inDemand FAQ

About inDemand

Q: What is the advantage of inDemand versus a traditional lease program?

A: inDemand is a very flexible program that comes with many benefits: no commitments, transparent pricing, and no points system. Plus, you can manage the program the way you need it to work for your library!

Another added benefit of inDemand, other than getting shelf ready books to arrive before street date, is when they are no longer circulating, Ingram makes weeding just as easy and flexible. Our inDemand sticker helps your staff to manage the process:

- You can use your library's current process for weeding.
- Ingram also partners with ThriftBooks and Better World Books, the library can receive credits on your inDemand account to pay for future purchases.

Q: How does inDemand deliver books quicker as opposed to ordering them outside of this program?

A: Because of the efficiencies built into the inDemand program with the standardized cataloging and processing, Ingram can turn around orders within 5 days, rather the usual 10 that is required for customized C&P.

Q: How are inDemand books identified, besides looking for spine labels?

A: Many libraries create a location or item type for inDemand to make reporting in their ILS fast and easy.

Q: If a title is unexpectedly in demand, how quickly can be it be received if it's ordered now rather than in advance?

A: It is a five-day turnaround.

Q: Can I preview the inDemand lists on ipage?

A: Ingram can send sample lists. Lists are only available to customers who subscribe to inDemand.

Q: How much time is there between shipments to make changes?

A: inDemand customers will have a month or so to review lists before ordering. To have orders arrive before street date, a title needs to be ordered at least 3 weeks ahead of publication date. The Standing orders for inDemand run about 2 months pre-pub.

Q: By not using ordering grids and EDI, would that mean more work on the libraries' end to manually enter information into their systems?

A: Some of our libraries set up inDemand templates in their ILS to import the books easily. We would be happy to discuss workflow with you.

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Q: How are any of the books tagged with RFID?

A: Ingram applies an unlinked RFID tag to every inDemand book. Customers can program them upon receipt.

Q: What if a library gets their books unprocessed?

A: All libraries should have an unprocessed account. Customers will keep using that account when purchasing unprocessed books.

Q: Can many copies of a title be kept and submit the rest for resale?

A: Yes. That is the beauty of owning your books, you can discard them however you wish.

Q: Is this a "sticker" or a removable paper label?

A: It is a low tack sticker.

Q: Can libraries order through inDemand without paying cataloging and processing?

A: inDemand always includes C&P. If you want a book only account with no C&P, we would be happy to set that up for you!

Q: Does inDemand include an EDI order process to get the order records into a library ILS?

A: No, it is only through ipage currently. We will send you a MARC file with embedded item record information when your books ship.

Pricing

Q: What is the pricing model for inDemand?

A: $5.00 - $13.00 = $10.00 (inDemand)
$13.01 - $20.00 = $14.00 (inDemand)
$20.01 - $31.00 = $19.00 (inDemand)
$31.01 - $45.00 = $27.00 (inDemand)

Q: What is the approximate cost for a fiction and nonfiction title?

A: The price for a book that falls between $13.00 and $20.00 at list cost will be $14.00 with inDemand. A book that costs between $20.00 and $31.00 retail will cost $19.00. Remember, this cost includes all cataloging and processing, shipping and Fuel Surcharges.

Q: How often do prices fluctuate or increase?

A: Pricing at Ingram remains very stable and there is currently no intention to raise it. The total cost includes all cataloging and processing services, plus shipping and handling charges. No FSC will be charged.

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ThriftBooks/Better World Books Partnership – How It Works

Q: Can the books be returned to Ingram for credit?

A: No, you would work with Better World Books or Thriftbooks if you want a third party group to take your inDemand discards.

Q: Can you explain again how credits are issued for books sent to Better World or ThriftBooks?

A: When Better World Books or ThriftBooks sell books on the customer's behalf, a percentage of the sales can be returned to Ingram in the form of a credit to the customer's inDemand account. This credit can then be applied to future inDemand invoices.

Q: Who pays for shipping for sending books to ThriftBooks/Better World Books?

A: Libraries create their own agreements with Better World Books or ThriftBooks outside of Ingram, but it is our understanding that TB or BWB pays shipping costs.

Q: Does Better World Books provide the Gaylords?

A: If a commitment is made to send enough quantity to Better World Books or ThriftBooks, they will supply gaylords.

Q: We already have a relationship with Better World Books or ThriftBooks – can a library still use inDemand?

A: Yes! Any customer can add inDemand discards to the agreement. It is up to the customer to move credit checks to Ingram, but it is not a requirement.

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