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Farmington Hills, MI 48331
(800) 877 4253
www.gale.cengage.com



May 29, 2015

St. Charles Parish Public Schools
Via electronic submission: Central Auction House

Dear Procurement Representative:

Cengage Learning was pleased to see the release of the ***St. Charles Parish Public Schools RFP: 40191742 for Library Services*** as an opportunity to serve your parish schools. Upon review we have noted the “book jobber” configuration of services we do not provide. However, we wish to recommend your consideration of Gale eBooks, eResources, and print publications as a strong complement to your interests. *Further, we will be pleased to waive all book processing fees and shipping costs if you respond to this alternative proposal.*

Gale is a part of Cengage Learning, a leading provider of innovative teaching, learning and research solutions for the academic, professional, and library markets worldwide. The company's products and services are designed to foster academic excellence and professional development, increase student engagement, improve learning outcomes and deliver authoritative information to people whenever and wherever they need it.

Gale has a 60 year history and partnerships with over 100,000 libraries worldwide that have informed and shaped award winning library resources and services. Our customers enjoy accurate and authoritative reference content in an unparalleled collection of archival microform, primary source materials, and over 600 databases that are published online, in print, as eBooks, and in microform.

Gale Print Publications

The Gale family includes notable publishing reference imprints such as Macmillan Reference USA™, Charles Scribner's Sons™, and Primary Source Microfilm™. Gale serves the K-12 market with its U·X·L®, Greenhaven Press®, Lucent Books®, KidHaven Press™, and Blackbirch Press® imprints. Thorndike Press®, Christian Large Print™ and Large Print Press™ serve libraries' large print collections, while the Taft Group® specializes in reference materials for the nonprofit sector.

Please see our online catalog for Gale’s extensive K12 print references at: www.gale.com, as well as resources we offer our school partners, such as Professional Development, Lesson Plans, Free Downloads, and Tools for Students.

Gale eBooks and Online Resources

The quality of Gale eBooks and Online Resources is derived through direct investment in proprietary publishing with partners like Smithsonian Collections, Library of Congress, The British Library, Harvard University Libraries, National Library of Scotland, Yale University Libraries, Associated Press, and National Geographic. Our e-resources have received more than 123 total awards in the last ten years for resources such as Gale Virtual Reference Library (GVRL) and In Context databases.

Please see enclosed Gale Learning Resources K-12 that provides a brief profile of some of our most popular resources.

Gale e-resources include tools like **AccessMyLibrary**, an app for both the iPhone and Android markets that allows users to locate a library within a 10-mile radius of their location and access all of the Gale resources subscribed by that library.

Professional Development Collections

Gale's Professional Development collections support individualized professional development plans and support on-site or on-demand training sessions that may be provided by other vendors. Gale's professional development eBook titles allow teachers to learn at their own pace while saving the costs associated with on-site training and offer rich support for on-site and on-demand Professional Development programs.

Gale partnerships with top publishers bring the best resources to your teachers and inform our recommendations of:

- * **The Association for Supervision and Curriculum Development (ASCD)** provides world-class education information services and cutting-edge professional development.
- * **The International Society for Technology in Education (ISTE)** titles support your Instructional Technology department's core responsibilities and help administrators, coaches, and teachers understand how technology can enhance teaching and learning.
- * **Corwin Press** is the premier publisher of professional learning resources that give PreK-12 educators innovative tools to improve teaching and learning. Learn more about the newest Corwin bundles.

Customized Service and Support

Exceptional Gale services are provided to our school and library partners at no additional charge and include:

- | | |
|------------------------------------|----------------------------|
| * Renewal and product access | * Product documentation |
| * Electronic search assistance | * Online help and Webinars |
| * Web portal development | * Content support |
| * Collection development tools | * Usage analytics |
| * Training and technical resources | |

We invite you to visit www.gale.c to learn more about new and exciting Gale products. Additional academic and professional product and service information can be found at www.cengage.com.

Pricing

Discounts for Gale eResources range up to 75% based on the resources and quantity. Additional savings may also be realized through a variety of product/purchase configurations. Please contact Tammy McGee, Senior Education Sales Consultant, to arrange a conversation that will ensure Gale library resources meet the specific interests and needs of your schools.

Discounts for Gale print publications are provided in the enclosed Gale Standard Print Business Policies, Standard Discount Programs by Imprint, and Business Policies for Cataloging Services. *However, please note that we will be pleased to waive all shipping and book processing fees for Gale print publications in response to this submission.*

Consultation and Quotations

We welcome your questions and conversation about how Gale library resources can support achievement of educational standards for your students. To arrange for product demonstrations, trial access, and for consultation and quotations, **please contact Tammy McGee, Senior Education Sales Consultant, at 800-877-4253 x 2254 or at tammy.mcgee@cengage.com** directly.

Thank you in advance for the opportunity to assist your information collection processes. We hope to support your goals and your every success!

Regards,



Jean Reynolds
Bid Services
513.229.1529 | jean.reynolds@cengage.com

Attachments

Gale Learning Resources for K-12

The following products are some of Gale's most popular and helpful resources for learners in grades K-12. Additional information on these and other Gale products may be found on our website at www.gale.cengage.com.

Academic OneFile

Academic OneFile is the premier source for peer-reviewed, full-text articles from more than 16,000 of the world's leading journals and reference sources. With extensive coverage of the physical sciences, technology, medicine, social sciences, the arts, theology, literature and other subjects, *Academic OneFile* is both authoritative and comprehensive. The collection meets the needs of college and university students and faculty, as well as K12 students enrolled in Advanced Placement courses or International Baccalaureate programs.

Biography in Context

Biography in Context is an engaging online experience for those seeking contextual information on the world's most influential people. The solution merges Gale's authoritative reference content with periodicals and multimedia organized into a user-friendly portal experience while also allowing users to search for people based on name, occupation, nationality, ethnicity, birth/death dates and places, or gender as well as keyword and full text.

Classroom in Context Series

Classroom in Context (CLiC) provides classrooms with an instructional path to robust, authoritative and rigorous digital content. Delivered in a format designed to increase student engagement and effectively develop 21st Century skills, content is aligned to universal themes, units and topics that support Common Core and other State standards. Classrooms have access to reference books, periodicals, magazines, newspapers, podcasts and more. CLiC provides schools with an easy transition from books to e-learning resources. The CLiC family of resources includes Biology, Chemistry, Earth Sciences, Government & Economics, U.S. History and World History.

Contemporary Literature Criticism Select

A RUSA (Reference Users Services Association) award-winner, *Contemporary Literature Criticism Select* offers critiques of key contemporary works. Users gain access to extensive biographical and critical information combined with subject-term accessibility and other powerful search options. An integrated index extends to every print volume of this expansive series, making cross-referencing a snap.

Discovering Collection

Aimed at middle school and high school students, Discovering Collection provides in-depth content for five core curriculum areas, including literature, history, biography, science and social studies. Discovering Collection provides a premium selection of reference, primary documents and multimedia, including hours of video and audio clips. The Discovering Collection provides biographical and critical information on the most-studied and most-popular authors of all time; historical and cultural context of novels, in addition to character studies, thematic essays and brief biographies; themes, characters and literary nuances of the short stories most studied in school and university classrooms.

Educator's Reference Complete

Educator's Reference Complete is a selection of academic journals, full-text reports, and premier reference sources that focus on educational principles, child development and psychology, and best practices in education.

Expanded Academic ASAP

Expanded Academic ASAP covers everything from art and literature to economics and the sciences. This resource for academic research integrates the full text of publications from across the disciplines and includes vocational-technical titles used by community college students, filling a specific need for curriculum-oriented collections.

General OneFile

General OneFile is focused on the needs of K-12 through undergraduate users and public library patrons. It includes periodicals and popular magazines covering more than 250 major subjects, and 3,000 minor subjects – everything from health and fitness to computers and gardening. General OneFile title selections are made mainly using Bowker's Magazines for Libraries. All articles can be translated into multiple languages and all articles can be downloaded as MP3 files.

General Reference Center Gold

General Reference Center Gold is a general interest database that integrates a variety of sources - newspapers, reference books, magazines, and trade publications. Find articles on current events, popular culture, business and industry trends, the arts and sciences, sports, hobbies, and more.

Global Issues in Context

Global Issues in Context offers international perspectives on a broad spectrum of global issues, topics, and current events. Featured are hundreds of issues and country portals that bring together a variety of specially selected, highly relevant sources for analysis of social, political, military, economic, environmental, health, and cultural issues. Rich multimedia - including podcasts, video, and interactive graphs - enhance each portal.

GREENR

GREENR is an interdisciplinary resource for environmental and sustainability studies. Sustainability is rapidly expanding beyond hard sciences — and into the social sciences that drive it, validate and define it. GREENR shapes a multi-faceted understanding of sustainability and supports research around social, environmental, and economic perspectives, enabling critical thinking around the evolving issues affecting sustainability and the hard science behind the solutions. GREENR is interactive and current, allowing users to navigate issue, organization and country portals. It's a one-stop site dedicated to studying sustainability and the environment.

Health & Wellness Resource Center with Alternative Health Module

Health & Wellness Resource Center with Alternative Health Module offers researchers reliable health information through access to full-text articles from encyclopedias, nursing and allied health journals, pamphlets, newsletters, periodicals that include selections in Spanish, and newspapers. This comprehensive consumer health resource provides accurate, authoritative information on a full range of health-related issues, including diseases, disorders, alternative and

complementary medical practices, current hot topics, and more. Content is added daily to ensure that researchers receive the most up-to-date health content.

Health Reference Center Academic

Health Reference Center Academic delivers popular and scholarly journals, magazines, and trade publications. Created specifically for students, knowledgeable consumer health researchers and health care professionals, Health Reference Center Academic integrates millions of articles from a wide range of full-text nursing and allied health journals, magazines, newsletters and select consumer health information sources with full-text reference works and hundreds of health-related multimedia.

Informe Académico

Informe provides access to full-text articles from the most popular Spanish-language and bilingual periodicals, and provides quality Hispanic reference material, not simply Spanish translations of English-language materials. *Informe* also includes content in Portuguese. *Informe* also features a powerful, easy-to-use interface configured for Spanish speaking users, allowing researchers to analyze topics and conduct research in Spanish. Created for Spanish-speaking users, *Informe* is a collection of Hispanic magazines covering business, health, technology, culture, and other issues.

InfoTrac Junior Edition

InfoTrac Junior Edition is an excellent resource for the unique needs of middle-school students when it comes to researching and preparing papers, projects and presentations. Here users will find age-appropriate, reliable content from magazines, newspapers and reference books, all easily accessed from a kid-friendly interface. From science, history and literature to politics, sports and the environment, *InfoTrac Junior Edition* delivers results. And with 24-hour unlimited access, students can get those results from school, library or home.

InfoTrac Newsstand

This innovative full-text newspaper resource allows users to search articles instantly by title, headline, date, author, newspaper section or other fields, eliminating random searching through newspaper archives. *InfoTrac Newsstand* provides access to more than 2,600 major U.S. regional, national and local newspapers as well as leading titles from around the world. It also includes thousands of images, radio and TV broadcasts and transcripts.

InfoTrac Student Edition

InfoTrac Student Edition is designed to handle student requests and delivers results for both wide-ranging and narrowly targeted searches. *InfoTrac Student Edition* provides age appropriate content that high school curriculum demands, teachers require, and students enjoy. *InfoTrac Student Edition* contains more than 1,900 full-text titles, more than 22 million articles that are updated daily, hundreds of maps, and a homework-helping toolbox.

Kids InfoBits

Kids InfoBits targets the research needs of students in Kindergarten through Grade 5. Because of the wide age range represented in those grades, *Kids InfoBits* is designed to serve two distinct groups; children in kindergarten through grade two and the more research-savvy kids in grades

three through five. It features a developmentally appropriate and visual graphic interface, a subject-based topic tree search and full-text, age-appropriate, curriculum-related magazine and reference content.

LitFinder

LitFinder is a constantly growing collection of poetry, short fiction, novels, play, speeches, and essays that covers classic, most studied, and contemporary works. The flagship of Gale's full-text collections of literary works, LitFinder brings the works in today's literary canon—and those aspiring to it—online, in an easy-to-use database. The works and citations available in LitFinder cover all time periods, are international in scope, and are chosen as most-studied and representative of the time period they represent.

Literature Resource Center

Literature Resource Center offers up-to-date biographical information, overviews, full-text literary criticism, and reviews on more than 130,000 writers in all disciplines, from all time periods and from around the world. Its materials support interdisciplinary approaches, information literacy, and the development of critical thinking skills.

National Geographic Magazine Archive, 1888-1994

National Geographic magazine is the official journal of the National Geographic Society. This award-winning, iconic magazine is famous for providing unparalleled, in-depth coverage of cultures, nature, science, technology and the environment. Featuring the complete archive of the magazine to the mid-1990s, National Geographic Magazine Archive, 1888-1994, includes every page and every photograph, all fully searchable through an intuitive interface.

National Geographic Magazine Archive, 1995-Current

National Geographic magazine brings the world of geography to some 60 million readers around the globe each month. With comprehensive, timely articles and legendary photographs and maps, the magazine documents life on our planet and beyond, and interprets the world's sweeping changes through the lens of personal experience. National Geographic Magazine Archive, 1995-Current includes every article of National Geographic magazine from the mid-1990s through the current issues.

National Geographic: People, Animals, and the World

The third installation in the National Geographic Virtual Library series, National Geographic: People, Animals, And the World provides unlimited access to content that attracts, engages and informs students, educators, researchers and general readers.

National Geographic Kids

Engage students and broaden their horizons with reputable, authoritative, and age-appropriate content that brings them the world in a way they've never seen it before. Fun and substantive, National Geographic Kids will take them on amazing adventures in science, nature, culture, archaeology, and space.

National Geographic Virtual Library

National Geographic and Gale, part of Cengage Learning, have partnered to bring vast resources to digital life with our National Geographic Virtual Library. This collection brings together a

complete archive of National Geographic magazine -- every page of every issue -- along with a cross-searchable collection of National Geographic books, maps, images, and videos.

Air & Space and Smithsonian Magazine Archive

Air & Space and Smithsonian Magazine Archive are available for the first time in a combined and fully searchable digital archive! By bringing together the full history of both of these premiere magazines, over 40 years of in-depth and expert coverage of high-demand topics and unique insights into innovation, history, science, technology, the arts, and culture are accessible in an integrated, intuitive display.

Opposing Viewpoints In Context

Opposing Viewpoints In Context answers the call for a better way to explore the most debated topics. This portal delivers a range of perspectives on important issues. Users will find a remarkable compilation of proven reference content---including the award-winning Opposing Viewpoints series from Greenhaven Press--- integrated with the best multimedia available today.

Professional Development (PD) in Focus (from ASCD)

These books are a great value for libraries and career centers. Written in an easy-to-understand yet informative style, this comprehensive series surveys a wide array of commonly held jobs and is arranged into volumes organized by specific industries and interests. Each of these informative books is loaded with up-to-date career information presented in 16 to 25 job articles.

Powerspeak Languages

Powerspeak Languages is a web-based language learning program that is ideal for students, business people, leisure travelers, ESL patrons, and anyone who simply wants to experience the cognitive benefits of learning a new language. *Powerspeak Languages* is available online, 24/7/365 with no need to download any additional software. Each course is custom built and tailored specific to each native language, immersing learners in the unique cultures along the way. Lessons include reading, speaking, and listening exercises.

Professional Collection (on InfoTrac)

Professional Collection is a custom selection of more than 300 full-text journals for educators. The Professional Collection offers balanced coverage for any professional educator in the following disciplines: arts and humanities, child and adolescent psychology and development, drug and alcohol abuse, health/nutrition/fitness, learning disabilities, literature, school law, science and technology, social sciences, and sports/athletic training.

Questia School

Users of Questia High School have 24/7 access to this online collection of 14,000+ copyrighted books, digitized from cover to cover to include full text, and ranked by Lexile level. Each subscriber logs in to his/her personal workspace that includes research tools for advanced searching, book marking, highlighting in six colors, note-taking, and automatic citation and bibliography generation. The American Heritage Dictionary, a thesaurus, and World Encyclopedia are also included.

Rosen Teen Health and Wellness

With comprehensive curricular support and self-help tools on topics including diseases, drugs, alcohol, nutrition, mental health and much more, Rosen Teen Health & Wellness is an instant, online support network secondary students can always turn to. Developed as a resource for teens to find comfort and knowledge regarding their unique personal concerns, Rosen Teen Health & Wellness draws on Rosen's award-winning series, including Coping, Need to Know and others.

Science in Context

Science in Context supports high school curricula and university coursework and features authoritative information for science assignments and projects. From earth science and life science, to space, technology, mathematics, science history, and biography, this curriculum-oriented online experience is designed to boost achievement for students and researchers and assist educators in creating lesson plans and units of study.

Scribner Writers Online

The new Scribner Writers Online is faster, more comprehensive, more convenient and more user-friendly than ever before. Now in eBook format, it provides users with an unprecedented combination of functionality and features: Immediate access to esteemed Scribner literature content, American Writers Collection (36 volumes), British Writers Collection (26 volumes), European Writers Collection (14 volumes), and World and Genre Writers Collection (25 volumes).

Shakespeare Collection

The Shakespeare Collection offers enriched functionality and entirely new possibilities for the study of Shakespeare and his works. The Shakespeare Collection is the subject's most comprehensive and authoritative online resource, bringing together general reference data, full-text scholarly periodicals, reprinted criticism, primary source material and the full-text annotated works from The Arden Shakespeare, the world's most recognized scholarly edition.

Student Resources in Context

For a generation accustomed to using the web to find their answers, Student Resources in Context (SRIC) is a cross-curricular breakthrough. Fostering critical thinking, problem solving, collaboration, creativity and other essential skills, Student Resources in Context features comprehensive, dynamic references and highly relevant multimedia content. SRIC offers easy access to award-winning content based on national and state curriculum standards.

Testing and Education Reference Center

Testing & Education Reference Center (TERC) provides a complete set of tools for planning, preparing for, and taking tests that advance educational, career, and personal goals. *Testing & Education Reference Center* is designed to help students — in high school, graduate school, specialty school and beyond — make future education decisions easier. TERC is loaded with information on colleges, technical schools, practice entrance exams, and certification and professional license exams that show students what to expect and how to prepare for the next level. A resume Builder and Virtual career library make TERC perfect for job seekers by providing examples and tips for the job search. TERC offers one of the largest databases of scholarships and grants to assist students in funding their education.

Twayne's Authors Online

Twayne's Authors Online offers in-depth introductions to the lives and works of writers, the history of influence of literary movements, and the development of literary genres. Entries also provide critical interpretations of the lives and major works of authors and the historical context in which the works were written.

US History in Context

U.S. History in Context delivers comprehensive, contextual, media-rich search results from one of the most extensive online collections of historical information available. Providing a complete overview of U.S. history that covers the most-studied events, decades, wars and conflicts, political and cultural movements, people, and more, UHIC is aligned to state and national curriculum standards.

World History in Context

World History in Context delivers comprehensive, contextual, media-rich search results from one of the most extensive online collections of historical information available. Providing a complete overview of world history that covers the most-studied events, periods, cultures and civilizations, world religions, wars and conflicts, political and cultural movements, people, and more, World History In Context is aligned to state and national curriculum standards.

Gale Virtual Reference Library (GVRL)

Gale Virtual Reference Library (GVRL) is an intuitive search platform with an engaging graphical user interface to search authoritative eReference and monograph titles on multidisciplinary subjects published by Gale and more than 140 premiere publishing partners. GVRL is a single source for eReference and monographs aimed at the needs of students, researchers, professionals and general readers. GVRL is the winner of Library Journal's 2012 Best Overall Database award.



Standard Print Business Policies

Cengage Learning Business Policies for Print Products apply to this proposal for Gale library resources and will be included in a contract, if awarded. ***All Gale imprints are represented by Cengage Learning FEIN: 59-2124491.***

Shipping

Cengage Learning provides free shipping on Gale orders that exceed \$500, as well as free unattached or attached library processing depending on order value. For further details on pricing and specifications on Library Processing, please refer to the enclosed Business Policies document. Gale will deliver to your location's loading facility but will not unpack and shelf products. Gale's shipping terms are FOB shipping point on all orders.

Library Processing

Library Processing fees are details on our Medialog information sheets. Depending upon dollar value of the order, fees may be adjusted or waived. Library processed orders with unattached processing will take approximately 1 to 2 weeks while orders with attached processing will take 2 to 4 weeks. Books with attached library processing may not be returned. Books with no library processing will be received 7-10 days after receipt of order. Processing details follow this section.

Prices and Discounts guarantee

Standard Discounts are attached. Cengage Learning's Gale catalog prices are generally in effect from January 1 through December 31. Some catalogs may be in effect for a particular month, quarter or may be effective at different periods; pricing and availability is effective for that period only.

Discounts vary by catalog and may change at any time with or without notice. Cengage Learning cannot guarantee prices and discounts and reserve the right to make adjustment. Discounts generally range from 0-70% which may include discounts for standing orders, special promotions, and titles going out of print.

Please refer to www.gale.com for the most current catalogs and discounts as well as new promotions which may be offered for limited periods of time.

Percentage Discounts and Payment Terms

For easy retrieval, Cengage Learning has provided our Discount Schedule by Imprint for your use. This schedule provides discounts offered this year for volume purchase, standing orders, and other promotions. Additional promotions may be found on our company website. Unless otherwise noted, all catalogs reflect discounts from manufacturer's list price. Cengage Learning does not provide early payment (cash) discounts. Cengage Learning terms are net 30 days after receipt of invoice.

Assignment

Cengage Learning shall be permitted to assign this Agreement to an affiliate, a successor in interest or in connection with a change of control or transfer of assets to which this Agreement relates, without the consent of the customer agency.

Vendor Non Performance

If Cengage Learning is unable to provide products and unable to perform contract and the participating agency elects to purchase products from other sources, or wishes to deduct charges from existing invoice total due at that time, Cengage Learning is not responsible for any difference between contract and actual price.

Catalogs

Catalogs for all Gale imprints are available 24 hours a day, every day online at www.gale.cengage.com/customer_service.

Order Delivery Timeframe

Gale will deliver 100% of all in-stock, unprocessed (or unattached processed) items within 30-days after receipt of order (ARO); average delivery time is approximately 7-10 days. Processed/cataloged (with attached processing) items (please see Gale Cataloging Service document) are delivered on an average of 2-6 weeks ARO.

Approval Policy

In the U.S. and Canada, all Gale products are available on an approval or trial basis. Please contact your Gale Representative for details.

To Place an Order

Orders (except orders prepaid with a check) can be placed via mail, phone, fax or e-mail as follows.

Print products may also be ordered at the Online Order Center at:

www.gale.cengage.com/customer_service

Credit card orders and prepaid orders with a check may be placed by remitting to:

Gale

P.O. Box 95501

Chicago, IL 60694-5501

Phone: 800.877.GALE (4253) (press 2)

Fax: 800.414.5043

printorders@cengage.com

Cengage Learning accepts VISA, MasterCard, American Express and Discover for Gale orders.

To place an order using a purchase order, remit to:

Gale

Print Order Support

27500 Drake Road

Farmington Hills, MI 48331-3535

Phone: 800.877.GALE (4253) (press 2)

Payments may also be made with Electronic Funds Transfer.

Harris Trust and Savings Bank

311 West Monroe (60606)
P.O. Box 95501 (60694-5501)
Chicago, IL
Account #265-887-0 ABA routing number is 0-710-00-288

Free Shipping and Handling on Prepaid Orders

Shipping and handling is free in the U.S. and Canada whenever you prepay your order.

Invoices

Our practice is to provide one copy of the invoice at time of shipment (specifically, if the ordering and receiving individuals are the same, the invoice is included in the shipment, only; if the ordering and receiving individuals differ, a packing slip is included in the shipment, and an invoice is mailed to the ordering individual). For additional copies of your invoice, please contact our Customer Service Department or refer to Gale's Order Center.

Payment Terms

Payment terms are Net 30 Days. Gale does not offer early payment or cash payment discounting.

Prices

Please note: Prices are subject to change at any time, with or without notice.

Customer Service

Call: Monday - Friday, 8:00 a.m. to 7:00 p.m. EST 800.877.GALE (4253) (press 3)
Fax: 877.363.4253 (GALE)
E-mail: gale.customerservice@cengage.com

Customers Outside of the U.S. & Canada

To place an order, make an inquiry or obtain customer service, visit www.gale.cengage.com/world for a listing of our Sales Offices and Distributors.

Technical Support Services

Call: 24 hours a day, seven days a week 800.877.GALE (4253) (press 4)
Fax: 800.676.2345
E-mail: gale.technicalsupport@cengage.com

Electronic Search Assistance

Call: 24 hours a day, seven days a week 800.877.GALE (4253) (press 5)
Fax: 800.676.2345
E-mail: contentqa@cengage.com

Gale's Order Center

The Gale Order Center offers you a quick and easy way to order online, track shipments, print invoices, or determine how many cartons will arrive in a future shipment. Register for a user name and password at www.gale.cengage.com/customer_service. This service is available 24 hours a day, every day.

Return Policy

Customers have 30 days from the date of invoice to decide if the titles they have purchased meet their needs. To return a title, please send it to:

Cengage Distribution - Location 04
10650 Toebben Drive
Independence, KY 41051 USA

Gale does not pay return shipping. Products should be returned undamaged and shipped via traceable means. Please include a copy of the packing list indicating quantity, title and invoice number. Returns will be processed in 6-8 weeks. If products are received damaged, please contact our Customer Service Department for an immediate replacement. The District is not required to return damaged products.

Returns Credit Policy

General Terms

- Customers are allowed 30 days from invoice date for full credit. This is also stated on the invoice, marketing materials and Gale’s web site.
- Gale does not pay for return shipping unless the return is due to a Gale error.
- Product must be returned undamaged and shipped via traceable means.
- No credit is issued for damaged or out-of-print products (books processed by a library are considered intentionally damaged).
- Full return credit is issued for any item sent by Gale in error or in damaged/defective condition. For damaged/defective books, the title page is returned and customer sent a replacement.

No Credit Allowed

- Custom editions are non-returnable
- Opened CD-ROMs and CD-Mods are non-returnable and credit will not be issued without approval from the Customer’s Account Executive.
- International customers (excluding Canada) are not granted return privileges without the prior consent of Gale VP Controller.
- Return Location
- All customers should provide advance notice of pending returns that exceed 10 or more books to receive prompt and accurate credit.

Stock

Gale stock consists of approximately 15,500 active individual titles, with a total of approximately 6.5 Million units.

Delivery Times

Please specify delivery times at the time of order.

Stock Unavailability Notices

Gale does not send notices of out-of-print titles; however, all Out-of-Print (OP), Out-of-Stock (OS) and Not-Yet-Published (NYP) books are noted on the invoice.

Packing Slips & Invoices in Alphabetical Order

Items on packing slips and invoices appear in the order in which they are entered. If you require the packing slips and invoices to be arranged in alphabetical order by title or author, please list your product needs accordingly.

Additionally, if you require multiple copies of invoices be sent to your location(s) please note this upon order placement.

Shipment Information

Gale shipments include the following information: Return address (Distribution Center), Ship To address, Order number, Purchase Order number, Date of shipment, Box # of #, and other additional information (i.e., if shipped via UPS, the UPS method, tracking number, etc.). In addition, the box that contains the invoice (packing slip) is clearly indicated.

www.GaleSchools.com

Visit www.galeschools.com (our 5-star rated* web site for the teaching community) for more information on Gale's K-12 Resources for Teachers, Media Specialists, Administrators, Students and their parents.

**Gale brand Products
Discount Programs by Imprint**

Imprint	Disaster Discount	Volume Discount	Foundation Opening Day Collection	Librarian's Choice	Editor's Choice	Standing Order	Choice Plans
Five Star Quarterly				15% for 24 books/year 18% for 48 books/year 20% min 100 titles/year		25% for either 2 or 4 titles from Five Star Special Plans	15% - Plan 1: 1 title /mo 15% - Plan 2: 2 titles/mo
UXL	50% on previously purchased titles		20% on \$2,500 - \$4,999 25% on \$5,000 - \$9,999 30% over \$10,000 10% UXL over \$1,000			15% on each new title	
Kennebec (Thorndike)						40%	
Thorndike Large Print Monthly Catalog				15% Program 1 (24 /yr) 18% Program 2 (48 /yr) 20% Program 3 (100 / yr)	Hard Covers: 15% Plan 1 (12 /yr) 15% Plan 2 (24 /yr) 20% Plan 3 (36 /yr) 20% Plan 4 (48 /yr) 20% Plan 5 (60 /yr) 20% Plan 6 (72 /yr) 20% Plan 7 (84 /yr) 20% Plan 8 (96 /yr)	Discount varies from 15-40% dependent on plan/imprint chosen	
Greenhaven, Lucent, KidHaven	50% on previously purchased titles	20% (1-24 books) 25% (25-49 books) 25% (50-99 books) 30% (100+ books)	30% off list			25%	
Greenhaven Press	50% on previously purchased titles	20% (1-24 books) 25% (25-49 books) 25% (50-99 books) 30% (100+ books)	30% off list			25%	
Gale General Catalog	50% on previously purchased titles		20% on \$2,500 - \$4,999 25% on \$5,000 - \$9,999 30% over \$10,000 10% UXL and Oceano over \$1,000			Premium Plan - 25% & 10 free eBooks Basic Plan - 15% First Time Plan - 30%	

**Peggy Williams, Manager—ext. 8859
Karen Whyte, Service Rep—ext. 8718
Fax Number: 1-877-363-4253**

GALE Cataloging and Processing Service

Ordering Information

Gale is pleased to offer library services such as catalog card kits, MARC records, spine labels, bar code labels, Mylar covers reading program labels and security system products. Attached or unattached processing is available. Please review the specification form, select the items required and submit this form with your Purchase Order. If you already have your specifications documented you may forward that document with your order. Should you have any questions regarding cataloging/processing services, please call your Gale Representative at 1-800-877-GALE.

Turn-around timing

Library processing must be requested with your order. Unattached processing will arrive within one to two weeks. Allow two to four weeks for attached processing. Books with attached library processing may not be returned.

BILL TO:

Gale Account # _____
 Institution _____
 Address _____
 Address 2 _____
 City/State/Prov. _____
 ZIP/Postal Code/Country _____
 Attention _____
 Phone _____
 Fax _____
 E-mail _____

To serve you better

After completing this form, please review your information to make sure all applicable sections are completely and accurately filled out. This will allow us to process your order efficiently.

Criteria

Elements of bibliographic description are transcribed according to AACR2R; cataloging is available with Sears, LC and LC Children's subject headings; call numbers are derived from the Abridged Dewey Decimal Classification--Library of Congress Classification is not available at this time. Full MARC data in MicroLIF format is available for Macintosh and Windows systems. All spine, bar code and reading program labels come with protectors

SHIP TO:

Gale Account # _____
 Institution _____
 Address _____
 Address 2 _____
 City/State/Prov. _____
 ZIP/Postal Code/Country _____
 Attention _____
 Phone _____
 Fax _____
 E-mail _____

Gale Bundles

Please choose one of the following bundled service offerings alone or in combination with the a la carte items listed below.
When selecting a bundle, complete the specifications for each item included in that bundle.

Unattached Processing Bundle I - \$1.00/book

- Includes a Spine label, Barcode, & Marc Record Unattached for each book.

Attached Processing Bundle II -\$1.50/book

- Include a Spine label, Barcode, & Marc Record Attached to each book.

Attached Shelf Ready Bundle III - \$2.00/book

- Includes a Spine Label, barcode, Marc record, Theft detection (3m or checkpoint only) for each book.

Attached Shelf Ready Bundle IV - \$2.00/book

- Includes a Spine Label and an RFID Tag for each book. (Bundle does not include marc record, theft detection, or barcode due to overlapping with RFID device.)

A la Carte Items

Spine Labels only

- Unattached - \$0.25/book
- Attached -\$0.40/book
 - 2 inches from bottom of book
 - ____ inches from bottom of book

Property Label/Stamp

- Unattached label -\$0.25/book
- Attached label - \$0.40/book
 - Placement (specify) _____
- Stamp
 - I will provide my own -\$0.10/book
 - Gale will customize -\$0.15/book
 - Inscription: _____
 - Placement: _____

Cataloging & Packing

- Catalog sets as 1 record
- Pack in Dewey order - \$0.07/book
- Include Dewey packing list - (no charge)

Book Covers

- Colibri covers -\$1.60/book
- Kapco Covers -\$2.05/book

Security System Products

- Attached -\$0.50/book
- Unattached -\$0.50/book

Format – please check one:

- 3M Magnetic Strip
- Check Point: Frequency _____
 - Plain Tag
 - Date Due Tag

RFID tags

- Includes tag, tag cover, application, & tag programming.

- Attached -\$1.65/book
- Unattached -\$1.65/book

Frequency Type: Check one

- Checkpoint ILS RFID
- ITG Apex RFID
- 3M's D7 RFID
- Placement: _____

Call Number Specifications

Reference prefix above Dewey (**circle one**):

R Ref REF

Non Fiction	Dewey + 3 letters of Main Entry
Other:	_____
Fiction	F + 3 letters of Main Entry
Other:	_____
Easy Books	E + 3 letters of Main Entry
Other:	_____
Story Collections	SC + 3 letters of Main Entry
Other:	_____
Individual Bio	92 + 3 letters of Biographee Entry
Other:	_____
Collective Bio	920 + 3 letters of Main Entry
Other:	_____

- Classifications in all CAPS (ABC)
- Classifications first letter only CAP (Abc) {Default}
- Font size for spine labels:
 - 9 pt (default)
 - ____ Pt (between 9 pt and 16 pt)

Subject Headings

- Use Sears subject headings
- Use Library of Congress subject headings (LCSH)
- Use Library of Congress Children's subject headings on juvenile titles, LCSH otherwise
- Use LCSH, but omit juvenile subdivisions (no juvenile literature, etc.)

Other Specifics



Company Name Change

April 10, 2013

Dear Valued Customer,

I am writing to you today to let you know that Gale has undertaken an internal change to its legal entity by merging the corporation into another Cengage Learning legal entity. As you know, Gale was functionally integrated into Cengage several years ago. This action amounts to a legal formalization of that event.

Effective March 1, 2013 Gale's legal name became Cengage Learning, Inc. Our tax ID number is now 59-2124491 and all W-9's will reflect Cengage Learning, Inc., as the company with which you do business. In addition, for our Canadian customers, our GST remittance number has also changed, and is now 140748831 RT0001. Accordingly, as of May 1, 2013, all Gale invoices will reflect the new FEIN, GST remittance number, and name.

As a valued partner, I want to make sure that you are aware of this effort. I also want to assure you that there are no changes to any of your contacts for sales, order support, and customer service.

Please feel free to contact me with any questions. I appreciate your cooperation.

Best regards,

Angie Schilling
Vice President Accounting & Management Services
Cengage Learning
5191 Natorp Blvd, Mason, OH 45040
(o) 513-229-1717 | (e) angie.schilling@cengage.com