLLUSION DECLARATION

I, _____ (name), as _____ (title) of the party making the foregoing proposal, hereby declare under penalty of perjury that such proposal is genuine and not collusive or sham; that said Proposer/Bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any Proposer/Bidder or person, to put in a sham proposal or to refrain from proposing, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person to fix the proposal price of affiant or of any other Proposer/Bidder, or to fix any overhead, profit or cost element of said price, or of that of any other Proposer/Bidder, or to secure an advantage against the North Olympic Library System or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

Sworn this _____ day of _____, 20_____, at
_____ (city/county and state).

Signature

REQUEST FOR QUALIFICATIONS
FOR

Library Materials Vendor

LEGAL STATUS OF BIDDER

The Proposer/Bidder declares the following legal status:
(Complete one)

A Corporation organized and existing under the laws of the State of _____

A Partnership consisting of the following partners: _____

An individual doing business as: _____

AUTHORIZED SIGNATURE OF PROPOSER/BIDDER

Firm Name: _____

Signed By: _____

Title: _____

Business Address:

Date: _____

INGRAM LIBRARY SERVICES AGREEMENT

This Ingram Library Services Agreement (“**Agreement**”) is between Ingram Library Services LLC, with its principal place of business at 1 Ingram Blvd., La Vergne, TN 37086 (“**ILS**”) and North Olympic Library System with its principal place of business at 2210 South Peabody St., Port Angeles, WA 98362 (“**Customer**”).

WHEREAS, Customer submitted a Request for Qualifications for Library Materials Vendor (“**RFQ**”), which is attached hereto and incorporated by reference herein as Exhibit A.

WHEREAS, after reviewing responses to the RFP, Customer selected ILS as its primary print vendor consistent with ILS’ Proposal Response, attached hereto and incorporated by reference herein as Exhibit B.

NOW, THEREFORE, Customer agrees to purchase books and book-related materials (“**Product**”) from ILS as outlined in Exhibit B, and ILS agrees to provide Customer with services as outlined in Exhibit B (“**Services**”) in accordance with the following terms and conditions.

1. **TERM.** This Agreement shall be effective as of March 1, 2026 and, except as otherwise provided herein, will continue until February 29, 2028. Notwithstanding the foregoing, this Agreement may be terminated (a) by one of the parties giving the other party at least thirty (30) days prior written notice, or (b) as otherwise provided herein.
2. **PRODUCT DISCOUNT.** Unless otherwise agreed between the parties in writing, discounts are per the terms in Exhibit B.
3. **SERVICES.** ILS agrees to provide Services at its facilities in accordance with the specifications provided in Exhibit B.
4. **CREDIT AND PAYMENT; SHIPPING; RETURNS.** Per the terms in Exhibit B.
5. **TAXES; INDEMNITY.**
 - a. **Taxes:**
 - i. Unless exempt, Customer agrees to pay ILS any sales, use, gross receipts, business activity, VAT, GST, and/or similar type taxes that ILS is required to charge and collect from Customer for Product and Services purchased (“**Taxes**”). Taxes will be paid to ILS when payment for Product is due or upon receipt of a valid tax invoice.
 - ii. If exempt from Taxes, Customer agrees to provide ILS resale certificates, exemption certificates, and/or other appropriate documentation to demonstrate exemption.
 - b. **Indemnity:** Customer will defend (at ILS’s option), indemnify and hold ILS harmless for all demands, claims, damages and related costs, including reasonable attorney fees, arising out of or related to Customer’s noncompliance with any of its responsibilities in this Agreement.
6. **NOTICES.**

Any notice required or permitted to be delivered or given under this Agreement shall be deemed to have been effectively delivered or given and received (i) on the date personally delivered to the respective party to whom it is directed, (ii) five (5) business days after the date it is sent by domestic registered or certified mail, with postage and charges prepaid, (iii) on the first business day following the date of dispatch if delivered by a recognized next-day courier service, or (iv) upon confirmation of receipt of electronic mail (email). All notices must be sent to the applicable party, addressed to the person and address set forth below or to another address specified in writing by a party.

ILS:

Ingram Library Services LLC
Attn: Legal
1 Ingram Blvd.
La Vergne, TN 37086

Customer:

As provided in the applicable signature block below.

7. WARRANTY; EXCLUSION OF ALL OTHER WARRANTIES.

ILS'S SOLE WARRANTY IS THAT IT WILL SELL AND DELIVER PRODUCT AND SERVICES TO CUSTOMER AS EXPRESSLY SET FORTH IN THIS AGREEMENT. THIS WARRANTY IS MADE EXPRESSLY IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION: ANY WARRANTY ABOUT THE CONTENT OF THE PRODUCT; OR AGAINST NONINFRINGEMENT OF COPYRIGHT OR OTHER INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY; WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND ALL OTHER EXPRESS OR IMPLIED REPRESENTATIONS AND WARRANTIES PROVIDED BY STATUTE OR COMMON LAW, WHETHER ARISING BY USAGE OF TRADE, COURSE OF DEALING, COURSE OF PERFORMANCE OR OTHERWISE.

8. LIMITATION OF LIABILITY.

NEITHER PARTY WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, PUNITIVE, SPECIAL, EXEMPLARY OR INCIDENTAL DAMAGES WHETHER OR NOT FORESEEN OR KNOWN, AND WHETHER OR NOT IN LAW OR EQUITY. ILS WILL NOT ACCEPT ADMINISTRATIVE CLAIMS OR PENALTY CHARGES. ILS'S TOTAL LIABILITY FOR ALL CLAIMS ARISING OUT OF THIS AGREEMENT (INCLUDING BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY, CONTRACT AND TORT) IS LIMITED TO THE PURCHASE PRICE PAID BY CUSTOMER FOR THE PRODUCT AND/OR SERVICES WHICH ARE THE SUBJECT OF THE CLAIM.

9. MISCELLANEOUS.

- a. Governing Law; Jurisdiction and Venue: This Agreement shall be governed by and interpreted in accordance with the laws of the State of Tennessee notwithstanding any conflict of law principals. The parties agree that any claims arising under this Agreement shall be brought in a state or federal court in Davidson County, Tennessee and hereby waive any objection to jurisdiction or venue in such courts. The United Nations Convention on Contracts for the International Sale of Goods is excluded.
- b. Assignment: None of the rights or obligations in this Agreement may be assigned or transferred by either party without the consent of the other party; except that ILS may assign its obligations under this Agreement to an affiliate upon notice to Customer. The terms of this Agreement shall be binding on any permitted successors and assigns.
- c. Waiver: The failure of a party to exercise its rights under the Agreement on one occasion shall not be deemed to be a waiver of the right to exercise those rights in the future.
- d. Severability: If any provision in this Agreement is declared invalid by any court or government agency, all other provisions shall remain in full force and effect.
- e. Excused Performance: Except for payment of amounts due, a party shall not be held liable for failure of or delay in performing its obligations under this Agreement if such failure or delay is the result of an event that is beyond the reasonable control of the party including, without limitation, an act of God (earthquake, hurricane, tornado, flooding, or other natural disaster or severe weather); or in the case of war, action of foreign enemies; terrorist activities; labor dispute or strike; pandemic; government sanction; blockage; embargo; or failure of electrical service or other utilities. The non-performing party must notify the other party as soon as practicable of the event and make every reasonable attempt to minimize delay of performance.

- f. Complete Agreement; Modifications: This Agreement, and any exhibits hereto, sets forth the complete and final agreement between ILS and Customer with respect to Product and supersedes and replaces any and all prior agreements between the parties with respect thereto. Any additional or different terms provided by either party in subsequent purchase orders, other documents (electronic or hard copy) or on ILS's, Customer's or third-party internet sites shall not be binding. This Agreement may only be modified by a written amendment hereto, expressly stated as such, signed by both parties.
- g. Order of Precedence: In the event of any inconsistency between the terms set forth in this Library Services Agreement and the exhibits attached hereto, the order of precedence shall be as follows: (1) this Library Services Agreement; (2) Exhibit B; (3) Exhibit A.
- h. Survival: The rights and obligations under Sections 3 through 9 shall survive expiration or termination of this Agreement.
- i. Non-Exclusivity: This Agreement is non-exclusive and nothing herein shall be construed as precluding Customer from purchasing Product or Services from other vendors.

Accepted by:

**NORTH OLYMPIC LIBRARY
SYSTEM**

INGRAM LIBRARY SERVICES LLC

By: _____

By: _____

Name:

Name: Carolyn Morris

Title:

Title: Vice President

Business Address: 2210 South Peabody St.
Port Angeles, WA 98362

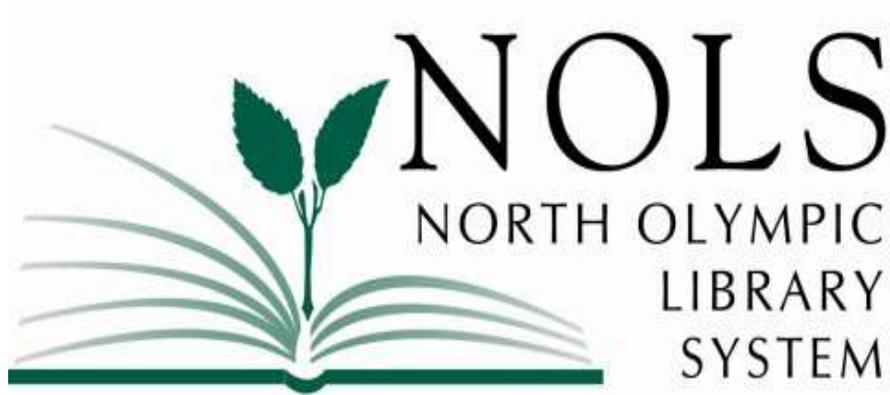
Business Address: 1 Ingram Blvd. La Vergne,
TN 37086

Date: _____

Date: _____

EXHIBIT A

EXHIBIT B



Port Angeles, WA

LIBRARY MATERIALS & SERVICES RFP

Due Date: Friday, February 06, 2026

Time: 4:00 p.m. PST

Submitted By:

INGRAM | Library
CONTENT GROUP | Services

One Ingram Blvd
P.O. Box 3006 LaVergne, TN 37086

www.ingramcontent.com

Federal ID # 62-1746696

February 6, 2026

North Olympic Library System
ATTN: Wendy Oak, Technical Services Lead
2210 S Peabody Street
Port Angeles, WA 98362-6536

Re: RFQ: Library Materials Vendor

Dear Ms. Oak,

We are delighted to present our proposal for a continued partnership with North Olympic Library System.

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, spoken word audio, DVD/Blu-ray, music CD 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 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.

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, and DVD, as well as receive a full range of library value added services customized to the library’s individual needs.

Should you have any questions regarding Ingram’s proposal, please feel free to contact Rachel Beirs, Senior Contract Management Specialist at (615)213-4563 or ilsbids@ingramcontent.com.

Best regards,



Carolyn Morris
Vice President

CM/rb

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APPENDICES

Attachment 1	Appendix A
Attachment 2	Sample Open Item Report

2. RESPONDING TO THIS RFQ

A. QUESTIONS ABOUT INGRAM'S PROPOSAL

Should you have any questions regarding Ingram's proposal, please contact Rachel Beirs, Senior Contract Management Specialist at (615) 213-4563 or via email at ilsbids@ingramcontent.com.

B. PROPOSAL SUBMISSION

Ingram acknowledges.

C. ABILITY TO DELIVER PROPOSED SERVICES AND PROVIDE THREE REFERENCES

1. Multnomah County Library System

Josh Rodriguez, Library Acquisitions Specialist
(503) 988-5790
joshuar@multco.us
919 NE 19th Ave, Portland, OR 97232

2. Spokane County Library

Andrea Sharps, Systems and Technical Services Manager
(509) 893-8217
asharps@sclid.org
4322 N Argonne Rd, Spokane, WA 99212

3. Tigard Public Library

Amber Bell, Reader Services Manager
(503) 718-2812
Amber@tigard-or.gov
13500 SW Hall Blvd, Tigard, OR 97223

3. TIMELINE

Ingram understands and acknowledges the contract period for an initial three-year period beginning March 1, 2026. North Olympic Library System has the option to renew this contract with the successful Bidder for one year up to two (2) times through February 2031.

4. PAYMENT

Payment terms under this contract shall be NET 30 EOM. We require payment for invoices within these terms for purchase orders completed or not completed.

While other vendors demand payment from invoice date, we calculate our terms on statement date at the end of each month. With payment due 30 days from statement date, your payment is due an average of 45 days from invoice (30-59 days).

You must report invoice discrepancies to Ingram within 30 days of the invoice date. All discrepancy reports must include an invoice number and date of invoice. Discrepancies reported after 30 days from invoice date do not receive adjustment.

5. SCOPE OF CONTRACT

Ingram acknowledges.

6. PROPOSAL CONTENT

A. COMPANY HISTORY

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

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

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

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

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

The Ingram vision is to be the premier services provider in and around the distribution, production, storage, creation, discovery, and assembly of content. To bring that vision into reality, Ingram Content Group has multiple operating units, each focused on a specific area of the book industry, such as retailers, publishers, educators, and libraries.

Those operating units are Ingram Book Group LLC, including Ingram International and Spring Arbor Distributors®, Lightning Source LLC, Ingram Library Services LLC, Ingram Publisher Services LLC, and Tennessee Book Company LLC. All Ingram Content Group companies operate under a single mission to help content reach its destination, and they uphold the same 5 values: to be Credible, Performance Driven, Agile, Innovative, and Customer Focused.

Ingram Library Services LLC

To better support the unique needs of libraries, Ingram Library Services grew from a specialized department of Ingram Book Company in 1970 to a full-service library vendor. Because of our growth and success, Ingram Library Services incorporated in 1998 as a subsidiary of Ingram Industries Inc. Today we offer “one-stop shopping” for our library customers.

Ingram provides librarians with immediate access to the largest selection of books, spoken word audio, DVD/Blu-ray titles, music CDs and other book-related products in the industry. Our full range of library value-added services includes comprehensive Collection Development support, Standing Order and Continuations programs, as well as shelf-ready cataloging and processing services customized to the library’s specifications.

Distribution Centers

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

Ingram operates four regional distribution centers, totaling more than 1.7 million square feet and employing over **4,800** associates. We ship over **100,000,000+** units across the nation annually. Having multiple distribution centers allows us to maintain on-hand inventory required to meet fill rates, and to provide fast turn times - as little as 24 hours from order placement to delivery.



Ingram Library Services LLC is headquartered in La Vergne, Tennessee, where our Inside Sales,

Customer Care, Collection Development, Custom Cataloging and Processing, and Executive and Sales staffs are located.

Name and address of firm:

Ingram Library Services LLC
One Ingram Blvd.
P.O. Box 3006
La Vergne, TN 37086-1986
Telephone No.: (800) 937-8200
Fax: 615-213-5196
Email: ilsbids@ingramcontent.com

URL: <http://www.ingramcontent.com/pages/libraries.aspx>
ipage: www.ipage.ingramcontent.com

Official Representative: Carolyn Morris, Vice President

Ingram Staff

Ingram is a knowledge-based service company, and while we recognize that our investment in modern technology is of great value to our customers, the majority of the company's assets are vested in our employees. Every commitment, skill, feature and benefit we offer is dependent on the quality of our staff. Ingram believes that the single most important task of a company manager is to hire, train and retain the best people.

Ingram has built a talented, experienced staff of Associates dedicated to library service, including Collection Development and Technical Services Associates. Ingram Content has a staff of more than 3,520 Associates, including in Customer Care, Product, Operations, Transportation & Shipping, and Warehouse Associates who pick and pack orders.

Ingram has **35 master's-degreed librarians on staff**. They all have years of experience working in and with libraries, and the Collection Development librarians have a minimum of five years of collection development experience in public libraries.

Our library experience and continuing infusion of new staff with fresh outlooks, enables Ingram to design innovative solutions with fundamental expertise in areas such as automation, collection development, cataloging, processing, all the way through to transportation. Ingram Library Services 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.

Why Ingram Library Services is the right choice for the North Olympic Library System:

1. Only vendor with a distribution center on the West coast

We have distribution centers in every major region of the country, and Ingram's distribution center serves the North Olympic Library System primarily from Roseburg, Oregon.

- ✓ Ingram's proximity to North Olympic Library System enables Ingram to ensure fast turnaround times on delivery. You will have all the high demand titles you need when you need them.
- ✓ Services available at Roseburg include mylar.
- ✓ Orders placed before noon for high demand, book- in-a-box titles typically ship the same day.

2. Highest fill rate in the book industry

Ingram continually monitors fill rate reports across all market segments. Ingram Library Services is proud that our initial fill rates are typically 86–90%, with a fill rate of 95 to 100% shipped or reported within 90 days, on items listed in Ingram's database.

3. ipage® is FREE!

- ✓ As a web-based tool, ipage offers 24/7 real-time inventory information, the ability to search by thousands of categories, and a wide array of publicity and product news sources.
- ✓ Available for an unlimited number of concurrent users
- ✓ Collection Development resources available on ipage, such as High Interest Category lists and Standing Order lists, are free.
- ✓ In-person or remote training is always provided free of charge and for as many staff as the library specifies.

Appendix A – Bidder Response Form

A. Discount Schedule

Please see completed Appendix A attached to this narrative proposal and below for Ingram’s Discount Schedule.

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

Copies per TITLE	ELECTRONIC ORDERS:
1 to 4	40.0%
5 to 9	41.0%
10 to 99	42.0%
100+	43.0%

Additional Discounts:

University Press	10.0%
Publisher Binding and Library Bindings	15.0%
** Short Discounted Titles.....	10.0 - 30.0%
*** Spoken Word Audio.....	0.0 - 45.0%
Games	0.0 - 5.0%
DVD/Blu-ray.....	0.0 - 15.0%
Net Titles	0.0%

- * Trade Hardcover, Quality Paperbacks and Mass Market Paperback titles ordered with a cover price of \$14.99 or less will receive a 25% discount.
- ** Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes graphic novels, legal, technical, reference, scientific, and medical titles as defined by Ingram subject categories. Titles are generally published by small or university presses. Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram’s purchasing requirements. Ingram is pleased to make this broad base of titles available to our customers with no service charges.
- *** 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.

Definitions of Binding Types and Presses

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

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

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

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

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

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

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

Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes graphic novels, legal, technical, reference, scientific, and medical titles as defined by Ingram subject categories. Titles are generally published by small or university presses.

Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram's purchasing requirements. Ingram is pleased to make this broad base of titles available to our customers with no service charges.

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

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

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

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

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

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

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

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

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

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

Freight

We are pleased to offer **Ingram-paid freight from your designated primary and secondary distribution centers**. We hold orders until a minimum quantity of 15 units is met. The qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment.

Ingram chooses the most cost-effective shipping method but uses UPS ground service to transport most of Ingram's goods. Ingram reserves the right to adjust distribution center designations to provide the most favorable service to your Library. We ship FOB Destination. With FOB Destination, Ingram is responsible for product until delivered to its destination; liability lies with the receiving agency thereafter.

When freight charges on an individual account surpass 2.5% of the account's expenditure, Ingram reserves the right to change the shipping settings under this offer. Changes to account settings such as designated warehouse or shipment timetables are examples of such alterations. We consult with the Library to ensure any proposed changes are in the best interests of both parties.

Due to the impact of rising oil prices, Ingram has instituted a \$3.00 fuel surcharge. These charges appear as Shipping and Handling charges on your invoice and are subject to change with notice.

B. SERVICES

Ingram accepts electronic ordering via email attachment, via EDI – Electronic Data Interchange, and via ipage. Please send emails with attached orders to: ILS.orders@ingramcontent.com.

9XX ORDERING

This custom MARC feature allows the user to create a list in ipage and then add local data (such as fund, location, collection code, requestor, etc.) in 9xx tags and subfields, per specifications of their ILS, for each title to be exported in a brief MARC record.

The list is then exported in brief MARC format, and the ILS system loader is used to load the

records to the ILS. Upon loading to the ILS, an order record and a brief cataloging record are created. These records can be overlaid with the full MARC records in your ILS system. Any ILS System that can load MARC records should be able to load order records as well. If they have questions, they will need to contact their ILS System Vendor to confirm.

EDI ORDERING

Ingram supports EDI Transaction types and formats based on your automation system's capabilities. Ingram EDI offerings include:

- Electronic ordering using the X12 or EDIFACT format and FTP for communications.
- Enriched EDI ordering.
- Text format full order confirmation via email from Ingram email to user-specified email address.
- Purchase orders are created in your Acquisitions department and sent to Ingram via FTP.
- Ingram processes orders and places electronic confirmation files on the Ingram FTP server for customer retrieval.
- For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and increase efficiency. Ingram can provide paper invoices to e-invoice users *if requested*.

Enriched/Enhanced EDI Order

This enhanced order transaction allows users to send additional distribution information in the EDI order record, which provides information necessary for Ingram to create complete holdings records to match items shipped. The holdings records are loaded with MARC bibliographic records and overlay the on-order items. When Ingram sends materials to your location, they are shelf and circulation ready.

WITH POLARIS:

1. Ingram can accept EDI orders from the Polaris System in the X12 format. Our order management system processes orders sent via this method.
2. Ingram accepts ISBN13 and ISBN10 in EDI orders. However, we do not process orders using UPC or ISSNs as we do not process orders for magazine material.
3. If you use the Polaris system, you can send branch, collection, call number and POLI line number. We use this data to drive cataloging and processing outputs.
4. Ingram can accept call numbers.
5. Ingram accepts the line-item PO number – POLI line number. Once received, it is used as a match point for acknowledgment, ASN, and invoice transactions.
6. Ingram can also receive bib numbers.
7. Customers using the Polaris System can grid the notes field in ipage to download in their order records, but the Polaris System cannot send the notes field in an EDI order.

8. Below is a sample of a Supplier record in the Polaris System. Users will set up a supplier record for each Ingram account number if they plan to place EDI orders on this account.

These are the enriched EDI fields we can receive in a Polaris EDI order:

Polaris – Supported by Innovative Interfaces, Inc.	
Fields Supported by Vendor	Max length
Bib Number	17 bytes
Branch	10 bytes
Collection	10 bytes
Call Number	50 bytes
'POLI' Line-Item Number PO	22 bytes

Order Confirmation

For orders placed via EDI, Ingram returns an acknowledgement to their outgoing folder on our FTP server, if the customer's ILS system supports the FTP acknowledgement transaction. If an acknowledgement is not supported by their ILS System, Ingram returns an email confirmation via email to user-specified email address.

The emailed order acknowledgement includes ISBN/EAN; Title; Author; Publisher; List Price Line Item; Order Units; Ship Units; B/O or Cancelled Binding; Status Code; and Shipping DC. You receive an order acknowledgement within two to four hours.

Customers who do receive an EDI acknowledgement that is returned to our FTP server can also be setup to receive email confirmations in addition to what we post on the FTP server.

EDI INVOICING

We provide EDI invoicing for the Polaris ILS system and support daily or weekly summary invoices. For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and greatly increase efficiency, but we can continue to provide paper invoices to electronic invoice users.

PREPROCESSING OF MATERIALS, SPECIFICALLY MYLAR AND PAPERBACK APPLIED COVERS

Ingram Cataloging and Processing

We understand each library has unique criteria and individualized workflows requiring customized cataloging and processing, and we have built a service that combines an expansive bibliographic database with a full range of solutions to meet those needs.

When onboarding cataloging and processing services, we assign a technical service specialist to your library. This specialist works with you from account set-up to initial deliver, ensuring your materials meet your exact needs and are in your patrons' hands as soon as possible.

To simplify budgeting and to expedite items through our facilities, Ingram offers bundled cataloging and processing services. With our tiered service levels, libraries can easily estimate their yearly cataloging and processing costs and identify ways to save.

Rather than charging for each item applied to a unit, we charge all units on a designated account the same cataloging and processing fee. This maximizes productivity in our processing units and allows libraries to easily reconcile charges. It also distributes cataloging costs across all Ingram's cataloging customers more equitably, thereby supporting lower fees.

Available Service Levels

Choose from four levels of service from pre-processing to more complex customization options:

1. Pre-Processing Only

This service includes the following options — mylar, mylar and laminate, spine label only, and MARC record only.

2. iClassic

This service provides the best available MARC record and a variety of processing options.

3. iXtend

This service allows for programmable customizations, and a full MARC record for every title with the option to choose either a barcode or RFID/barcode. This will incur an account set up fee of \$2,500.

4. iComplete

This service is intended to meet the most intricate of library needs as it allows for cataloger driven MARC customizations and a suite of premium services. This will incur an account set up fee of \$5,000.

Add-on Components:

The following add-ons can be included in your bundle for an additional per-unit cost:

- RFID/Barcode 2-part set, Ingram-supplied
- RFID/Barcode 3-part set, Ingram-supplied
- Barcode, Ingram-supplied (Available for Mylar & Mylar/Laminate bundles only)
- Property Label, Ingram-supplied (Not available for Spine Label only bundle)
- Label Protectors (Available for spine label bundle only)
- Unprogrammed RFID tag

Premium add-on services:

- Genre Labels
- OCLC Search/Download (with third party agreement)
- Genre Determination
- BISAC validation/customization
- Manual intervention for Tags
- Add LC Call Number

Ingram provides access to full-level MARC records through a proprietary cataloging database. The database includes records from the Library of Congress and tens of thousands of entries created by Ingram's MLS-degreed catalogers.

Ingram cataloging is in accordance with the latest editions and versions of the Anglo-American Cataloging Rules/RDA, MARC21 Format, OCLC Bibliographic Formats and Standards, Library of Congress Classification Schedules, Dewey Decimal Classification, and Library of Congress Subject Headings. Ingram cataloging is consistent with LC rule interpretations and cataloging practices.

<u>Package Comparison</u>				
Service	Processing Only	iClassic	iXtend	iComplete
Mylar Jacket	✓	✓	✓	✓
Laminate	✓	✓	✓	✓
Spine Label	✓	✓	✓	✓
MARC Record	✓ Best Available MARC Record	✓ Best Available MARC Record	✓ Full MARC Record	✓ Full MARC Record
Ingram Supplied Barcode	X	✓	✓	✓
Property Label	X	✓	✓	✓
Bibliographic or Pocket Label	X	X	✓	✓
Date Label	X	X	✓	✓
Label Protector	X	✓	✓	✓
Reading Program Labels	X	✓	✓	✓
Branch Label	X	X	✓	✓
Z39.50	X	X	✓	✓
Enriched Ordering	X	X	✓	✓
Custom Cataloging	X	X	X	✓
Premium Processing	X	X	X	✓

Ingram does not currently offer cataloging or processing for audiovisual materials.

C. ONLINE ORDERING SYSTEM

ipage is Ingram’s online collection development and ordering tool for librarians, combining the industry’s largest inventory with complete title information, including pre-pub metadata, collection development resources, reviews, and real-time stock check. Customers with a current,

active Ingram account are eligible for a free subscription to ipage, which offers libraries easy-to-use ordering capabilities and other features **at no cost for unlimited concurrent users**.

You can access ipage at <https://ipage.ingramcontent.com>. Via ipage, you can access and manage your library's account (s) specific information, at your convenience, **24 hours a day, 7 days a week**.

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



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

Your ipage accounts are created so that a library-designated administrator has oversight capabilities to aggregate lists and manage users. The Administrator can add additional ipage

users as required by the Library. Each user will be assigned a unique login and users can set their own password.

We want ipage to be customer-driven and to **allow users to individually customize their ipage experience**. Users have tools to assist in prioritizing critical information they need to search, order, and deliver more content to more patrons.

Because ipage focuses on personalization and intuitive functionality, customizable widgets allow users to design their own homepage with tools they use most. Users can easily track bestsellers, access online catalogs, view custom lists, and bookmark favorite destinations in and outside of ipage.

Benefits of ipage home page include:

- A **simplified menu structure** allowing our customers to quickly find what they are looking for.
- **Roll-over drop-down menu options** for each functional area of ipage, which enable users to reach content with less effort.
- Suggestions from Ingram product experts in our Ingram **Lists & Picks** column on the Browse menu.
- **Ability to customize the homepage**, including option to remove widgets and to select a background theme.
- **Enhanced Simple Search options**, including the ability to search across multiple product types.

ipage Training

Your Ingram Senior Sales Representative will be happy provide on-site ipage training for any staff unfamiliar with ipage or who request a review of ipage functions. This training, as well as any ongoing training, is **free of charge** and available for as many staff as the library specifies. It can also be remote if that flexibility helps with scheduling groups.

We also provide excellent, remote delivery “WebEx” sessions for refresher and update training, which is also **free of charge**. WebEx provides flexible, user-friendly training, allowing libraries to request training sessions for individual staff members or for groups. Your Inside Sales Representative provides remote training.

ipage Academy Webinar Series

Ingram Library Services’ Inside Sales team hosts our ongoing live webinar training series as part of *ipage Academy*. We hold sessions on many Wednesdays throughout the year, from 1:00– 2:00 p.m. CST.

You can access registration information on the ipage® Home page:



If library staff registers but cannot participate in the live sessions, they receive an email notification, post-live event, when the webcast is archived and available for on-demand viewing at their convenience.

D. STOCK/INVENTORY

A. HOW MANY TITLES DO YOU TYPICALLY HAVE IN STOCK?

Ingram leads the industry in maintaining an **on-hand inventory of over 13,000,000 unique titles, representing more than 33,000+ book publishers, including 32,000 imprints.** Our unmatched stock of **67,000,000+ book units** ensures the fastest and highest fill rates in the industry.

- Ingram stocks not only new bestsellers and award-winning titles, but also the deepest inventory of midlist and backlist titles of any vendor
- Ingram’s in-stock inventory of adult and children’s Spanish language titles is particularly strong, covering translations and books originally published in Spanish. With more than 400,000 titles to choose from, we actively work with Spanish language publishers to expand our catalog to meet growing reader demand.
- Our audiovisual inventory offers **28,000+ audio CD and MP3 titles** in abridged and unabridged editions; **790,000 music CDs; 26,000+ DVD and 9,000+ Blu-ray titles,** and over **560** video game titles for from the following platforms: PlayStation 2, PlayStation 3, PlayStation 4, PlayStation 5, Xbox 360, Xbox One, XBox Series X, Nintendo Switch.

Ingram Library Services’ stock goes well beyond that of other library wholesalers because, as a division of Ingram Content Group, our inventory includes that of Ingram Book Company, Ingram Publisher Services, and Lightning Source. Each of these entities contributes to the strength of our inventory.

Ingram Book Company

As a leading supplier of books to bookstores and online retailers around the world, Ingram has established business relationships with publishers of all kinds. Eager to market their books to the vast retail market, these publishers alert Ingram to new releases before they are published and offer a wealth of information about each title both in automated feeds and through meetings with our team of buyers.

Our predictive ordering software then takes over and continuously ensures that each title is stocked appropriately so we have books on hand when you need them. The volume of sales to retail outlets financially supports running our library business out of 5 warehouses located across the country, and it enables us to automate our distribution facilities to provide the fastest fulfillment in the industry.

Ingram Publisher Services

Ingram Publisher Services represents more than 850 publisher clients and more than 4,400 imprints from around the world. These publishers enlist Ingram to be the exclusive distributor of their products. The advantage this brings to our library customers is the guaranteed availability of current titles from these publishers at Ingram distribution centers.

Ingram Lightning Source

With national and international facilities, Lightning Source has a virtual inventory of over 17,000,000 titles representing more than 145,000 publishers. We print only what is needed to meet our customers' current demand-whether that's a single book or 10,000 units.

We make it possible for low-volume titles to stay in print and for new titles to be released. In addition, we offer print on demand for both paperback and hardcover titles. All this translates into wider title selection and better customer service for your patrons and your community.

Lightning Source and Ingram Publisher Services titles are listed on ipage, and you can order them using the same methods available for Ingram titles. There is no need to use a separate account or purchase order.

International Language Inventory

Ingram currently inventories over 3 million unique non-English, titles in world languages ranging from Afrikaans to Yiddish. These include 400,000+ unique Spanish titles, for adults, teens, and children, We provide a limited number of spoken word audio titles in Spanish language. We also provide domestic video titles dubbed or subtitled in Spanish and non-domestic Spanish video.

Inventory of the top 15 in-demand languages:

Language	Active Titles
German	1,167,049
French	928,359
Spanish	402,590
Italian	229,872
Portuguese	101,969
Latin	59,971
Chinese	43,623
Russian	28,596
Danish	26,891

Dutch	31,950
Polish	25,087
Hindi	16,607
Swedish	15,872
Arabic	9,906
Finnish	8,627

In addition, our Lightning Source inventory of over **9,400,000** print-on-demand titles makes many world language titles available on an on-demand basis.

B. FOR MOST TITLES, HOW MANY COPIES OF TITLES DO YOU TYPICALLY HAVE IN STOCK?

Our unmatched nationwide inventory of over **35,000,000 books** ensures the highest fill rates in the industry. Number of copies of titles varies. However, Ingram has 53 frontlist copies and 7 backlist copies per title on hand on average for print books. For Best Sellers and high demand titles, we keep more in stock to meet expected demand. We also have print on demand through Lightning Source; those titles are available with 24 hours and the number of copies is unlimited.

Inventory Control

Ingram’s Operations Department has several warehouse systems in place to ensure we receive inventory into our distribution centers in a timely manner. Currently, Ingram is the only vendor with a warehouse on the west coast. Keeping stock levels up to date is an ongoing part of the warehousing process.

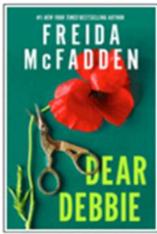
Our systems update RF (Radio Frequency) units to indicate product availability in each specific location. A check is made to be sure inventory is accurate and in assigned locations, so that staff can compile orders with efficiency, speed, and accuracy. Ingram’s Product Department places orders with publishers and monitors outstanding orders. Together, these internal systems provide real time actual inventory data to our distribution centers and customers.

Real Time Stock Check

On the Title Detail screen, ipage provides real time stock check of Ingram inventory. It also displays your assigned primary and secondary distribution centers, on-hand inventory, and number of copies currently on order with the publisher. Titles on order may also include the estimated arrival date at Ingram.

In addition, you can view stock check when looking at lists of titles either through search results or on selection lists. This means that you do not have to return to the detail page for inventory information on individual titles.

Dear Debbie 
Contributor(s): [McFadden, Freida](#) (Author)



ISBN: 1464249628 EAN: 9781464249624
 Publisher: [Poisoned Pen Press](#)
 US SRP: \$17.99 US
 Binding: Paperback
 Pub Date: January 27, 2026
 Formats:

Binding/Format	Priced From
Hardcover More Hardcover	\$32.99
Paperback	\$17.99

[View All Formats](#)
 This item is **Returnable**

DC	On Hand	On Order
PA PRIMARY	8042	0
TN SECONDARY	3561	0
IN	7625	312
OR	1750	25



C. WHAT IS YOUR STANDARD ORDER SERVICE PERIOD (FROM DATE OF ORDER TO RECEIPT BY LIBRARY)? PLEASE INDICATE HOW SERVICE PERIOD MAY BE IMPACTED BY ANY PREPROCESSING ADD-ONS OR OTHER FACTORS.

- 5 business days
- 6 - 10 business days
- 11 - 20 business days
- over 20 business days

Ingram has more units on-hand than any other distributor. Having four regional distribution centers allows us to stock and maintain the on-hand inventory required to provide fast turn times—we ship over 100,000,000 units across the nation annually

Our turnaround times for in-stock material vary based on the custom processing and/or cataloging required for your Library’s material. The chart below reflects time from receipt of an order to shipment. Ingram makes every effort to meet this time frame but cannot guarantee.

Ingram does not substitute titles unless the ISBN/EAN has been forwarded to a new edition.

Turn-around times for in-stock materials (working days):

includes Continuations and New Title Notification/Standing Order Programs

- Book-only Orders (no C&P) 1–3 days
- Preprocessed Orders 1–5 days
- Fully Cataloged and Processed Shelf-ready Orders 7–10 days

D. DESCRIBE WAREHOUSE SITUATION - IF NOT IN STOCK AT PRIMARY WAREHOUSE, WILL ITEMS BE BACKORDERED EVEN IF AVAILABLE AT SECONDARY WAREHOUSE? HOW WILL SHIPPING TIME BE IMPACTED IF ITEMS ARE NOT IN STOCK AT PRIMARY WAREHOUSE AT TIME OF ORDERING?

After receiving an order, Ingram ships all titles currently in stock. We then place on backorder

any remaining titles normally available through Ingram. Any title Ingram stocks will be available for order or backorder from your designated primary and secondary distribution centers.

One of the parameters set at the account level is Backorder Cancellation Date. This refers to the number of days allowing a backorder to fill before cancelling. For titles not yet published, the Library has a choice to have these items either cancel at the end of the account's established backorder period, or for the backorder period to begin only after Ingram first receives the title after publication. The first option may result in a lower fill rate.

We recommend the Library set this cancellation date to be the same on their automation system so that backorders cancel at the same time automatically. It is up to the local automation system to delete any bibliographic records associated with order records for materials ultimately cancelled.

Tracking Orders

Shipped Notification Email

ipage users can receive an email alerting them when a shipment is on its way! The electronic notification is sent shortly after materials ship and includes the shipment tracking number. It also provides an order entry number identifying items included in that shipment and the warehouse from which the shipment left. This service applies to all ordering methods (phone, ipage, EDI).

"Find My Order"

The "Find My Order" button sits at the top of every page in ipage. Click on it to quickly check the status of an order or a specific EAN ordered within the last 90 days.

Help & Customer Support Landing Page

You can also track orders, in ipage, from the Help & Customer Support landing page. Simply click on the "Help" tab located in the black ribbon at the top of the ipage screen.

E. ORDERING AND ORDER FULFILLMENT

A. THE LIBRARY PREFERS TO PLACE ORDERS ELECTRONICALLY. INGRAM CAN ACCEPT ORDERS:

The Library prefers to place orders electronically. Can you accept orders:

- By Email
- By EDIFACT
- Through a website

Other, please specify

*The interface between Ingram and Polaris allows the exchange of X12 transactions. This includes PO, POA, ASN and Electronic Invoices. FTP is supported, but Ingram cannot accept electronic transmissions via EDIFACT for Polaris. Ingram does not require the Library to use specialized software to interface with Polaris. Please see Section B, Services, on page 10.

Ordering

Ingram accepts electronic ordering via email attachment and/or EDI – Electronic Data Interchange and through ipage. We are the best in the business in order entry and efficiency. Please send emails with attached orders to: ILS.orders@ingramcontent.com.

B. WHAT IS YOUR USUAL FIRST-FILL RATE?

- 91-100%
- 76-90%
- 50-75%
- Less than 50%

After receiving an order, Ingram will ship all titles currently in stock. Any remaining titles normally available through Ingram will then be placed on backorder for a period specified by you. At the end of the backorder period, all unfilled titles will automatically cancel, except for titles Not Yet Received from the publisher.

F. CUSTOMER SERVICES

A. IDENTIFY THE NAME, TITLE AND QUALIFICATIONS OF THE DESIGNATED CUSTOMER SERVICE REPRESENTATIVE(S) AND/OR SALES REPRESENTATIVE(S) TO SERVE AS THE VENDOR’S REPRESENTATIVES TO THE LIBRARY. PLEASE INCLUDE CONTACT INFORMATION.

Your Senior Sales and Inside Sales Representatives are your primary customer care providers. You can reach your Sales Representatives directly at the phone numbers listed below. One or both will try to respond within 24 hours.

Senior Sales Representative..... (509) 209-3192
 Inside Sales Representative..... (615)-213-5774

Email: ILSCustomerservice@ingramcontent.com
To discuss concerns or issues regarding your account

B. DESCRIBE YOUR FIRM’S POLICY ON RESPONDING TO CUSTOMER PHONE CALLS, EMAILS, OR ONLINE TROUBLESHOOTING SUBMISSIONS. WHAT ARE THE HOURS OF OPERATION FOR LIVE SUPPORT?

Account Services Email: requirements@ingramcontent.com; *To Set Up / Update an Account*

Technical Services

For answers to questions regarding cataloging or processing, please send an email to <https://ingramcontent.jotform.com/252676560518161> Monday through Friday, 7:00 a.m. – 4:00 p.m., Central Time. Technical Services staff try to respond within 72 business hours from receipt of correspondence. However, for optimal service, some issues may necessitate further investigation.

Collection Development

Although our Programs are organized and automated to allow most libraries to self-serve, our Administrators help libraries daily with everything from routine enrollments or cancelling/modifying backorders to transferring Standing Order Program enrollments from another vendor.

fiction.standingorders@ingramcontent.com for fiction, video, and iSelect programs.

nonfiction.standingorders@ingramcontent.com for nonfiction and ReviewALERTSM programs.

icurate@ingramcontent.com for iCurate Coming Soon and iCurate Core questions.

colldevhelp@ingramcontent.com for general Collection Development questions, including ODCs and custom lists.

For answers to general Collection Development questions, including for ODCs and custom lists, please send an email to colldevhelp@ingramcontent.com

For any system issues like outages, login problems, Site Help etc. Customer System Technical Support can be contacted, from Monday through Friday, 8:00am - 5:00pm Central Time, at (615) 213-HELP, or email us at: ics-techsupport@ingramcontent.com.

ipage Issues

For system issues, such as outages, login problems, etc. please contact Customer System Technical Support via email at: ics-techsupport@ingramcontent.com

C. DESCRIBE PROCESS FOR REPORTING AND RESOLVING PROCESSING ERRORS BY VENDOR, IF PROCESSING IS PROVIDED)

Processed Materials

Items with cataloging or processing per Library's specifications are no longer in resalable condition and, therefore, are non-returnable, except due to Ingram error.

We cannot reimburse for claims made 60 days after invoice date.

D. DESCRIBE YOUR PROCEDURE FOR HANDLING PROBLEM RESOLUTION (FOR EXAMPLE, MISSING TITLES, WRONG BOOK SHIPPED, NO CHARGE REPLACEMENTS FOR DEFECTIVE OR DAMAGED ITEMS

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

Our Customer Care department is based at our Tennessee headquarters. Ingram Library Services' team of Customer Care Support Specialists are available Monday through Friday, 7:30 a.m. – 5:00 p.m. (Central Time). Customer Care tries to respond to all inquiries within 72 hours (during normal business hours). To reach Customer Care, call (800) 937-8200, then press 2. You can also email Customer Service at ilscustomerservice@ingramcontent.com to report a return.

E. DESCRIBE YOUR RETURN POLICY, INCLUDING HOW YOU ADDRESS ISSUES WITH PRODUCT THAT IS SHIPPED OUT WITH DEFECTS (SHODDY BINDINGS, MISSING PAGES, ETC.), WHETHER RETURNS NEED PRIOR AUTHORIZATION, WHETHER THE REPLACEMENTS ARE CHECKED FOR SAME ISSUE BEFORE SHIPPING, AND WHICH PARTY IS RESPONSIBLE FOR SHIPPING COSTS RELATED TO FAULTY MATERIALS.

Items Damaged in Transit or Shipped due to Ingram Error

We ask the Library to accept delivery of materials damaged in transit.

Library staff should note product impairment on the carrier delivery receipt and then email our Customer Care Department at ilscustomerservice@ingramcontent.com for return instructions. If possible, please take pictures of items received damaged.

Please note, we cannot reimburse for claims made 60 days after invoice date.

Defects - Books

Ingram understands that defects inside a book may not be detected until after circulation, so there is no timeframe for returning product received with publisher defects. Eligible defects include the following:

- Missing pages
- Contents out of sequence
- Books bound upside down
- Contents different from that indicated on the cover/title
- Ink or printing issues
- Crooked pages
- Blank pages
- Malfunctioning disc
- Item received with missing or incorrect disc(s)
- Please note, however, that due to wear and tear circulation can cause, we accept books with broken bindings for up to 60 days after invoice date.

Defects - AV Materials

- Eligible defects can include damage or defects to individual discs in a multi-disc set. If the title is currently in stock, we offer the option to replace the entire product, rather than only the damaged discs, as Ingram does not stock individual replacement discs in our inventory.
- Ingram recognizes that individual discs in a multi-disc title may go missing or become damaged after the title begins circulating. Replacements for discs lost or damaged after receipt from Ingram may be available directly from the title's publisher. For example, Brilliance Audio Library Edition audiobooks offer a guarantee of free disc and vinyl case replacements. You can obtain publisher contact information for every title in ipage, at your convenience, 24 hours a day, 7 days a week.

To report a discrepancy, simply complete and submit a discrepancy form via ipage. You can find the form either under the "My Account" tab or under the "Help" tab.

Once you have submitted the Discrepancy form, we will send a return label, if applicable, to the email address provided and issue a credit memo. You can then submit your replacement order of the item(s) as part of your next regular order.

F. DESCRIBE STATUS REPORTS AVAILABLE, IF CUSTOMIZATIONS ARE POSSIBLE, AND PROVIDE EXAMPLES OF REPORTS. INCLUDE INFORMATION ABOUT REPORT FREQUENCY.

We offer self-service reports for orders through ipage, covering a variety of statuses: Open, Invoiced, and Cancelled. A sample of the Open Items report for billing account 2006676 is attached.

We offer custom reports by request. These can be scheduled and sent to email addresses of your choice. The scheduling is flexible.

Example of ipage reports:



Title Status Report on ipage

Customers can access monthly Title Status Reports via ipage. The Backordered Items report provides current backorder status information and indicates titles unavailable within your normal backorder period. Under the Order drop down menu, simply click Order Status for a list of Order Easy Clicks:



- **All Open Items** - This report shows line items currently backordered or being processed and not yet been invoiced.
- **Open Purchase Order Summary** - This report shows a summary by PO Number that includes the date ordered, total units open, units in process, and units backordered. The PO Number can be clicked on to receive title-specific information.
- **Backordered Items** - This report includes titles currently on backorder with the date ordered, the backorder cancel date, EAN, title, format, publication date, PO number, quantity, and the distribution center. You can also cancel a backordered item.
- **Recently Shipped Orders** - This report shows orders shipped within the last 14 days, with the option to view the last 90 days, including the date shipped, order entry number, and shipping tracking number. You can view order details by clicking the order entry number. You can view delivery status by clicking the shipping tracking number.
- **Recently Shipped by PO** - like the Recently Shipped Orders, this report shows orders shipped within the last 14 or 90 days. It sorts items by PO Number and includes the date shipped, order entry number, and shipping tracking number. You can view order details by clicking the order entry number. You can view delivery status by clicking the shipping tracking number.
- **Unacceptable Returns** - This report shows items returned that are outside of Ingram's return policies.
- **ipage® Order History** - This feature shows the order date and time, PO number, and the name of the person whose account login placed the order. It also provides a link to an Order Confirmation which gives a detailed summary of the order, including title, author, ISBN, whether the item is shipped or backordered, and retail price.
- **Hard-To-Find Books Order Status** - This report shows the status of any books ordered through the optional Hard-To-Find Books function on ipage®.

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

Online Account Management

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

- Review your current account information, such as standard backorder settings, primary distribution center, and more.
- Keep your contacts up to date with Ingram and make sure the right people receive the information they need to help you manage your account.
- Cancel backorders or change a backorder cancellation date.

- View cancellations.
- Print invoices and credit memos.
- Enable user to look up ISBNs in your library's OPAC while using ipage.
- Set up iMatch to match your collection against titles placed in a selection list on ipage via Z39.50.
- Enable One-Click ordering (Millennium (III Enhance or INNOPAC) only).
- Manage FTP download delivery.

G. PROVIDE EXPLANATION OF COMPANY'S BILLING CYCLES AND POLICIES AND INDICATE WHETHER SALES TAX IS INCLUDED ON INVOICE

Payment terms under this contract are Net 30 EOM. We require payment for invoices within these terms for purchase orders completed or not completed. Ingram invoices for items only after shipment.

Invoice headers include Library name, ship to and billing account addresses and numbers, invoice number, account number.

Order data includes purchase order number (can be up to 22 characters in length), shipping warehouse and location, carrier, ship date, number of cartons, and total weight of order, and a code for each binding type. Books with library binding, for example, might have notation LIB after the title.

Title information appears in the following order:

1. quantity ordered and shipped
2. author
3. title
4. publisher
5. ISBN/EAN
6. Unit list price
7. Discount
8. Unit net price
9. Extended price

We list invoice items alphabetically by author or title, per your request. All invoices include an invoice number and date, order entry number, and Ingram's Federal ID number.

As a current customer North Olympic Library Systems understands that your invoice includes: State Tax, City Tax and District Tax along with you Tax code.

Ingram can invoice for cataloging and processing on the same invoice on which materials appear, or on a separate invoice, per your request. If billed on the same invoice, cataloging and processing

charges appear as aggregate costs (not per-title costs) in separate line items per cataloging/processing component.

EDI Invoicing

For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and greatly increase efficiency, but we can continue to provide paper invoices to electronic invoice users.

ipage® Invoices

Customers can opt to receive their invoices online via ipage® our web-based selection, ordering, and account management tool. With ipage, you can view and print invoices on demand as soon as they appear in ipage.

Collection Development Services

Ingram's Collection Development team comprises nine MLS-degreed librarians and managers and three long-term publishing industry expert administrators.

Most of our nine librarians have at least five years of public library experience, and the Collection Development team has almost 300 years of library and/or publishing experience combined. Members of the team have participated in local, state, and national library conferences, served on national award committees, and presented on collection development, forthcoming books, the elements of a good picture book, selection tools, library marketing, Dewey versus BISAC organizational schema, library technology, handling difficult patrons, library staff development, finding indie titles, and more.

Ingram's Collection Development team is well-known for top quality selection lists for ongoing collection development support, Opening Day Collections (ODCs), and ad hoc projects, and libraries purchase Ingram's custom Collection Development services for projects when lists from other vendors do not work.

Ingram's Librarians and Program Administrators work with you to find materials and develop your collections. Using their public library selector experience and tracking trends across the country, they identify titles you need for a well-balanced, inclusive, relevant, high-circulating collection.

Ingram offers a wide range of cutting-edge and comprehensive Collection Development services, branded as iCurate®. Grouped into five overarching services, they reflect the work of MLS-degreed librarians rather than canned lists and automated queries. Our collection development services are truly librarian powered.

Our Collection Development Librarians have built and daily maintain a proprietary database with value-added data, such as diverse title distinctions, assigned genre, and state interest, along with the more standard metadata.

We meet with large and small publishers throughout the year to learn about forthcoming titles, publicity, and other important publisher news. And, because Ingram is the main provider of books

to independent and chain bookstores, large retail stores, and online booksellers, we can identify hot titles before they become popular in libraries.

Our services include:

- iCurate *Coming Soon*: Librarian-Curated Monthly Lists of New & Forthcoming Titles [Free](#)
- iCurate *Complimentary*: ipage Lists & Standing Order Programs [Free](#)
- iCurate *Core*: One-Time Gap Analysis
- iCurate *inClusive*: Diversity Audits Made Easy & Follow-Up Audits
- iCurate *Custom*: Ad Hoc Lists, Opening Day Collections, & Ongoing Selection Lists

We know that libraries face many challenges, and we want to help our customers save time while serving their communities through good, balanced collections that speak to everyone. These titles are selected by our expert Collection Development Librarians.



“I AM ALREADY HAPPY WITH THE TITLES I WOULDN’T NORMALLY SEE IN MY
REVIEW LISTS. GATHERING THESE TITLES WOULD REQUIRE EXTRA WORK AND
TIME I RARELY HAVE. A+!”

Jeremy Bloom, Lincoln Parish Library

APPENDIX A

BIDDER RESPONSE FORM

Instructions to Bidders: Please complete this form and return it with your proposal.

A. Type of Library Materials Offered

For each material type, please indicate discount to be offered, for both regular and standing orders, and any minimum level of purchases required to achieve the discount rate. Describe any additional benefits, such as free shipping, and any minimum level of purchases required to receive the benefits. Include differences in price, if any, between shipments from primary vs. secondary warehouses, or other anticipated factors that would influence price differentials

Material Type	Format offered? Yes/No	Discount rate for regular purchases	Discount rate for standing orders	Minimum purchase required	Additional benefits
Adult Print Fiction/Nonfiction	Yes	Copies per title: 1-4 = 40.0% 5-9 = 41.0% 10-99 = 42.0% 100+ = 43.0%	Copies per title: 1-4 = 40.0% 5-9 = 41.0% 10-99 = 42.0% 100+ = 43.0%	1 copy per title	Ingram paid freight for shipments of 15 units or more.
Teen Print Fiction/Nonfiction	Yes	Copies per title: 1-4 = 40.0% 5-9 = 41.0% 10-99 = 42.0% 100+ = 43.0%	Copies per title: 1-4 = 40.0% 5-9 = 41.0% 10-99 = 42.0% 100+ = 43.0%	1 copy per title	Ingram paid freight for shipments of 15 units or more.
Children's Print Fiction/Nonfiction	Yes	Copies per title: 1-4 = 40.0% 5-9 = 41.0% 10-99 = 42.0% 100+ = 43.0%	Copies per title: 1-4 = 40.0% 5-9 = 41.0% 10-99 = 42.0% 100+ = 43.0%	1 copy per title	Ingram paid freight for shipments of 15 units or more.
Unabridged Audio Book Titles on CD – All Age Levels	Yes	0 – 45%	0 – 15%	1 copy per title	Ingram paid freight for shipments of 15 units or more.
Documentary and “nonfiction”DVDs – All Age Levels	Yes	0 – 15%	0 – 15%	1 copy per title	Ingram paid freight for shipments of 15 units or more.
Entertainment DVDs – All Age Levels	Yes	0 – 15%	0 – 15%	1 copy per title	Ingram paid freight for shipments of 15 units or more.

Please see our narrative for more information on freight minimums.

Additional Discounts:

University Press	10.0%
Publisher Binding and Library Bindings	15.0%
** Short Discounted Titles	10.0 -30.0%
*** Spoken Word Audio	0.0 - 45.0%
Games	0.0 - 5.0%
DVD/Blu-ray.....	0.0 - 15.0%
Net Titles	0.0%

- * Trade Hardcover, Quality Paperbacks and Mass Market Paperback titles ordered with a cover price of \$14.99 or less will receive a 25% discount.
- ** Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes graphic novels, legal, technical, reference, scientific, and medical titles as defined by Ingram subject categories. Titles are generally published by small or university presses. Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram’s purchasing requirements. Ingram is pleased to make this broad base of titles available to our customers with no service charges.
- *** 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.

B. Services

Indicate which of the services below are offered as part of the standard service. If any are not part of the standard service, indicate whether they can be provided, and any additional associated charges.

- 9xx ordering
- EDI ordering
- EDI invoicing
- Preprocessing of materials, specifically
 - Mylar covers
Indicate charge: \$1.50 per bundle
 - Paperback applied covers
Indicate charge: \$1.50 per bundle

➤ Please see narrative proposal for additional information on the above services.

C. Online Ordering System

- Cost to NOLS for interface.

Indicate annual charge:

- Free for customers with a current, active Ingram account or
- Cost for full-text reviews in ipage: \$386.00/year or \$32.18/month.

- Describe user interface and ease of use.
 - Please see narrative proposal for response.
- Describe any upcoming enhancements to ordering platform.
 - Please see narrative proposal for response.

D. Stock/Inventory

- a. How many titles do you typically have in stock? You may state a range (e.g., 10,000 – 20,000).
 - Please see narrative proposal for information on inventory.
- b. For most titles, how many copies of titles do you typically have in stock?
 - Please see narrative proposal for information on inventory.
- c. What is your standard order service period (from date of order to receipt by Library)? Please indicate how service period may be impacted by any preprocessing add-ons or other factors.
 - 5 business days
 - 6 - 10 business days
 - 11 - 20 business days
 - over 20 business days
- d. Describe warehouse situation – if not in stock at primary warehouse, will items be backordered even if available at secondary warehouse? How will shipping time be impacted if items are not in stock at primary warehouse at time of ordering?
 - Please see narrative proposal for information on warehouses.

E. Ordering and Order Fulfillment

(Generally orders do not have to be complete before the first shipment is made to the Library)

- Please see narrative proposal for additional information on ordering and order fulfillment.
- a. The Library prefers to place orders electronically. Can you accept orders:
 - By Email
 - By EDIFACT
 - Through a website
 - Other, please specify

b. What is your usual first-fill rate

- 91-100%
- 76-90%
- 50-75%
- Less than 50%

F. Customer Services

a. Identify the name, title and qualifications of the designated customer service representative(s) and/or sales representative(s) to serve as the Vendor's representatives to the Library. Please include contact information.

- Please see the attached proposal in response to the above request.
- As you may be aware, privacy laws applicable to both NOLS and to Ingram significantly restrict the disclosure of personal information. To ensure compliance with such laws, we herein provide the professional titles and general experience of our associates who would fulfill the responsibilities of this bid. If NOLS awards Ingram this RFP, we will then provide full names and contact information

Name: TBD

Title: Senior Sales Representative

Qualifications: The Senior Sales Representative for the state of Washington has been with Ingram since 2005

Contact information: Ingram Library Services Customer Care: (800)937-8200, Press 2.

Phone: Senior Sales Representative: (509) 209-3192

Email: ILSCustomerservice@ingramcontent.com

b. Describe your firm's policy on responding to customer phone calls, emails, or online troubleshooting submissions. What are the hours of operation for live support?

- Please see the attached proposal in response to the above request.

c. Describe process for reporting and resolving processing errors by Vendor, if processing is provided.

- Please see the attached proposal in response to the above request.

d. Describe your procedure for handling problem resolution (for example, missing titles, wrong book shipped, no charge replacements for defective or damaged items).

- Please see the attached proposal in response to the above request.
- e. Describe your return policy, including how you address issues with product that is shipped out with defects (shoddy bindings, missing pages, etc.), whether returns need prior authorization, whether the replacements are checked for same issue before shipping, and which party is responsible for shipping costs related to faulty materials.
 - Please see the attached proposal in response to the above request.
- f. Describe status reports available, if customizations are possible, and provide examples of reports. Include information about report frequency.
 - Please see the attached proposal in response to the above request.
- g. Provide explanation of company's billing cycles and policies and indicate whether sales tax is included on invoice.
 - Please see the attached proposal in response to the above request.

**REQUEST FOR PROPOSAL FOR
Library Materials Vendor**

NORTH OLYMPIC LIBRARY SYSTEM

NON-COLLUSION DECLARATION

I, Carolyn Morris (name), as Vice President (title) of the party making the foregoing proposal, hereby declare under penalty of perjury that such proposal is genuine and not collusive or sham; that said Proposer/Bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any Proposer/Bidder or person, to put in a sham proposal or to refrain from proposing, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person to fix the proposal price of affiant or of any other Proposer/Bidder, or to fix any overhead, profit or cost element of said price, or of that of any other Proposer/Bidder, or to secure an advantage against the North Olympic Library System or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

Sworn this 6 day of February, 2026, at
Rutherford, Tennessee (city/county and state).



Signature

REQUEST FOR QUALIFICATIONS
FOR

Library Materials Vendor

LEGAL STATUS OF BIDDER

The Proposer/Bidder declares the following legal status:
(Complete one)

A Corporation organized and existing under the laws of the State of Tennessee

A Partnership consisting of the following partners: N/A

An individual doing business as: N/A

AUTHORIZED SIGNATURE OF PROPOSER/BIDDER

Firm Name: Ingram Library Services LLC

Signed By: Carolyn Morris

Title: Vice President

Business Address:

One Ingram Blvd., LaVergne, TN 37086

Date: February 6, 2026

HQ	BILLTO	SHIPTO	SL Name	Opt Addr Line 1	PO	DC	OE	EAN	Author
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MASTER AGREEMENT
LIBRARY MATERIALS VENDOR

This Master Agreement for purchase of goods and services as outlined in Exhibit A is entered into by and between the North Olympic Library System (NOLS) having offices located at 2210 S. Peabody St, Port Angeles, WA, 98362 and Midwest Tape, LLC, located at 1417 Timberwolf Drive, Holland, Ohio, 43528.

Exhibit A is defined as the RFQ issued by NOLS and the associated response submitted by Midwest Tape. See attached.

Contract Term

Term of services will begin upon receipt of a signed Master Agreement and will conclude February 29, 2028.

Each signing party warrants that they have the authority to enter into this binding agreement on behalf of the respective firm.

This Agreement is non-exclusive and Customer is shall not be precluded by this Agreement from purchasing materials from other vendors.

Midwest Tape, LLC

North Olympic Library System

Representative Signature

Representative Signature

Printed Name and Title

Printed Name and Title

Date

Date

REQUEST FOR QUALIFICATIONS
FOR

Library Materials Vendor

LEGAL STATUS OF BIDDER

The Proposer/Bidder declares the following legal status:
(Complete one)

A Corporation organized and existing under the laws of the State of Ohio

A Partnership consisting of the following partners: _____

An individual doing business as: _____

AUTHORIZED SIGNATURE OF PROPOSER/BIDDER

Firm Name: Midwest Tape LLC

Signed By: Sue Bascuk 

Title: Vice President

Business Address:
1417 Timberwolf Drive, Holland Ohio, 43528

Date: 1/16/2026

**REQUEST FOR PROPOSAL FOR
Library Materials Vendor**

NORTH OLYMPIC LIBRARY SYSTEM

NON-COLLUSION DECLARATION

I, Sue Bascuk (name), as Vice President - Midwest Tape (title) of the party making the foregoing proposal, hereby declare under penalty of perjury that such proposal is genuine and not collusive or sham; that said Proposer/Bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any Proposer/Bidder or person, to put in a sham proposal or to refrain from proposing, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person to fix the proposal price of affiant or of any other Proposer/Bidder, or to fix any overhead, profit or cost element of said price, or of that of any other Proposer/Bidder, or to secure an advantage against the North Olympic Library System or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

Sworn this 16th day of January, 20 26, at
Holland, Ohio 43528 (city/county and state).

Signature



APPENDIX A

BIDDER RESPONSE FORM

Instructions to Bidders: Please complete this form and return it with your proposal.

A. Type of Library Materials Offered

For each material type, please indicate discount to be offered, for both regular and standing orders, and any minimum level of purchases required to achieve the discount rate. Describe any additional benefits, such as free shipping, and any minimum level of purchases required to receive the benefits. Include differences in price, if any, between shipments from primary vs. secondary warehouses, or other anticipated factors that would influence price differentials

Material Type	Format offered? Yes/No	Discount rate for regular purchases	Discount rate for standing orders	Minimum purchase required	Additional benefits
Adult Print Fiction/Nonfiction	No				
Teen Print Fiction/Nonfiction	No				
Children’s Print Fiction/Nonfiction	No				
Unabridged Audio Book Titles on CD – All Age Levels	Yes	0		No Minimum	Audibooks sold at list price; repackaged into SoundSafe cases at no additional charge
Documentary and “nonfiction”DVDs – All Age Levels	Yes	25%		No Minimum	
Entertainment DVDs – All Age Levels	Yes	25%		No Minimum	

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B. Services

Indicate which of the services below are offered as part of the standard service. If any are not part of the standard service, indicate whether they can be provided, and any additional associated charges.

We support both EDIFACT and X12 formats for EDI (Electronic Data Interchange) for your library's ILS and other major ILS programs. We have supported ILS integration services for nearly 20 years.

Midwest Tape provides our EDI customers access to the Midwest Tape FTP server to facilitate the exchange of EDI X12 orders, acknowledgments, and invoices. Using ILS software, the library uploads orders to the FTP site. Midwest Tape retrieves these orders from the 'In' folder on the FTP site, at which time they are automatically imported to the Midwest Tape system. Midwest Tape then sends an email acknowledgment and places an EDI acknowledgment in the 'Out' folder of the FTP site. On the day the product ships, a notification email is sent to the customer, and the EDI invoice is placed in the 'Out' folder of the FTP site.

All programming, use of, and technical support for the included electronic services is completely free of charge. We also support our libraries when they transition from one ILS to another. We have a 3-member team that holds expertise in ILS integration who are dedicated to assisting libraries.

C. Online Ordering System

Cost to NOLS for interface. Indicate annual charge

Midwest Tapes E-commerce website www.midwesttape.com is free with zero hidden fees. Multiple accounts can be created to handle different order format profiles set up by your library at no charge. Examples of this might include children's, non-fiction, non-processing, opening day, and feature film. Multiple accounts allow us to accommodate different processing and cataloging instructions to meet the needs of the library. There are absolutely no fees associated with our E-comm site, all your physical budget goes to titles and not services.

Describe user interface and ease of use.

The Midwest Tape website has been praised as being the industry leader for product searching, cart development, ease of ordering and much more. With the input of libraries, like yours, our site provides a variety of library-centered workflow solutions.

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We released an updated website (www.midwesttape.com) is now referred to as our eCommerce site. All of the same functionalities remained for our library partners, with a few enhancements to view and layout. These improvements were the stepping-stones to bring together both physical and digital content onto a single library purchasing site offering flexibility and transparency.

- **Flexibility in purchasing** - The librarians will be able to purchase both physical audiovisual materials along-side the digital content for our One-Copy/One-User digital model. Each unique user on our site can easily turn on and off the content they view and purchase. They can shop *All* for all titles, Physical audiovisual materials only or Digital only titles.
- **Transparency of Models for Collection Development:** We show the librarian all options available for that title, whether in Digital One-Copy/One-User (Perpetual/metered) or Transactional along with reflecting the title in physical form (where applicable) along with data analytics to ensure their best purchase for return on investment.

This eCommerce website offers a swift, easy to use ordering process of our more than 600,000 audiovisual physical format titles, and is currently the most advanced service available, offering a wealth of title sourcing options, a unique collection generation tool, sophisticated duplicate-order prevention tools, outstanding cart building and management modules. Our site is provided **free** for an **unlimited** number of **logins** for your selectors and other designated staff. There are no costs associated with the use of our website (no annual fees and no hourly charges).

Midwest Tape's website (www.midwesttape.com) can be searched for all audiovisual products in a variety of options such as ISBN (where applicable in the audiovisual format), title, author, subject, series, UPC, keyword, publisher, stock number, artist and reader using our innovative **Smart Browse** option on our website. Our Smart Search/Browse functionality offers the ability to do a more comprehensive, intuitive search that searches not only title or people but can search by category names, series, collections, studios and more.

All product results are listed on one page that can contain up to 2,000 titles. All data fields can be filtered for availability, release date, and product rating. You can also sort all data columns to suit your needs. Whether searching and browsing the site, the functionality enables easy movement of selected items into shopping carts.

There are a variety of ways to search on the Midwest Tape website using a combination of fields such as limiting the search by title, title contains, format, release year, no release year, stock number, product ID, ISBN, UPC and much more.

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Our *Advanced Search* feature is located on the main screen for easy access. *Advanced Search* gives you the ability to narrow searches by using a series of different filters: i.e., format, title, publisher, time, etc. How is Advanced Search different from our other Search feature? More choices to narrow down your criteria; Multiple criteria to search through with one click and more targeted results. The user is provided Search Control functions and can use as many or as few fields to search. The results open within our **Smart Cart** that can be sorted by clicking on the titles for each column.

The Midwest Tape's website can be further searched by language, publication date and material type. In terms of searching by grade level, our site provides the categories of children's and young adult. Through our search options, these categories are noted, most often, as Genre. We feature many of our popular collections by both adult titles and children's separately.

Describe any upcoming enhancements to ordering platform.

There will be changes that enhance user experience on our E-commerce website in late 2026 but a road map has not been released as of yet.

D. Stock/Inventory

a. How many titles do you typically have in stock? You may state a range (e.g., 10,000 – 20,000).

Midwest Tape Stocks 80,000 different titles for Audiobook on CD, Music CD, DVD, Blu-Ray, Play Away, and VidieGoGO devices and regularly has stock numbers in the 600,000 range given a total count. .

b. For most titles, how many copies of titles do you typically have in stock?

On hot new titles we have roughly 100 copies for more niche products we have roughly 10 copies, average title count would be roughly 40 copies.

What is your standard order service period (from date of order to receipt by Library)? Please indicate how service period may be impacted by any preprocessing add-ons or other factors.

North Olympic can expect items in a 7-10 day window. Midwest Tape has a 98 percent fulfillment rate within 14 days of order. There is a 1-4 day Preprocessing window depending on specs and back log if the library would want to use Midwest Tape for processing needs.

Describe warehouse situation – if not in stock at primary warehouse, will items be backordered even if available at secondary warehouse? How will shipping time be impacted if items are not in stock at primary warehouse at time of ordering?

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Midwest Tape has one Warehouse Location in Holland, Ohio maintaining long-standing vendor relationships with 900 movie studios; 3,000 music labels and 350 publishers, and a consistent overall 98% fill rate of our product offerings. We have a great working relationship with these vendors so we are completely able to get all titles that aren't backordered in the 7-14 day window as quoted in other parts of this RFP. Even for back ordered materials we have over a 99 percent fulfillment rate of 21 days.

E. Ordering and Order Fulfillment (Generally orders do not have to be complete before the first shipment is made to the Library)

a. The Library prefers to place orders electronically. Can you accept orders: By Email By EDIFACT Through a website Other, please specify

Website Ordering option:

The Midwest Tape website (www.midwesttape.com) has been praised as being the industry leader for product searching, cart development, ease of ordering and much more. With the input of libraries, our site provides a variety of library-centered workflow solutions.

We've enhanced our website and is referred to as our eCommerce site. All the same functionalities remained for our library partners, with a few enhancements to the view and layout. These improvements bring together both physical and digital content ordering services onto a single library purchasing site offering flexibility and transparency.

- **Flexibility in purchasing** - The librarians can purchase both physical audiovisual materials alongside the digital content for our One-Copy/One-User digital model. Each unique user on our site can easily turn on and off the content they view and purchase. They can shop *All* for all titles, Physical audiovisual materials only or Digital only titles.
- **Transparency of Models for Collection Development:** We show the librarian all options available for that title, whether in Digital One-Copy/One-User (Perpetual/metered) or Transactional along with reflecting the title in physical form (where applicable) along with data analytics to ensure their best purchase for return on investment.

This eCommerce website offers a swift, easy to use ordering process of our over 330,000 audiovisual physical format titles, and is currently the most advanced service available, offering a wealth of title sourcing options, a unique collection generation tool, sophisticated duplicate-order prevention tools, outstanding cart building and management modules. Our site is provided **free** for an **unlimited** number of **logins** for your selectors and other designated staff.

Our website's most advanced feature is the **Smart Cart** giving our users the option to change, update, and view and sort items from one neatly organized screen. Through the Smart Cart, the user can view a large variety of information without ever leaving the main screen. The information provided can contain narrator, artist, actors/actresses, audio edition (abridged or unabridged), physical description, retail price, discount price, format, ISBN (where applicable),

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publication date, publisher, publisher number or recording number and Uniform Product Code (UPC) and much more.

Through this Smart Cart, the user can view a large variety of information including text reviews, annotations, cover images and citations without ever leaving the main screen.

Library staff can easily order multiple copies of a title within the 'Quantity' tab. Fund codes and branch codes can also be added to this screen to further help organize the ordering process.

The 'Instructions' tab allows the selector to place special notes (up to 250 characters) to either our staff or your library staff such as spine label information, special processing instructions and notes to your staff that might be prudent to know upon arrival. This is also helpful in providing information to our team members to ensure specific titles are processed with correct spine labels (i.e., Professional Collection, Classical Animation, etc.).

The 'Details' tab provides in-depth information needed for your selectors to understand the title's features.

Within this tab, the selector can **view scanned images** of the title's front, spine, and back cover with the option of enlarging these images to attain even finer title details. This information is especially important to cataloging staff.

Within this Details Screen, the user can also easily determine if replacement discs are available for purchase through our Replacements Program.

Once the selector/user has created a shopping cart in Smart Cart, global options of adding/changing of funds, locations, quantities, and local notes can be added for the entire cart in a few easy clicks.

All attributes for DVD, CD music listings and Audiobooks can be seen such as: stock#, OCLC MARC record availability, street date (where applicable), ISBN (when available), UPC#, publisher#, OCLC# (all listings), retail price and your library's discounted price can be globally organized within one screen.

All this functionality is facilitated using various tabs when a cart title is highlighted. Carts can be copied, deleted, merged, printed, shared, or sent to others for approval and/or order placement. Once the user has created a cart, they can then download our free vendor records to help create the order into the Library's ILS.

ILS Integration Ordering Option

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Another Midwest Tape value-added service to help assist the library's staff in order creation, would be our partnership with all major Integrated Library Systems (ILS), to streamline the creation of order records by adding 9xx tags to Midwest Tape free downloadable vendor records. 9xx ordering saves your library staff time, as orders would not have to be hand-keyed into the ILS acquisitions module.

Midwest Tape can populate your vendor records to show such information as specific funds, locations, and collection codes. There is **no charge** for the programming of these tags or the downloading of vendor records along with any technical support or customization that your library requires.

We can program any needed static data into other such user-defined tags as 949 or other tag appropriate for your library's workflows. Our robust vendor records are always free. You can download the records as often as needed. You can also modify vendor records to include or exclude individual tags. Once you've downloaded the order into your system, your staff can continue to order via the web, or we can set up electronic (EDIFACT/X12) ordering for your library to place orders with us via FTP (Internet File Transfer Protocol). Electronic invoicing is also an option when ordering via FTP. Technical support and programming for this service is provided free of charge as well.

Once the 9xx programming is completed, your library is ready to download vendor records from the Midwest Tape website. After the records are downloaded the user then takes those records and uploads them into their ILS system to create the order. Following all necessary approval processes, the order can then be transmitted back to Midwest Tape electronically via EDI. We can accept EDI orders either in EDIFACT or X12 versions.

The setup and support of all ILS integration is provided at no charge to the Library.

As always, the staff of Midwest Tape is happy to assist with any questions or setup issues you may have. All programming, use of, and technical support for all our electronic services is completely free of charge.

Other Ordering Methods:

Midwest Tape can also receive printed purchase orders, printed selection lists from the Library via mail (P.O. Box 820, Holland, Ohio 43528); by fax (800-444-6645), email (info@midwesttapes.com) and telephone (800-875-2785) orders.

b. What is your usual first-fill rate ☐ 91-100% ☐ 76-90% ☐ 50-75% ☐ Less than 50%

Midwest Tape works with over 900 movie studios; 3,000 music labels and 350 publishers, maintaining a consistent overall 98% fill rate of our product offerings.

First-fill rates, with processing and cataloging services included, range from 91% - 100%.

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F. Customer Services

a. Identify the name, title and qualifications of the designated customer service representative(s) and/or sales representative(s) to serve as the Vendor's representatives to the Library. Please include contact information.

Name: Gracie Calvin

Title: Account Executive

Qualifications: Gracie Calvin has worked for Midwest Tape since 2020. She started in Customer Service and was quickly promoted to outside sales. If you have any questions related to budgeting or sales she is your first line of contact.

Contact information:

Phone: 800-875-2785

Email: Gcalvin@midwesttape.com

Name: Ashley Mock

Title: Processing Support Specialist

Qualifications: Ashley Mock has spent years serving her community as a public librarian. She has come to Midwest Tape 6 months when her libraries funding was cut and she was displaced. She has a strong desire to serve libraries and knows the struggles they go through first hand.

Contact information:

Phone: 800-875-2785

Email: Nkeeton@midwesttape.com

Name: Nate Keeton

Title: Bid/RFP Manager

Qualifications: Nate Keeton has worked for Midwest Tape for over a year and a half leading the bid team. If there are any questions about this proposal please reach out to him.

Contact information:

Phone: 800-875-2785

Email: Nkeeton@midwesttape.com

b. Describe your firm's policy on responding to customer phone calls, emails, or online troubleshooting submissions. What are the hours of operation for live support?

Customer support is provided by phone or email. Our Customer Support Specialists answer all calls through our central number within two rings (company policy). You will be greeted by a friendly 'live' staff member to assist you. Our three-member customer support team is cross-trained in all areas of customer support, including web usage. Our team conducts periodical live website training or website-related demonstrations. These training sessions are recorded and archived, being featured on our website, for access at any time.

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For anything Physical Audio Visual related your library's first contact person is Ashley Mock. She can help with any day to day Audio Visual questions or concerns. She can be reached by calling 800-875-2785 (Monday-Friday 8:30 a.m. – 5:00 p.m. EST) or by email amock@midwesttapes.com (24/7). All email inquiries are answered within one business day.

Should your team members need assistance with our website, they can contact our live Customer Support by calling 800-875-2785 (Monday-Friday 8:30 a.m. – 5:00 p.m. EST) or by email info@midwesttapes.com (24/7). All email inquiries are answered within one business day.

If your team calls after our standard office hours, a voice mail system is in place to receive your call. Our team listens to our voicemail system each morning returning all calls within that day.

c. Describe process for reporting and resolving processing errors by Vendor, if processing is provided.

If there is any issue with a Physical Audio Visual order please reach out to Ashley Mock immediately. She can start the process immediately to correct any problem that may come up. Please note that most issues will be fixed within 2 days with processing and shipping included.

d. Describe your procedure for handling problem resolution (for example, missing titles, wrong book shipped, no charge replacements for defective or damaged items).

Please see above.

e. Describe your return policy, including how you address issues with product that is shipped out with defects (shoddy bindings, missing pages, etc.), whether returns need prior authorization, whether the replacements are checked for same issue before shipping, and which party is responsible for shipping costs related to faulty materials.

Every audiovisual product we sell is guaranteed for one year against manufacturer's defect or shipping damage. If the library notifies our Customer Support Staff within 60 days of invoice of a problem, a pre-paid UPS call tag is provided for the return of the product.

The library will be provided this return label by email along with a Return Merchandise Authorization document to help expedite the no-charge replacement of product. If a credit memo is required to satisfy the situation, a printed credit memo will be provided citing the account number, purchase order number, title and UPC.

These issues are tracked to ensure that we are providing a consistent level of excellent customer service to the library. Account Executives will meet with the library on a schedule most convenient for the library to review these types of service issues in person with management as well as the department leads. The information we learn from this experience

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is used to continually improve our service.

Please note that our overall error rate (combined ordering, shipping, processing and cataloging) is 0.05%.

f. Describe status reports available, if customizations are possible, and provide examples of reports. Include information about report frequency.

Our website offers sophisticated title searching, advanced collection building tools, flexible cart loading and cart management, and a swift, easy to use ordering process. However, along with these collection tools, our website features several valuable reporting tools.

The most useful reports can be found in our quick link “Quick Reports” on the homepage:



An easy method of determining what is actively on order for the library is the quick link [Open Orders Report](#). This report can be produced for specific accounts or all library accounts. It can be sorted in various ways as well and have results returned in PDF or Excel file format.

Sample Open Order Report:



P.O. Box 820
Holland, Ohio 43528
PHONE: 800-875-2785
FAX: 800-875-2785

OPEN ORDERS REPORT
Customer: MID-CONTINENT PUBLIC LIBRARY (all accounts)
Date: 03/19/2024 15:47:52 GMT

OPEN ORDERS REPORT

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PRODUCT ID	TITLE	QTY	PRICE	EXT PRICE	MEDIA	PO	STREET	ACCOUNT	ORDERED	MODEL
16588729	\$10.COWBOY	4	11.99	47.96	Music CD	2023-B23MC038	04/26/2024	2000007665 (64250M) - SHELF READY PROCESSING	02/23/2024	
15697655	TWAS THE BITE BEFORE CHRISTMAS	2	29.99	59.98	Audiobook CD	2023-B23MA009	ON ORDER	2000007665 (64250M) - SHELF READY PROCESSING	02/23/2024	
16588736	A LA SALA	2	13.49	26.98	Music CD	2023-B23MC036	04/05/2024	2000007665 (64250M) - SHELF READY PROCESSING	02/23/2024	
16043344	AFTER ANNIE	3	39.99	119.97	Audiobook CD	2023-B23MA009	ON ORDER	2000007665 (64250M) - SHELF READY PROCESSING	02/23/2024	
16561747	AKOMA	3	13.49	40.47	Music CD	2023-B23MC033	04/05/2024	2000007665 (64250M) - SHELF READY PROCESSING	02/05/2024	
16567572	ALL I EVER WANT IS EVERYTHING	2	10.79	21.58	Music CD	2023-B23MC036	03/29/2024	2000007665 (64250M) - SHELF READY PROCESSING	02/23/2024	
16545636	ALL MY FRIENDS	3	13.49	40.47	Music CD	2023-B23MC033	03/22/2024	2000007665 (64250M) - SHELF READY PROCESSING	02/05/2024	
16500956	ALL QUIET ON THE EASTERN ESPLANADE	2	13.49	26.98	Music CD	2023-B23MC033	04/05/2024	2000007665 (64250M) - SHELF READY PROCESSING	02/05/2024	
16561733	AU ZOO (AT THE ZOO); FRENCH LEARNING SONGS	2	11.24	22.48	Music CD	2023-Y23MC008	ON ORDER	2000007667 (64250M) - PARTIAL PROCESSING	03/06/2024	
16607602	BALLAR	2	11.99	23.98	Music CD	2023-B23MC036	04/05/2024	2000007665 (64250M) - SHELF READY PROCESSING	02/23/2024	
16405419	BEYOND PARADISE SEASON 1	3	31.49	94.47	DVD	2023-A23MD016	ON ORDER	2000007665 (64250M) - SHELF READY PROCESSING	02/22/2024	

PLEASE NOTE: THIS IS NOT AN INVOICE.
IF A TITLE DOES NOT HAVE A RELEASE DATE, IT IS A BACKORDER,
AND WILL SHIP AS SOON AS IT ARRIVES TO OUR WAREHOUSE.

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The library can be provided customized reports based on title ordered, invoiced, cancelled and fulfillment rates at any time throughout the course of the fiscal year. Your library-assigned Processing Coordinator can provide that support at any time.

An additional valuable report, found on our eCommerce website, is the Cancellation Report. This allows the user to choose the method of sorting and results return that best fits their needs of cancelled titles within a specified period such as 150, 120, 90, 60-day timeframes. This report can be exported to Excel for better sorting capabilities.

Sample cancellation report:



P.O. Box 820
Holland, Ohio 43528
PHONE: 800-875-2785
FAX: 800-875-2785

CANCELLATION NOTICE
Customer: MID-CONTINENT PUBLIC LIBRARY (all accounts)
Date: 03/19/2024 15:49:15 GMT
Date range: 02/18/2024 - 03/19/2024

CANCELLATION NOTICE

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PRODUCT ID	TITLE	QTY	PRICE	EXT PRICE	MEDIA	PO	STATUS	CANCEL
16323901	BAUHAUS STAIRCASE	2	13.49	26.98	Music CD	2023-B23MC022	Out of Print	02/29/2024
16298591	EVERY CHRISTMAS	3	10.49	31.47	Music CD	2023-B23MC023	Out of Print	02/29/2024
16298591	EVERY CHRISTMAS	3	10.49	31.47	Music CD	2023-B23MC026	Out of Print	02/29/2024
16500846	KING PERRY	2	12.74	25.48	Music CD	2023-B23MC033	Out of Print	03/15/2024
Grand total:		10		115.40				

The library can receive support for any title inquiry at any time by contacting your library-assigned Processing Coordinator.

g. Provide explanation of company’s billing cycles and policies and indicate whether sales tax is included on invoice.

Midwest Tape respectfully requests payment net 30 days after receipt of order. Your library will not be charged tax.



Staff Report

Meeting Date: February 26, 2026
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Revision to Policy 4.2

Attachments: Draft of Revised Policy 4.2 – Fees and Charges Schedule

Topic/Issue: Approval of revision to Policy 4.2.

Discussion: The following edits have been made to Policy 4.2 to ensure it aligns with current NOLS operations:

- Interlibrary Loan (ILL) Fee added
 - [Policy 3.3.3](#) states that “Each NOLS patron may make up to 25 ILL requests each calendar year free of charge. A nonrefundable fee will be charged for each ILL request beyond 25. The fee is set in Policy 4.2.” but Policy 4.2 does not currently set an ILL fee.
- Meeting Room Rental Fees
 - The table has been updated to reflect new meeting rooms at the Sequim Branch Library, current room availability at the Forks Branch Library, and to make descriptions and pricing more consistent.
- Sale of Merchandise
 - This section has been updated to provide general guidance on how merchandise is priced, instead of listing each item that the Library may often for sale. The change provides the Library a lot more flexibility to quickly offer new supplies needed by patrons or new marketing material, without having to update the policy every time a new item is offered.
- Electric Vehicle (EV) Charging
 - A Washington Department of Commerce grant helped cover the cost of new EV chargers at the Sequim Branch Library. New policy language is needed to guide how EV charging costs will be covered. NOLS will not make a profit from the EV chargers, but will charge users a fee to cover the cost of electricity and maintenance of the service.
- Refunds of Borrower’s Fees
 - All government property has a one-year abandonment period, so the period NOLS will hold refund credits on a patron’s account was adjusted down from three years. This aligns with current administrative practice. Additionally, NOLS has not allowed

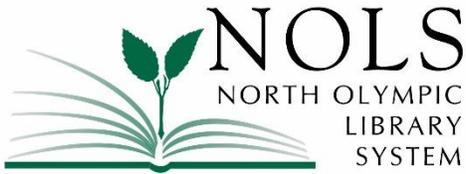
credits on printing accounts in over a decade, so the policy no longer needs to address printing deposit funds. No patrons have printing credits on their accounts.

The NOLS Policy Committee has reviewed the proposed revisions and recommends them.

Policy Considerations: None

Fiscal Considerations: No significant fiscal impacts are anticipated.

Recommended Action: The Board approve the revision to Policy 4.2.



Policy 4.2

Fees and Charges Schedule

Adopted by Library Board of Trustees: 8/26/2010
 Revised: 4/26/2012; 11/25/2013; 8/28/2014; 11/20/2014;
 02/26/2015; 11/19/2015; 1/27/2016; 06/23/16;
 07/28/16; 11/22/16; 10/26/2017; 02/28/2019;
 08/22/2019; 12/14/2020; 09/22/2022; **DRAFT 2/26/2026**

Fees and Charges Schedule

The North Olympic Library System has established and adopted the following fees and charges. The Executive Director has the authority to adjust the fees and charges listed in this schedule on a case-by-case basis.

Borrower's Fees

(covered in detail in NOLS Policy 3.1-3.5)

Paid subscriber borrower's card fee

\$60.00 per year, \$30.00 per 6 months

(See NOLS Policy 3.1.3.)

Fees for lost and damaged items (See NOLS Policy 3.5.)

Actual replacement costs will be charged for items when such costs are available. When actual costs are not available, default charges will be assessed as follows:

Audiobook	\$60.00
Audiobook Case	\$4.00
Barcode	\$1.00
Book (hardback)	\$27.00
Book (paperback)	\$15.00
Book discussion kit	\$100.00
Book discussion kit tote	\$10.00
Carousel slide tray	\$15.00
CD	\$15.00
CD case	\$1.00
Digital projector	\$600.00
DVD	\$25.00
DVD case	\$3.00
External USB floppy drive	\$15.00
Laptop	\$650.00
Magazine	\$5.00
Maps	\$15.00
Media card reader	\$15.00
Media player (Playaway)	\$80.00
Media player case	\$5.00
Microfilm/slide/album/oral history tape	\$50.00

Mylar book jacket cover	\$2.00
Opaque projector	\$200.00
Pamphlet or liner note	\$2.00
Projection screen	\$100.00
Slide projector	\$200.00
Padded case	\$20.00

Interlibrary Loan Fee **\$5.00**

Patrons with eligible accounts may make up to 25 interlibrary loan (ILL) requests each calendar year free of charge. A nonrefundable \$5 fee will be charged for each ILL request beyond the 25 allowed for free each calendar year. Use of the ILL service is covered in Policy 3.3.3.

Restocking Fee **\$5.00**

If a patron provides a replacement for a lost or damaged item, a restocking fee will be added to the account, to cover expenses associated with updating the database of holdings, physical processing, and other required handling of the replacement item.

Material Recovery Fee **\$10.00**

Accounts that are referred to a materials recovery agency pursuant to policy 3.5.3, will be assessed a non-refundable \$10 service charge.

Non-sufficient Funds / Returned Check Fee **\$40.00**
or the face value of the check,
whichever is less

A non-refundable fee will be added to an account when a check that was used to pay for other Library fees and charges is returned due to non-sufficient funds.

Public Records Requests
Covered in detail in NOLS Policy 5.14.

Faxes

Fax – Sent	\$1.00 per fax
Fax – Received	\$0.10 per page

Photocopies and Computer Printing

Patrons with a Full Service or Limited Service account are given \$2.50 in free printing each week (Monday through Sunday). This allowance does not cumulate or roll over. Fees for printing beyond the free limit, and for users without a library card, are:

Black and white – One sided	\$0.10 per page
Black and white – Two sided	\$0.15 per page
Color – One sided	\$0.20 per page
Color – Two sided	\$0.25 per page

Rental Fees for Facilities and Equipment

Meeting Room Rental Fees

(See NOLS Policy 4.9 for criteria for free use)

Room	2 hours	4 hours	All day
PA-Port Angeles Carver Meeting Room	\$50	\$100	\$200
PA-Port Angeles Carver Meeting Room North	\$25	\$50	\$100
PA-Port Angeles Carver Meeting Room South	\$25	\$50	\$100
PA-Port Angeles Coffey Conference Room	\$4015	\$2030	\$4060
Port Angeles A Study Rooms	\$2.505	\$510	\$1020
SQ-Sequim full room Community Meeting Room	\$2550	\$50100	\$100200
SQ meeting room—south side Sequim Williams Conference Room	\$12.5015	\$2530	\$5060
SQ meeting room Sequim Littlefield Study Room—north side	\$2.505	\$510	\$1020
FO meeting room Sequim Yerkes Study Room	\$12.505	\$2510	\$5020
FO Forks Klahn Meeting conference Room	\$2.5015	\$530	\$1060
CB-Clallam Bay Community Meeting Room	\$12.5015	\$2530	\$5060

In addition to rental fees, a cleaning ~~and/or key deposit~~ may be required.

See Policy 4.9 for criteria for free use.

Rental of other Library spaces for special events, held when the Library is closed, will be considered by the Executive Director or Public Services Director on a case-by-case basis.

Sale of Merchandise

~~For the convenience of library customers and/or to help raise community awareness of the library, NOLS makes supplies and marketing merchandise available for purchase. Merchandise prices are set by the Finance Manager and Executive Director to recover original purchases costs, sales tax and associated overhead costs; NOLS does not make a profit on the sale of merchandise. All set prices include sales tax.~~

~~For the convenience of library customers and/or to help raise community awareness of the library, NOLS makes the following items available for purchase. Merchandise prices are set to recover original purchases costs, sales tax and associated overhead costs; NOLS does not make a profit on the sale of merchandise:~~

~~Merchandise Price List~~

AAA battery	\$0.50
Earbuds	\$1.50
Flash drive	\$3.00

NOLS branded pint glass	\$6.00
NOLS Notecard	\$1.50
Canvas tote	\$12.50

All prices include sales tax

Electric Vehicle (EV) Charging

NOLS provides EV charging infrastructure to support sustainable transportation options for library patrons, staff, and community members while recovering direct costs associated with installation, maintenance, and electricity. NOLS does not make a profit on EV charging fees.

EV charging fees will be set by the Finance Manager and Executive Director. Adjustments may be made as needed to reflect changes in electricity costs, maintenance expenses, or program sustainability needs.

Refunds of Borrower's Fees and Printing Deposit Funds

Credits on borrowers' accounts ~~and funds deposited into print accounts~~ will be held for ~~three one~~ years. If an account with a positive balance is inactive for ~~three one~~ years, the balance will be removed from the account to the Library's unclaimed property account and ~~be reported and~~ remitted to the Washington State Department of Revenue as unclaimed property. ~~Account balances held for five years will be deposited to the Library's general fund as a donation to the North Olympic Library System.~~

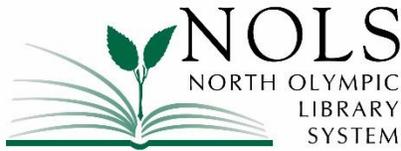
Write-Off of Bad Debts

The Library will write-off past due account balances that are no longer deemed collectable.

Patron accounts with a past due balance of fifty dollars (\$50.00) or more for twenty-one (21) days or more are sent to collections per Policy 3.5.3.

Patron accounts that have been expired for seven (7) years and have past due balances will be written off as bad debt. The fees on these accounts have been billed to patrons, remain unpaid, and therefore, are deemed uncollectable.

The Library operates on a cash basis accounting method as directed by the Washington State Auditor's Office. Outstanding patron account balances are not reflected on the Library's balance sheet as an asset but are tracked in the Library's integrated library system (ILS).



Staff Report

Meeting Date: February 26, 2026
To: Library Board of Trustees
From: Noah Glaude, Executive Director
Subject: Approving Resolutions 26-02-05 and 26-02-06

Attachments: Resolution 26-02-05
Resolution 26-02-06
Explanatory Statement

Topic/Issue:

Approval of Resolutions 26-02-05 authorizing the District to increase its regular property tax levy in support of library services to the qualified electors of the District at an election to be held therein on April 28, 2026; and approval of Resolution 26-02-06, appointing committees to advocate voter approval for or rejection of Proposition 1 regarding restoration of the District's regular property tax levy.

Discussion:

The North Olympic Library System last asked voters to approve a levy lid lift in 2010. At that time, voters approved a rate of \$0.50 per \$1,000 of assessed value. State law limits the Library's annual property tax revenue growth to 1% per year, which has not kept up with rising costs and inflation. Over the past 15 years, NOLS's levy rate has fallen to \$0.28. During this time, NOLS has worked within these financial limits while stretching to meet community needs.

Local property taxes provide a majority of the revenue for NOLS' operating budget. Inflation and other factors have driven up the cost of library materials, staff wages, supplies, utilities, and insurance. Despite reducing its budget from 2025 to 2026, NOLS had to budget nearly \$1.5 million from reserves in 2026 to balance the budget.

Libraries are allowed to request a levy rate up to \$0.50 per \$1,000 of assessed value. NOLS staff have determined that restoring the library levy rate from \$0.28 to \$0.45 will provide sufficient funding to support current services and will sustain the system into the future. If the levy rate is not restored, NOLS will need to reduce hours, staffing, and services in 2027.

Attorney Christi Jacobsen with the firm of Hillis Clark Martin & Peterson P.S. (Seattle) reviewed the Resolution 26-02-05, Resolution 26-02-06 and the Explanatory Statement needed for the Voter's Guide.

If the Board approves the resolutions, library staff will complete and submit the necessary forms to Clallam County as outlined in the [Elections Guide for Jurisdictions & Candidates](#).

Fiscal Considerations:

Clallam County Assessed Value and Property Taxes

	2011	2026	Change
Total Taxable Assessed Value	\$8,292,700,000	\$17,256,940,521	108%
Total Library Taxes	\$4,146,378	\$4,894,977	18%

Using the 2026 Total Taxable Assessed Value as an example, a \$0.45 levy rate would increase the Library's levy to \$7,765,623.23. The NOLS 2026 Total Operating Budget is \$7,323,969. If voters approve the \$0.45 levy rate, revenue collected over the amount currently needed for the Operating Budget would be placed in the Operating Reserve, to be used when the levy rate inevitably begins to shrink again and inflation causes costs to increase.

The chart below provides a history of NOLS levy rate:

Year	Total Taxable Assessed Value (AV)	% change from previous year's AV	Levy Limiting Factor*	Levy Rate	Total Taxes Collected by NOLS	% Change From Previous Year's Total Taxes
2026	\$17,256,940,521	3.8%	1% growth	28¢	\$4,894,977	1.7%
2025	\$16,625,611,367	3.6%	1% growth	29¢	\$4,811,321	2.1%
2024	\$16,054,804,180	7.3%	1% growth	29¢	\$4,714,054	1.8%
2023	\$14,967,504,004	25.1%	1% growth	31¢	\$4,632,383	2.8%
2022	\$11,968,220,628	12.3%	1% growth	38¢	\$4,505,352	2.4%
2021	\$10,660,588,245	8.1%	IPD or 1% growth	41¢	\$4,397,988	2.1%
2020	\$9,863,835,562	9.1%	1% growth	44¢	\$4,308,000	2.4%
2019	\$9,041,260,364	8.7%	1% growth	47¢	\$4,207,459	2.5%
2018	\$8,319,296,313	8.1%	HLL w/banked capacity	49¢	\$4,105,381	6.7%
2017	\$7,697,314,552	5.0%	HLL w/banked capacity	50¢	\$3,848,657	7.1%
2016	\$7,329,150,449	3.7%	1% growth	49¢	\$3,593,574	1.2%
2015	\$7,064,518,822	0.9%	Statutory Maximum	50¢	\$3,551,460	1.0%
2014	\$7,004,800,000	-2.2%	Statutory Maximum	50¢	\$3,517,400	-0.9%
2013	\$7,165,800,000	-5.0%	Statutory Maximum	50¢	\$3,550,000	-5.8%
2012	\$7,540,600,000	-9.1%	Statutory Maximum	50¢	\$3,770,000	-9.1%
2011	\$8,292,700,000	3.30%	Statutory Maximum	50¢	\$4,146,378	45% (last levy lid lift)

*Additional tax revenue from new construction is not accounted for in the levy limiting factor

The following chart provides an example of how library taxes have changes since the last levy lid lift and how they compare to property value and total property tax changes during the same period:

Example Home	2011	2026	Change
Total Value	\$246,599	\$476,526	93%
Total Taxes	\$2,751	\$3,428	25%
Library Taxes	\$123	\$138	12%

If approved by voters, the below chart provides an estimated impact on property owners. Exemptions are available for qualifying seniors, people retired due to disabilities, and veterans with disabilities.

Assessed Value	Current Monthly Cost	New Monthly Cost
\$300,000	\$7.00	\$11.25
\$400,000	\$9.33	\$15.00
\$500,000	\$11.67	\$18.75

Each jurisdiction is responsible for paying its proportionate share of election costs. Clallam County will bill the jurisdiction directly for these costs.

The State Auditor’s Office has established uniform procedures for allocating election costs to each jurisdiction based upon its registered voter population as a percentage of registered voters in all jurisdictions participating in that election. Special Elections in February and April are often shared by a smaller number of jurisdictions; thus, the proportionate share of the cost is often significantly greater.

When NOLS receives an invoice for election costs, the Board will be asked how it would like to pay for the expense, depending on the exact cost. As of January 31, 2026, the Operating reserve has a balance of \$603,359. Donations funds could also be utilized for this use.

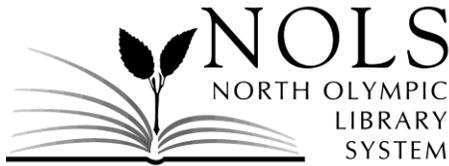
Policy Considerations:

Under [RCW 84.55.050](#), the Board of Trustees of the North Olympic Library System may ask the voters to approve a regular property tax in excess of the levy limitations contained in [RCW Chapter 84.55](#).

Recommendation:

That the Library Board of Trustees approve the attached Resolution 26-02-05 calling for a levy lid lift election on April 28, 2026.

If the Library Board of Trustees approve Resolution 26-02-05, then they should also approve the attached Resolution 26-02-06, appointing committees to advocate voter approval for or rejection of the levy lid lift.



Resolution 26-02-05

Library Board of Trustees
North Olympic Library System

Resolution providing for the submission of a proposition authorizing the District to increase its regular property tax levy in support of library services to the qualified electors of the District at an election to be held therein on April 28, 2026.

Whereas, pursuant to RCW 84.55.050, the North Olympic Library System (the “District”) may levy regular property taxes in any calendar year in excess of the limit factor provided for in RCW 84.55.0101 when such levy has been authorized by a proposition approved by a majority of the voters of the District voting on the proposition at a general or special election within the District; and

Whereas, the District’s primary funding source is the regular property tax levy, which is subject to Washington State’s 1% annual growth cap and has resulted in a revenue shortfall that does not keep pace with inflation and rising operational costs; and

Whereas, the last voter-approved levy in 2010 set the regular property tax levy rate to \$0.50 per \$1,000 of assessed value, but the effect of the statutory limit over time has been to reduce the current regular property tax levy rate to approximately \$0.28 per \$1,000 of assessed value; and

Whereas, under RCW 84.55.0101, the District may levy regular property taxes exceeding the statutory limit if approved by a majority of voters in a general or special election; and

Whereas, resetting the levy to \$0.45 per \$1,000 of assessed value is expected to provide stable funding for a minimum of five years, ensuring continued access to essential library services, programs, and resources for all Clallam County residents; and

Whereas, without additional revenue, the District expects to have to reduce open hours, access to collections, critical services such as early literacy, technology access, engaging programming, bookmobile services and other outreach services, and delayed essential maintenance and improvement of spaces; and

Whereas, using a participatory planning process, the District created a five-year Strategic Roadmap to develop collections and services to meet community needs, expand outreach and accessibility to serve all patrons, offer engaging programming that brings communities together, support local economies, and strengthen the District as an organization; and

Whereas, the District deems it necessary to reset the regular property tax levy rate to \$0.45 per \$1,000 of assessed valuation to maintain current operations and sustain critical services for Clallam County residents; and

Whereas, the Board deems it necessary to submit to the voters of the District the proposition of whether or not the District shall levy regular property taxes for collection in 2027 in excess of the limit factor provided for in chapter 84.55 RCW;

Now, therefore, the Board of Trustees of the North Olympic Library System resolves as follows:

Section 1. To maintain current library services, the Board finds and declares that it is necessary that the District reset the regular property tax levy rate from \$0.28 to \$0.45 per \$1,000 of assessed valuation, effective for collection in 2027, and thereafter to use the resulting levy amount for the purpose of computing the limitations for subsequent levies as authorized under RCW 84.55. By law, such a proposition must be submitted to the voters of the District for their approval or rejection. If such a proposition is approved by the requisite number of voters, the District will be authorized to so act.

Section 2. The Board requests the Clallam County Auditor, Election Division, as *ex officio* supervisor of elections, to assume jurisdiction of and to call and conduct a special election within the District in conjunction with the special election to be held on April 28, 2026, to submit to the voters of the District such proposition in substantially the following form, with such additions, deletions or modifications as may be required by the Clallam County Prosecutor:

**North Olympic Library System
Proposition 1
Regular Property Tax Levy Lid Lift for Support of Public
Library Services**

The Board of Trustees of the North Olympic Library System adopted Resolution 2026-02-05 concerning its regular property tax levy. This proposition authorizes an increase in the District's regular property tax levy from \$0.28 per \$1,000 of assessed valuation to \$0.45 per \$1,000 of assessed valuation, to be collected in 2027, to provide continued funding for the District's public library operations and services. The resulting dollar amount of the 2027 levy would be used for the purpose of computing subsequent levy limitations as provided by RCW 84.55.

Should this proposition be approved?

___ Yes

___ No

Section 3. The Board authorizes the inclusion of information regarding this proposition in the local voters' guide prepared by the Clallam County Elections Division and authorizes the appropriate costs thereof to be charged to and paid by the District. The Board further authorizes and directs the Executive Director to provide such information, including submitting necessary materials, to the Clallam County Elections Division and take such other actions as may be necessary or appropriate to that end.

Section 4. If any provision of this resolution is deemed invalid or unconstitutional for any reason, such determination shall not affect the validity of the remaining provisions, and this resolution shall be construed and enforced as if such unconstitutional or invalid provisions had not been contained herein.

Section 5. The Executive Director is authorized and directed to deliver a certified copy of this Resolution to the Clallam County Auditor no later than February 27, 2026.

Section 6. This resolution shall become effective immediately upon its adoption.

Adopted by the Board of Trustees of the North Olympic Library System at an open, public, regular meeting thereof held this day of February 26, 2026.

Chair

Trustee

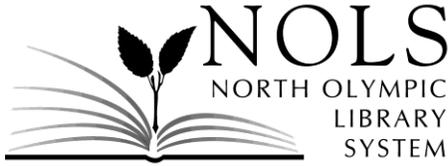
Trustee

Trustee

Trustee

Attested by:

Secretary to the Board



Resolution 26-02-06
 Library Board of Trustees
 North Olympic Library System

Resolution regarding appointment of committees to advocate voter approval for or rejection of Proposition I regarding restoration of the District’s regular property tax levy.

Whereas, pursuant to RCW 84.55.050, the North Olympic Library System (the “District”) may levy regular property taxes in any calendar year in excess of the limit factor provided for in RCW 84.55.0101 when such levy has been authorized by a proposition approved by a majority of the voters of the District voting on the proposition at a general or special election within the District; and

Whereas, the District has adopted Resolution 26-02-05 to call for an election authorizing the District to restore its regular property tax levy to \$0.45 per \$1,000 of assessed value for collection in 2027; and

Whereas, pursuant to RCW 29A.32.280, the District must formally appoint a committee to prepare arguments advocating voters’ approval of the proposition and shall formally appoint a committee to prepare arguments advocating voters’ rejection of the proposition, and the Board of Trustees (the “Board”) now desires to formally appoint such committees;

Now, therefore, the Board of Trustees of the North Olympic Library System resolves as follows:

Section I. The Board hereby formally appoints the following individuals as the committee to prepare arguments advocating voters’ approval of the proposition set forth in Resolution 26-02-05 (“Proposition I”). Each such individual has certified that they favor Proposition I and that they reside within the jurisdictional boundaries of the District.

Individual’s Name	Individual’s Address
Betty Gordon	50 Green Valley Lane Sequim, WA 98382
Adele Kelly	13753 Highway 112 Sekiu, WA 98381
Mark Urnes	1018 Tamarack Lane Port Angeles, WA 98362

Section 2. As the District has not yet been able to identify members of the committee to prepare arguments advocating voters’ rejection of Proposition I as set forth in Resolution 26-02-05, such committee members shall be appointed by the Clallam County Auditor’s Office in the manner prescribed by it

Section 3. The Executive Director is hereby authorized and directed to take such actions as shall be determined necessary or appropriate in furtherance of these resolutions including, without limitation, submitting such forms, and otherwise taking or causing to be taken all actions, as may be required of the District regarding committee appointment, as may be required by Clallam County and its administrative rules and procedures and applicable law.

Section 4. This resolution shall become effective immediately upon its adoption.

Adopted by the Board of Trustees of the North Olympic Library System at an open, public, regular meeting thereof held this day of February 26, 2026.

Chair

Trustee

Trustee

Trustee

Trustee

Attested by:

Secretary to the Board

Explanatory Statement

The North Olympic Library System relies on property tax revenue for 87% of its annual operating budget. Under state law, the Library's property tax revenue cannot increase by more than 1% annually, unless approved by voters. This has not kept pace with inflation or increased costs to operate and provide services.

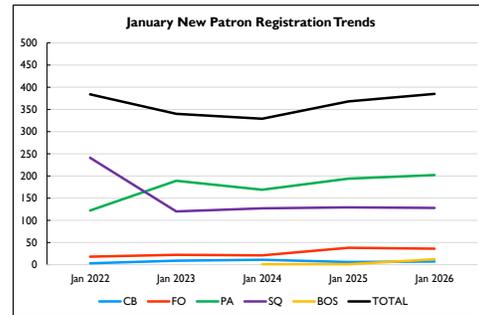
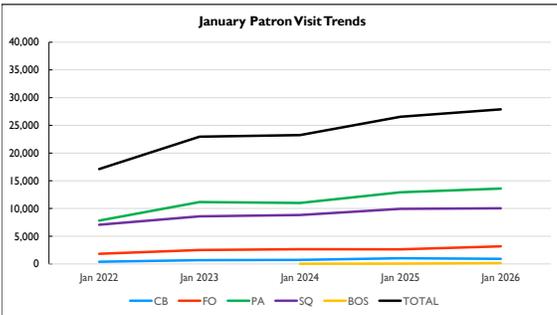
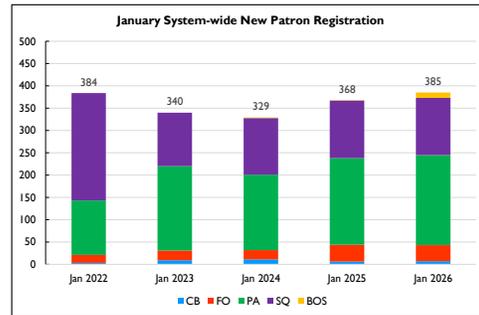
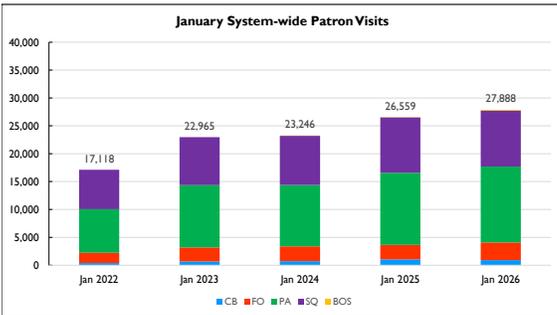
Proposition I would authorize the Library to reset its regular property tax levy from \$0.28 to \$0.45 per \$1,000 of assessed value in 2027. This rate is below the State-authorized maximum of \$0.50 per \$1,000 of assessed value, and below the \$0.50 per \$1,000 of assessed value approved by voters in 2010. The estimated monthly increase for a home valued at \$400,000 is \$5.67. The resulting 2027 levy amount would be used to calculate all applicable tax limitations thereafter.

Revenue from this levy would allow the Library to continue current operations of its four locations and bookmobile and other outreach services. It would support open hours, access to collections, technology, programming and the maintenance of library facilities. If Proposition I is not approved, reductions in library services may occur beginning in 2027.

Patron Visits		
	2026	% of System
Port Angeles	13,598	48.8%
Children	6%	
Sequim	10,040	36.0%
Children	17%	
Forks	3,176	11.4%
Children	4%	
Clallam Bay	914	3.3%
Children	17%	
Bookmobile	160	0.6%
Total	27,888	100.0%

*Door sensors count objects less than 47" as children.

New Patron Registration		
	2026	% of System
PA	202	52.5%
SQ	128	33.2%
FO	36	9.4%
CB	7	1.8%
BOS	12	3.1%
Total	385	100.0%



* Due to COVID-19, all NOLS facilities were only open for limited service in January 2022.

* In January 2022, Library hours were expanded in Forks, Port Angeles and Sequim.

* In January 2022, inclement weather caused reduced hours for one week.

* In January 2022, a new system to count patron visits was installed at each branch.

* Registration remained available through the Library's website when the branches were closed.

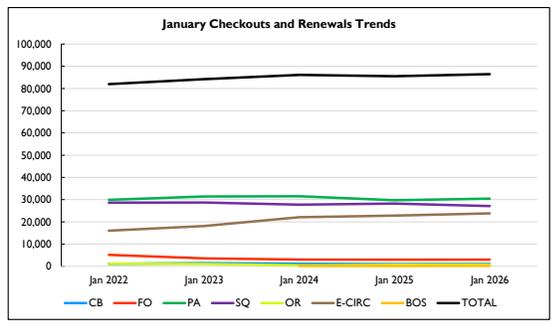
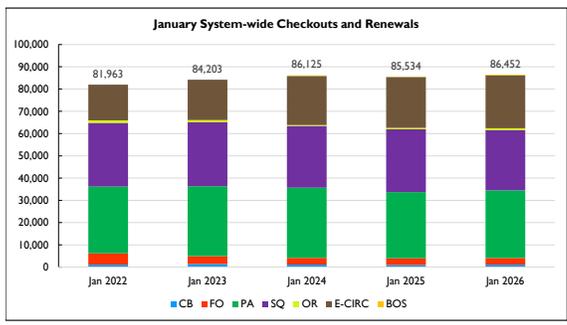
* In January 2024, inclement weather caused reduced hours for one week.

Checkouts & Renewals		
	2026	% of System
Port Angeles		
Checkouts	19,193	29.7%
% From Self-Check	72%	
% From Holds	28%	
Renewals	11,220	51.5%
Total	30,413	35.2%
Sequim		
Checkouts	17,657	27.3%
% From Self-Check	80%	
% From Holds	38%	
Renewals	9,432	43.3%
Total	27,089	31.3%
Forks		
Checkouts	2,509	3.9%
% From Self-Check	27%	
% From Holds	28%	
Renewals	473	2.2%
Total	2,982	3.4%
Clallam Bay		
Checkouts	627	1.0%
% From Self-Check	27%	
% From Holds	32%	
Renewals	473	2.2%
Total	1,100	1.3%
Outreach		
Checkouts	726	1.1%
% From Holds		
Renewals	89	0.4%
Total	815	0.9%
Bookmobile		
Checkouts	142	0.2%
% From Holds	33%	
Renewals	106	0.5%
Total	248	0.3%
Electronic Circulation (WA Anytime Library/Overdrive & Hoopla checkouts do not renew)		
Checkouts	23,805	27.5%
Systemwide Totals		
Checkouts	64,659	
Renewals	21,793	
System Total	86,452	

Interlibrary Loan Services	
Items borrowed from other libraries	205
Items loaned to other libraries	126

*Interlibrary Loan items are included in Checkouts & Renewals statistics

Holds		
	Requests Fulfilled	Avg Days to Fill
PA	5,312	21.29
SQ	6,634	23.86
FO	711	20.21
CB	201	22.90
OR	707	9.70
BOS	81	7.33
Total	13,646	21.82



- * Due to COVID-19, all NOLS locations were closed in January 2021, but curbside service was offered.
- * Due to COVID-19, all NOLS facilities were only open for limited service in January 2022.
- * In January 2022, Library hours were expanded in Forks, Port Angeles and Sequim.
- * In January 2022, inclement weather caused reduced hours for one week.
- * In January 2022, eMagazines began being offered through the Washington Anytime Library.
- * In January 2024, inclement weather caused reduced hours for one week.

Library Programs		
	Programs/Attendees	% of System
Port Angeles	43/904	48%/60%
Sequim	19/297	21%/20%
Forks	14/131	16%/9%
Clallam Bay	9/88	10%/6%
NOLS	0/0	0%/0%
Virtual	5/85	6%/6%
Total	90/1505	100%/100%

Public Meetings		
	Meetings/Attendees	% of System
Port Angeles	52/718	75%/87%
Sequim	0/0	0%/0%
Forks	16/93	23%/11%
Clallam Bay	1/11	1%/1%
Total	69/822	100%/100%

Proctor Exams Administered		
Port Angeles	0	0.0%
Sequim	1	0.0%
Forks	0	0.0%
Clallam Bay	0	0.0%
Total	1	100%/100%

Volunteers		
	Volunteer Hours	# of Volunteers
Port Angeles	32	7
Sequim	0	0
Forks	4.75	1
Clallam Bay	4.5	1
Outreach	0	0
NOLS	41.5	1
Total	83	10

Community Outreach Events		
	Events/Attendees	% of System
PA	2/65	20%/33%
SQ	5/96	50%/49%
FO	2/34	20%/17%
CB	0/0	0%/0%
OR	1/2	10%/1%
NOLS	0/0	0%/0%
Total	10/197	100%/100%

Read & Return and Program/Outreach Distributions	
Tiny Olympic Libraries (CB, FO, PA, SQ)	250
Read & Ride (Clallam Transit Buses)	29
Dolly Parton Imagination Library	1227
Library Programs & Outreach	127
Clallam County Correctional Facility	89
Total	1722

Outreach Delivery Services	
Deliveries/Pickups	90
New Patrons w/ Delivery Services	3

BookMatch Requests Fulfilled	
Number of Requests	3
Titles Suggested	7

Bookmobile	
Routine Stops	18
Special Stops	-
Library Pop-Ups (no bookmobile)	3
Appearance (e.g. parade)	-
Miles Traveled	1,182

General Public Computer Use (excludes Special Computer Use)				
	Number of Computers	Number of Sessions	Hours of Computers Use	Percent of Total Available Hours in Use
Port Angeles	24	1,868	1,717	33.3%
Sequim	6	979	613	47.5%
Forks	9	331	217	11.2%
Clallam Bay	6	310	317	35.0%
Total	45	3,488	2,865	30.8%

Special Computer Use (ADA, Express, Microfilm, Scanner)				
	Number of Computers	Number of Sessions	Hours of Computers Use	Percent of Total Available Hours in Use
Port Angeles	5	374	86	8.0%
Sequim	2	211	60	14.0%
Forks	3	96	19	3.0%
Clallam Bay	1	-	-	0.0%
Total	11	681	165	7.2%

Computer Prints Made		
	# of Prints	% of System
Port Angeles	10,174	48.3%
Sequim	8,196	38.9%
Forks	1,535	7.3%
Clallam Bay	1,158	5.5%
Total	21,063	100.0%

Wi-Fi Access		
	Wi-Fi Accessed	% of System
Port Angeles	4,208	53.3%
Sequim	1,670	21.2%
Forks	1,470	18.6%
Clallam Bay	546	6.9%
Total	7,894	100.0%

Website Visits	
Total Visits	40,389
Unique Visitors	11,322
Average Time on Site	1m02s

Database Access	
Total Sessions on all Databases	7,794

Facebook Activity	
Followers	6,089
Content Published	50
Reach (unique accounts)	25,089
Reactions/Likes/Comments, etc.	1,772

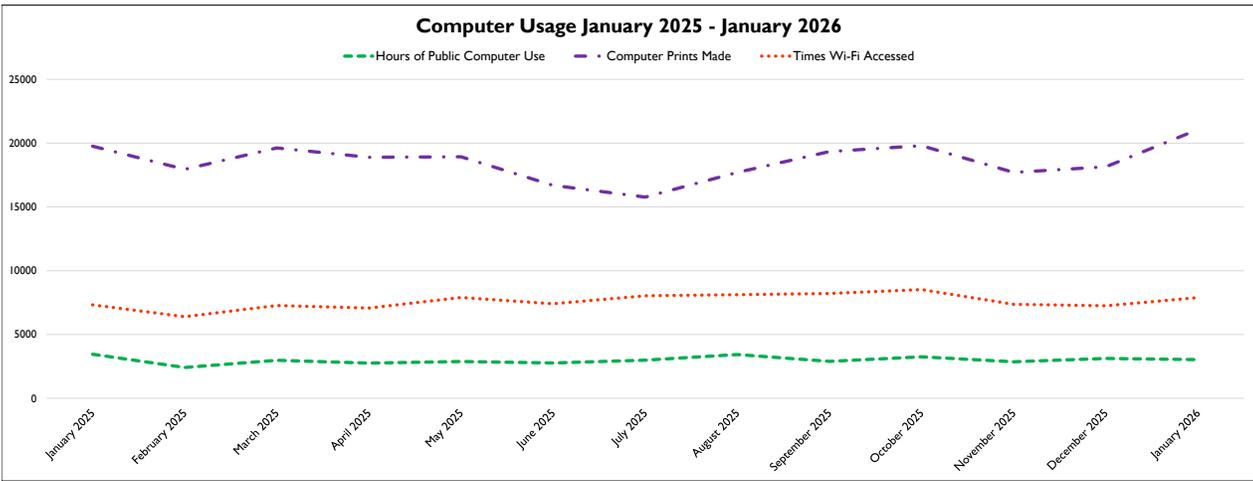
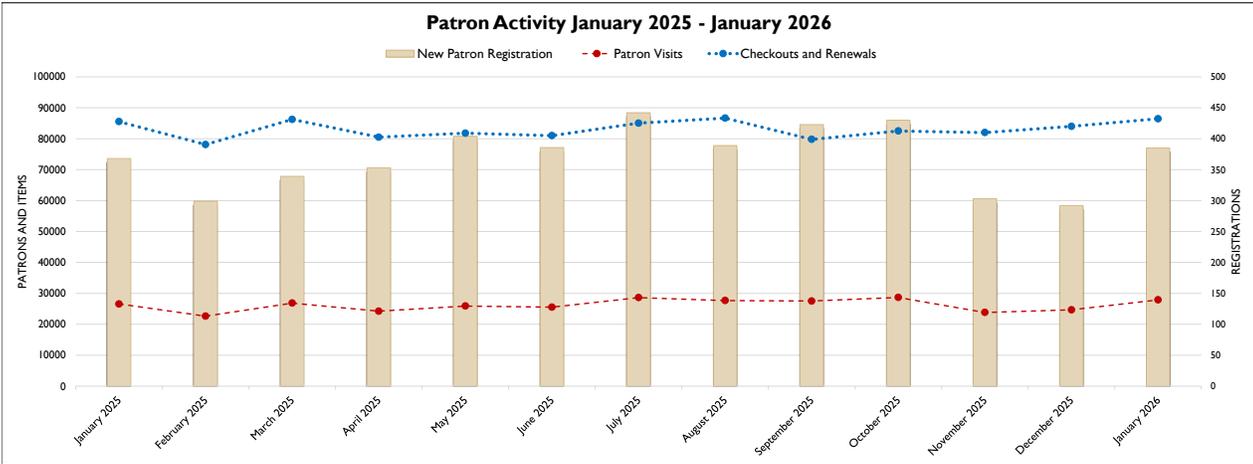
YouTube Activity	
Subscribers	472
Videos Published	-
Program Recordings	-
Views (lifetime content)	732
Watch Time (hours)	17

Instagram Activity	
Followers	1,953
Content Published	40
Reach (unique accounts)	2,507
Reactions/Likes/Comments, etc.	777

eNewsletter	
Number Sent	36,451
Read Rate	33%
Click-Through Rate	9%

Advertising	
Ads Run	-
Reach (unique accounts)	-

Notices	
Number Sent	16,225
Read Rate	37%



Significant Events During the Past 13 Months:

April 2024 - The Sequim Branch Library began operating out of a temporary location during the expansion and renovation for the Sequim Branch Library.

January 2025 - Operating Hours are adjusted at all branches.

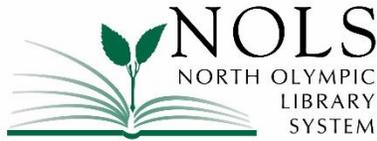
April 2025 - All branches closed one day for an All Staff Training Day.

October 2025 - The Bookmobile was out of service for repairs. Some stopes were completed using an alternative vehicle.

October 2025 - All branches closed one day for an All Staff Training Day.

December 2025 - Hours were limited at West End branches one day, due to inclement weather.

January 2026 - Computers and furniture were rearranged at the Forks Branch. One general-use public computer was removed mid-month and the Law Library computer was added.



Monthly Activity Report

Meeting Date: February 26, 2026
To: Library Board of Trustees
From: Executive Director and Staff
Subject: Monthly Activity Report for January 2026

Port Angeles Main Library

Meghan Sullivan, Public Services Director

Port Angeles Programming:

- **Baby Storytime** – 69 participants at 4 events.
- **Toddler Storytime** – 279 participants at 8 events.
- **Family Storytime** – 13 participants at 3 events.
- **Kids Book Club** – 21 participants. Students in grades 1-3 read, *The Story of Gumluck the Wizard* by Adam Rex.
- **Build It! with LEGO** – 58 participants.
- **Dinosaur Tea Party (Preschool-Grade 3)** – 127 participants. Families were invited to dress up fancy or wear their best dinosaur attire for teatime at the library. Apple juice, tea, dinosaur cookies, and fruit snacks were enjoyed during a reading of *Tea Rex* by Molly Idle. After the tea and storytime, kids were invited to participate in a dinosaur scavenger hunt in the children's area.
- **Cozy Tween Movie (Grades 4-6)** – 5 participants. Tweens winded down their winter breaks with popcorn, hot cocoa, and a showing of *Turning Red (2022, rated PG)*.
- **Tween Thursday (Grades 4-6)** – 40 participants at 3 events.
- **Magic Monday (Grades 4-12)** – 28 participants at 3 events.
- **Teen Tuesday** – 18 participants at 4 events including Games & Art, Teen Advisory Board, Books & More, and Creative Writing.
- **Teen Lit Bags** – 14 participants subscribed for the monthly service.
- **Tabletop Role-Playing Game Night** – 18 participants. January's program marked the first time a teen participant has been a Dungeon Master! He showed great leadership skills, helped players use their unique strengths, and his table had a ton of fun starting their campaign.
- **AIDS, Posters, & Stories of Public Health Panel and Exhibit Reception** – 9 participants. Participants attended a presentation and panel discussion with Kitsap Public Health District related to the National Library of Medicine's traveling exhibit, *AIDS, Posters and Stories of Public Health: A People's History of a Pandemic*.

- **Board Game & Puzzle Swap** – 52 participants at 1 event. Attendees were able to swap new and gently used games and puzzles. People expressed their gratitude to the library for hosting this event.
- **Quiet Readers Society Book Club** – 4 participants. A new monthly program for adults where there is no required readings – everyone is welcome to bring their favorite or current reads to enjoy an hour of quiet, uninterrupted reading time.
- **Bad Art Night for Adults** – 22 participants were able to explore art by painting upside down. The art was upside down – the people were not!



- **Puzzle Contest & Swap** – 52 participants. January’s program saw double the participants from December. There were many tables comprised of people who just met for the first time and formed a group. When all of the tables were full, four groups took puzzles to other parts of the library in order to still be part of the fun.
- **Crafts Supply & Knowledge Swap** – 32 participants were able to bring new and gently used arts and crafts supplies to swap, a creative project they needed help with, or bring their own crafty brain to help fellow artists with their experience and expertise. There were many requests for an additional program in the future.
- **Computer Class with NorthStar Digital Literacy** – 5 participants. Public Services Librarian, Amber K. and Public Services Specialist, Vik G., helped participants navigate tasks such as downloading new web browsers, using an external hard drive, and creating new accounts in NorthStar.
- **Second Wednesday Book Group** read *The Garden of Evening Mists* by Tan Twan Eng – cancelled due to technical issues.
- **Fourth Wednesday Evening Book Group** read *A Sudden Light* by Garth Stein – 11 participants.

Port Angeles Community Engagement:

- Youth Services Librarian, Clair D., met with 6 members of the Port Angeles Student Book Club. They continued talking about *Perks of Being a Wallflower* by Stephen Chbosky and some students shared that even though it isn’t the usual genre they read, they are were enjoying it.

- Youth Services Librarian, Jennifer L., provided a presentation about the importance of early literacy and shared information about NOLS programs and services during Parent Night at Mount Angeles View Head Start & ECEAP through OlyCAP. – 53 attendees.
- Stevens Middle School students met with Youth Services Librarian, Clair D., to discuss the second book for their book club, *Not Quite a Ghost* by Anne Ursu. Students commented that they could relate to the main character's struggles to be taken seriously by adults in the story. – 13 participants
- Public Services Librarian, Amber K., shared information about NOLS programs and services in Peninsula College's PUB before the Stadium Generale event. Information was shared about graphic novels and manga; how to request materials not in NOLS' collection; and passed out puzzles leftover from the puzzle swap. – 12 attendees.
- Queen of Angeles Class Kindergarten Class Visit in the Children's Area with Youth Services Librarian, Clair D. – 17 attendees.

Port Angeles Staff Activity:

- Public Services Librarian, Sarah M., attended weekly meetings with the Washington Digital Library Consortium's Executive Advisory Committee. Sarah also met with a student form Colby College (ME) about NOLS' Collection Management Policy.
- Port Angeles Public Services staff continue to participate on a number of NOLS work groups and committees including Health & Safety Team, Beanstack, Book Discussion Group, Collection Management, and Equity Diversity and Inclusion (EDI) Teams.

Sequim Branch Library

Emily Sly, Library Manager

Programming during the month of January included:

- **Family Storytime** – 118 participants at 4 events.
- **Drop-In Tech help** -11 participants at 5 events.
- **Teen Lit Bags** -19 participants.
- **Yarn Circle** – 76 participants at 5 events.
- **Winter Break STEAM: 3Doodler Pen Art** – 14 participants.
- **Built It!** – 3 participants
- **Headstart Family Night: Library 101** – 28 participants.
- **Teen Advisory Board** – 6 participants.
- **2nd Saturday Book Discussion** – 14 participants
- **Books and Trivia outreach visits to schools** – 68 4th Grade students at 3 schools (Helen Haller, Olympic Academy and Five Acre School).
- **Friday Night Movie: Sneakers** – 34 participants.
- **SilverKite: Drawing – Wintery Scene in Colored Pencils** – 53 virtual participants.

- **Teen Night: Tacos and Trivia** – 12 participants.

Sequim staff worked with Technical Services on a re-cataloging project in the 200's and re-labeled around 250 items. Staff also worked on re-labeling faded spine labels in all collection areas before the move, re-labeling over 700 items!

Interviews were held for a part-time PSS position open due to an upcoming staff retirement. Primary focus of January has been prepping for the move, Holds Pickup service and preparing for the new library.

West End Branches (Forks and Clallam Bay)

Troi K. Gale, Library Manager

West End Daily Operations:

- The Forks Branch Library adopted a new furniture arrangement during January. This new furniture arrangement moves the library into closer alignment with the American with Disabilities Act's standards for accessible design. Patrons and staff members are both excited about the new layout.

West End Programming:

- The Forks Library hosted Pam & John Hunter providing the program 1,000 Origami Cranes each weekday in January. Over 59 people participated and 1,103 origami cranes were made to send to the National Peace Monument in Hiroshima Japan. They will be on display through April 4.
- Forks and Clallam Bay Craft and Connect: Vision Boards had three attendees at each branch. One attendee expressed gratitude, saying, "Thank you so much for having a program like this. It was just what I needed."
- Forks Bad Art Night had five participants and remains a favorite program among patrons.
- Clallam Bay Branch began the new year by offering computer classes through Northstar. There were two enthusiastic students.
- We had one of the Clallam Bay elementary school classes join us for Lego club. They also picked up their books for the book club we are hosting in February.



- Forks had a successful Saturday puzzle swap event. There were 11 people, including children, swapping and picking up different puzzles.
- In Clallam Bay, we held our second annual field trip to the library for the Neah Bay kindergarten and first-grade classes. Library Services Specialist Angeles B. worked closely with teacher Angelo from Neah Bay to ensure it was a fun and successful day. Angeles set up three different stations at the library: Storytime, dot coloring, and a clean ocean pollution station. Parents, children, and staff all left with wonderful memories and developed a positive relationship with the NOLS staff. Volunteer Kathryn, Community Outreach Librarian Adrienne L., and Library Manager Troi G. supported this visit. 73 people participated.



West End Community Visits:

- West End Public Services Staff attended routine Bookmobile & Library Pop-up events to support the Outreach department and connect with community members.
- An annual presentation was provided to Forks ECEAP parents highlighting library services and early learning activities to do with your child. 41 people were in attendance.
- At the end of January, Library Services Specialist Angeles B. and volunteer Kathryn went to La Push Head Start. Angeles was able to visit four classes and provide a fun Storytime for the students, filled with movement, laughter, reading, and bubbles. This visit reached 37 people.
- Library Manager Troi G. attended various community meetings to support the community and awareness around Library services.

Outreach Services: Bookmobile and Delivery Services

Meghan Sullivan, Public Services Director

Outreach Daily Operations:

- 90 outreach deliveries were made, there were 3 new patrons registered for delivery services, 726 items were checked out and 89 items renewed for delivery service patrons.

- Couriers transported 824 totes between NOLS branches, plus 21 more for Outreach Deliveries.

Programs and Community Outreach:

- **Poet Laureate Workshop:**
Nelly Bridge led a poetry workshop with residents at Parkview Villas. During the program, Outreach staff learned that some of NOLS' Outreach Delivery patrons are writers and poets!
- **Clallam Mosaic Program:**
Excitement was in the air as Community Outreach Librarian Adrienne L., read “tall tales” and learned about tall tale storytelling while also having the opportunity to share their own tall tales.
- **Department of Health and Human Services:**
Community Outreach Librarian Adrienne L., shared information about library resources and programs. Attendees selected giveaway books and inquired about AARP Tax-Aide Assistance at the Port Angeles Main Library.

Pop-Up Libraries and Bookmobile

- **Quileute Senior Center Pop-Up Library:** (15 participants at two events)
 - One scheduled pop-up cancelled due to inclement weather and road conditions.
- **Seiku Community Center Senior Friday Lunch Pop-Up Library** (18 participants at one event)
- **Routine Bookmobile Stops:**
 - Neah Bay Community Gym (56 visitors at 4 stops)
 - Makah Senior Center (1 visitor at 1 stop)
 - Makah Recovery Drop-In Center (8 visitors at 1 stop)
 - Sail River Heights Longhouse – Neah Bay (4 visitors at 1 stop)
 - Beaver Grocery Store (6 visitors at 1 stops)
 - One scheduled stop cancelled due to available staffing.
 - Quileute Tribal School (17 visitors at 1 stop)
 - One scheduled stop cancelled due to available staffing.
 - Carrie Blake Park in Sequim (10 visitors at 1 stop)
 - Elk Creek Apartments with Sequim Mobile Pantry (10 visitors at 1 stop)
 - Port Angeles Food Bank (16 visitors at 1 stop)
 - Joyce Mobile Market at Crescent School (6 visitors at 1 stop)
 - Typically, patrons at this stop visit the Bookmobile as an “add on” to their visit with the Port Angeles Food Bank Mobile Market, however, in January we had a patron who stopped by specifically to visit the Bookmobile!
 - Crescent School (10 visitors at 1 stop)
 - Students were eager to be back on the Bookmobile after Winter Break to find new materials to check out and pick up their holds.
 - Joyce Plaza (1 visitor at 2 stops)

Other Activities for Outreach Staff:

- Community Outreach Librarian Adrienne L., supported a field trip to the Clallam Bay Library for Neah Bay students in a day of learning about caring for our oceans led by West End Library Services Specialist Angeles B.
- Outreach Library Manager José C., and Community Outreach Librarian Adrienne L., attended the virtual Provider's Breakfast sponsored by Olympic Area Agency on Aging. Information was shared about the Washington Community Living Connections resource directory – a digital database that provides local resource information to various Washington counties.
- Outreach Services and Courier staff continue to participate on a number of NOLS work groups and committees including Collection Management Team's Materials Request subcommittee, Beanstack (Reading Challenges), and NOLS Gear.

Facilities Department

Brian Phillips, Facilities Manager

Port Angeles Library: Patched and repainted PA Library Manager's office walls; replaced public area tables with tables removed from Forks Library; installed additional shelving parts.

Sequim Library Project: Met with PUD officials to review energy efficiency measures; attended ongoing construction meetings, commissioning activities, and punch list reviews; completed storage shelving installation; installed TV wall mount and art rail; stocked basic cleaning supplies and equipment; assembled new workroom tables; renewed WA Dept. of Ecology stormwater permit; created staff electronic keys.

West End Libraries: Transported and installed furniture to Forks Library; set-up AIDS exhibit in Clallam Bay; installed new soap dispensers in Clallam Bay Library; adjusted hot water temperature mix at restroom faucets.

Vehicles: Serviced bookmobile.

Information Technology (IT) Department

Erin Shield, Technical Services Manager

In January IT worked on deployment of Sequim computers, network configurations, ticket troubleshooting, and updating servers. Work will hit hard and heavy next month when the temporary space shuts down and computers get packed up, surplus, and/or moved. The new Sequim building is simultaneously being prepared and installs have begun.

Other tasks completed:

- 41 tickets resolved, related to:

- Locked staff accounts
- Public computer patron support
- Staff workstation peripherals
- Email list membership updates
- Public printer support
- Computer deployments
 - Sequim – 12
- Jeremiah updated outage procedures
- Bryan Web Team updates
 - Connection for NOLS' patrons with WA State's free certification portal
 - Posted RFQ for Collection Materials vendor, summer reading t-shirt design artist, and NOLS compensation study
 - Rolled out Law Library information in Online Resources pages
 - Published information for 2025 tax returns to web page
- Changed public computers to open PDFs in Edge
- Training for Sequim on new computers
- Server upgrades

Technical Services Department

Erin Shield, Technical Services Manager

In January Technical Services plugged along getting the new fiscal year completely set up with new fund lines in Polaris. Catalogers continued finishing up the 2XX Dewey recataloging project in Port Angeles; other branches have been completed. The team is planning for a new youth collection expected to launch prior to Summer 2026.

Technical Services staff participated in trainings, webinars, tasks and meetings in January related to ILS Team, Materials Request Subcommittee, Web Team, Sequim building project, and Management Team.

Notable in January:

- Processor Mark J. trained Courier Daniel S. as back-up Processor
- Technical Services Lead Wendy O. created the RFQ for Library Materials Vendor
- Nearly done with the 2xx recatalog, which will provide patrons with a more balanced and equitable browsing experience in the religion section.
- After all the ups and downs with serials, it is nice to help serve patrons better by facilitating the move of a couple of magazines to the bookmobile.

Statistics:

- 1078 physical items processed
- 527 print materials repaired, including 332 recats;

- 191 media items repaired;
- 5 physical donations added to collection;
- 205 InterLibrary Loan requests for NOLS' patrons filled;
- 126 items loaned to other libraries;
- 197 issues resolved by the Cataloging Team including incorrect cover images, titles not grouping together properly, and a variety of other issues;
- Acquisitions Team: Under 2-day average turnaround time from selectors submitting materials shopping carts to getting materials ordered

Administrative Operations Department

Human Resources

Shaina Lent, HR & Business Manager

Significant meetings/events and projects this month:

- EDI Implementation Plan Update Project
- Cost of Living Adjustment Implementation
- Affordable Care Act Reporting to IRS
- Routine Management Team, Equity Diversity and Inclusion Team, and one-on-one meetings.

Recruitments:

- Port Angeles Library Manager – PA
- West End Community Outreach Specialist – OR
- Public Services Specialist – PA
- Public Services Specialist – SQ

New Hires:

- None

Separations:

- None

Marketing and Communications

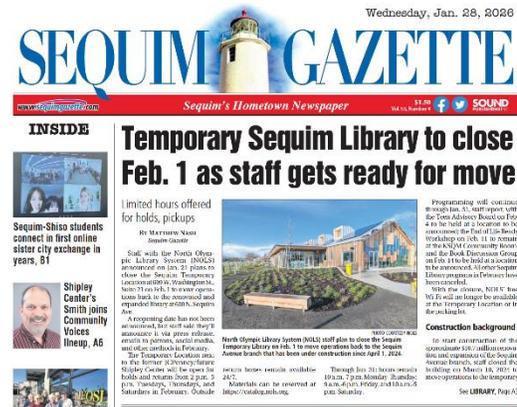
Karyn Bocko, Marketing and Communications Manager

- Developed content for the Annual Report, including layout, data collection, and photo sourcing, with project management by Marketing Specialist Jessica S.
- Printed Strategic Roadmap brochures in English and Spanish (translated by Outreach Library Manager José C.) and published the webpage at www.nols.org/strategic-roadmap with support from the Web Team.

- Supported new initiatives, including the public launch of the Law Library at NOLS and the Washington State Library workforce certification portal, operational adjustments at the Sequim Library Temporary Location, promotion of winter/spring programs, and preparation for the Summer Reading Program.
- Worked with Web Team to create landing pages for more complex programs, including the Port Angeles Community Quilt project and the systemwide Teen Haiku Writing Contest (submissions open in April for Poetry Month).

News Releases & Articles:

- Issued 11 news releases, including announcements for Clallam County Law Library resource centers at Port Angeles and Forks libraries, and an open call for artists to design the 2026 Summer Reading Program artwork.
- The monthly “Off the Shelf” Sequim Gazette article featured favorite 2025 reads from Sequim Library Staff, compiled by librarian Charlotte McGrew.
- Launched a new “Borrow this Book” Sequim Gazette column at the editor’s request; the first review, written by Librarian Clair D., featured “The Door on the Sea” by Caskey Russell, an epic fantasy inspired by Tlingit culture and folklore.
- The Sequim Gazette article “Temporary Sequim Library to close Feb. 1 as staff gets ready for move” was featured on the front page of the January 28 issue.



Financial Operations

Amy Hough, Finance Manager

Significant meetings/events and projects this month:

- 1099 and W-2 Reporting
- PA Library Manager Interviews
- Women’s Professional Network Mentor meeting
- Small Governments Forum Networking Event: Internal Controls for Small Governments
- Routine Management Team and individual One-on-One Meetings

Public Service Director’s Report

Meghan Sullivan, Public Services Director

- Acting interim Port Angeles Library Manager.
- Recruitment activities for Port Angeles Public Services Specialist, West End Community

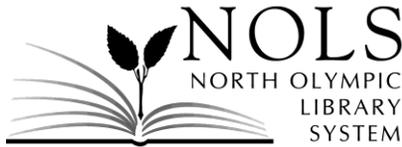
- Outreach Specialist, and Port Angeles Library Manager positions.
- Continued onboarding and training activities for Outreach Library Manager.
 - Branch visits to Clallam Bay and Forks Branch Libraries.
 - Attended planning meetings for the Sequim Library move.
 - Partnership meetings with KONP Radio and Field Arts & Event Hall.
 - Routine Management Team, Branch Manager, Outreach Services, Adult Services, Youth Services Team, ILS Team, Collection Management Team, Programming Team, Branch Staff Meetings, IT Department Meeting, North Olympic Library Foundation, NOLS Board of Trustees, and individual One-on-One Meetings.

Executive Director's Report

Noah Glaude, Executive Director

Significant meetings/events and projects this month:

- Sequim Library Expansion and Renovation Project
- Creation of the 2026 Capital Budget
- Port Angeles Library Manager Recruitment
- Coordinating Forks Library Furniture and Equipment Rearrangement
- Routine Branch Manager, Collection Management, ILS, IT, and Management Team



Customer Comments

January 2026

The following comments were received by the Library during the month of January 2026. Where the customer requested a personal reply by phone or email, it was provided. Customer comments and responses are posted on the Library's website.

Comment:

There is NEVER hot or even warm water that comes out of the ladies room faucet. It is always like this for years, at least that I've experienced! It needs to be fixed. Cold water doesn't kill germs!

Response:

Thank you for bringing this concern to our attention. The temperature setting for the restroom faucets has been adjusted to provide warmer water than was previously available. Please note that during cold weather periods it may be necessary to run the faucet for 30 seconds or more in order to drain off any water in the hot water supply pipes that have cooled down between uses. Please let library staff know if the problem continues.

Comment:

I just finished "The Ghostwriter" by Julie Clark, it was an excellent book that I strongly recommend others read. I would love for the library to have a patron review system of some sort.

Response:

Thank you for the suggestion. It will be considered as Library staff consider future updates and enhancements to the online catalog.

Comment:

My family and I frequent the Port Angeles Library and we are very appreciative of all the activities the library has for kids and adults. Our favorite is the Tween time on Thursdays. Clair does a fantastic job facilitating this group and she is always cheerful and welcoming. Thank you so much for making the library a warm and positive environment.

Response:

Thank you for great feedback – it will be shared with Youth Services Librarian Clair!

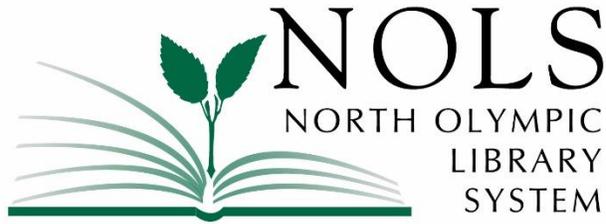
Comment:

Hi. I want to be able to be aware of community events held in the Raymond Carver Rooms. Currently your events listed are only Library sponsored events. The calendar used to show all community events held here. I feel cut off from being able to be aware of attend events that would help me feel more connected to the community

Response:

Thank you for the feedback. While we understand the benefits of listing every meeting room reservation on the Library's website, when NOLS changed its meeting room reservation software a couple years ago, an intentional decision was made to only list NOLS events on the NOLS website. Since library meeting rooms are open to anyone to reserve for a wide variety organizations and purposes, NOLS did not want to be perceived as sponsoring specific events or to cause confusion about what is or is not a NOLS event.

Community organizations can still hang event flyers on community bulletin boards in the library, in addition to marketing their events through the many other channels available to them in the community.



Highlight Log
(January 2026)

The Highlight Log provides an intranet location for NOLS staff to share uplifting anecdotes and patron comments. It provides an interesting glimpse into community perceptions about the Library. The following is a list of Highlights logged during the past month.

01/05/2026 – Port Angeles

Sam R. from the Port Angeles Facilities team did a great job cleaning the Ariya. Thank you!

01/14/2025 – Port Angeles

A very sweet patron stopped by to say, “I grew up in the library, my son grew up in the library, and now I get to bring my grandson to Storytime at the library!”

01/13/2026 – Port Angeles

A patron came up to the service desk this evening to say how much he appreciates everything staff do at the library and how grateful he is for the services provided. In his words: “This library is one of the best parts of this city.”

01/14/2026 – Sequim

A patron came in to grab her holds and shared that she had just started using NOLS with her first library card and had no idea how cool the library was. Staff showed her the NOLS Gear page, downloadable options, and the program calendar. She left with her books, a pool pass on hold, a yarn circle flyer, Libby downloaded to her phone, and a big smile. She wanted NOLS to know: “You ROCK!”

01/14/2026 – Outreach

While communicating with a patron via email about a Spanish book request, they shared positive feedback, saying they “loved the suggested reading table of Latin American authors the Sequim branch offered a month or so ago.”

01/15/2026 – Forks

A long-time patron came in to donate glue sticks for hot glue guns. Although the library couldn’t use them, she expressed her appreciation for the Forks and Clallam Bay Libraries, saying, “I just love the library! They’re both so great. I don’t know what we would do without them. My granddaughter loves coming here.”

01/15/2026 – Forks

Bad Art Night in Forks was a success again. Many familiar faces attended, and the “bad art” keeps getting better.

01/15/2026 – Port Angeles

A new-to-the-area tween attended Tween Thursday and sat next to a longtime library regular. They chatted about gaming and favorite characters while working on perler beads. Near the end of the hour, the new tween exclaimed, “I have really liked talking to you! This was great!”

01/15/2026 – Bookmobile

The Bookmobile made its first visit to Elk Creek Apartments in Sequim in partnership with the Sequim Mobile Food Pantry. Residents were excited to learn the Bookmobile will visit twice a month. Staff completed many sign-ups and had lovely conversations with patrons. Thanks to Christine from Sequim for the smiles and excellent customer service.

01/16/2026 – Forks

Amellia did a phenomenal job with Storytime. Positive interactions, songs, and giggles could be heard from the front desk and brought smiles to staff.

01/24/2026 – Forks

During a town-wide power outage, a family came in to keep warm and brought board games for entertainment. Staff offered snacks and put on a movie while they waited for power to return. The children were grateful for warm food, as they hadn’t been able to eat a hot meal yet due to the outage.

01/26/2026 – Sequim

A father let his young son choose their activity for the day. His pick was the library to get his first library card. He even wore a suit for the occasion.

01/27/2026 – Port Angeles

A patron approached the front desk and said, “I just wanted to say how amazing it is that we have this public printer here, and the \$2.50 in free printing. It’s such a benefit to our community!”

01/28/2026 – Forks

A patron using printing services shared, “I love the calming music in here,” during the origami folding event.