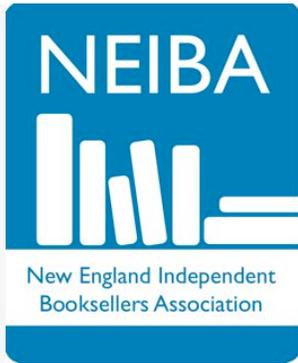


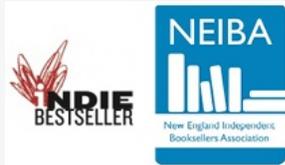
From: **New England Independent Booksellers Association (NEIBA)** nan@neba.org
Subject: This Week from NEIBA: ABACUS Survey
Date: June 13, 2018 at 11:17 AM
To: nan@neba.org



View email in your browser [Click here](#)



NEIBA Best Sellers



Click [here](#) to see our weekly regional indie best seller list.



NEIBA News June 13, 2018

**Wonder if there are any
Scholarships available for
booksellers?**

[Check the NEIBA web site!](#)

We will add to it and update deadlines, etc. as we hear of new scholarships. In August we'll add the various Fall Conference Scholarships that will be available too!

Notes From the NEIBA Advisory Council

**Keeping a Sense of Humor in the Book Store
(Special Orders Edition)**

Everything has limits, but for our store the shelf space, coupled with no storage, restricts our available inventory to about 18,000 books. Obviously we cannot stock every book that might be desired by a random customer visiting or calling the store. However, five days a week we place two electronic orders for overnight delivery (when everything goes well). To accommodate the customers who would like a title not stocked or temporarily out of stock we place a "special order" with the promise to provide the book the next day in most cases. Our mantra is "We're faster than Amazon, and we don't lie."

How we keep track of special orders proceeds on two paths. Our POS system (Anthology) provides a method for entering the details of the special



Fill Out the ABACUS Survey to Earn an Extra Spot at Winter Institute

Friday, June 15 is the deadline to participate in the annual ABACUS financial independent bookstore survey.

Bookstores that have never submitted to ABACUS that participate in ABACUS-17 will this year have the option of registering an additional staff person for the upcoming Winter Institute, set for January 2019 in Albuquerque, New Mexico.

ABA member bookstores can begin the submission process by going to www.ABACUSbenchmarking.com.

NAIBA GLIBA NEIBA regional holiday catalog group 2018

*** DETAILS**

- Up to 12,000 catalogs per member store are FREE and all orders include shipping.
- Quantity over 12,000 may be purchased for \$25 per 2000.
- Minimum order quantity is 200 catalogs.
- Members of 2,000 catalogs may be ordered for requests.
- Order is limited to 12,000 total catalogs for one book order.
- Target date for catalog delivery is November 1, 2018.

DEADLINES

ORDERS DUE August 3, 2018

PAYMENTS DUE August 24, 2018

*We reserve the right to limit the number copies or quantity of orders due. Free catalogs are available to members in good standing of NAIBA, GLIBA or NEIBA. Dates and quantities are subject to availability.

BOOKSTORE INFORMATION

STORE NAME: _____
 CONTACT: _____
 ADDRESS: _____
 CITY, ST, ZIP: _____
 PHONE: _____ FAX: _____
 EMAIL: _____
 SIGNATURE: _____ DATE: _____

CATALOG INFORMATION

FRONT COVER ONLY Free up to 12,000/catalog
 Full Catalog \$25 per 2000
 ADDITIONAL COPIES _____
 JUNE 15, 2018 _____
 TOTAL CATALOGS: _____ TOTAL DUE: \$ _____

SHIP TO BOOKSTORE

CONTACT: _____
 PHONE: _____
 FAX: _____
 ADDRESS: _____

SHIP TO NEWSAGENT/OTHER (for multi-state bookstores please include additional copies)

CONTACT: _____
 NEWSAGENT NAME: _____
 NEWSAGENT ADDRESS: _____
 PHONE: _____
 NEWSAGENT CARRIER: _____

IMPRINT INFORMATION

No Imprints
 No Imprints and from 2017
 Imprints and from 2017
 Local and national ready-to-ship
 Custom cover orders must be ordered at least 4 weeks in advance of publication or are subject to the subject line
 Local single-copy orders must be ordered at least 4 weeks in advance of publication or are subject to the subject line
 Custom cover orders must be ordered at least 4 weeks in advance of publication or are subject to the subject line

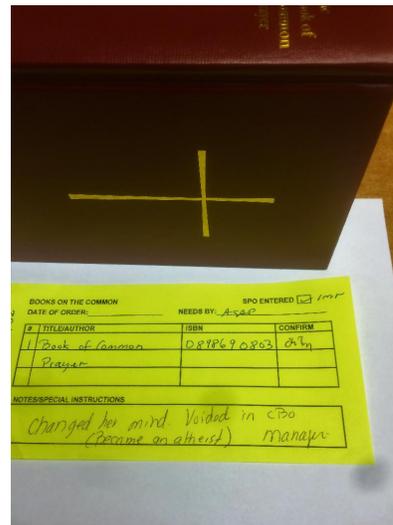
*Catalogs are in color. Imprints are black and white.

order (customer name, phone number, book ISBN, and title) and the easy placement of the order on the purchase order to be sent electronically that day.

However, not entirely trusting all to technology, we have a redundant system to track the special order known as the "yellow slip." These analog devices (pieces of colored paper—imagine! Yellow—upon which the staff writes the information for the "special order") shadow the order from its placement, to the receipt of the book and then are inserted into the "special" books on a dedicated shelf near the register, awaiting customer pick-up.

We are very happy to accommodate our customers' needs by placing special orders since one of the goals and satisfying aspects of our enterprise is to unite readers with the books they want. However, it is somewhat annoying when, after this effort has been made, the customer does not wish to purchase the book that we have so diligently tracked down and produced for them.

I have been known to show my annoyance at this form of rejection from time to time when the reason for rejection seemed lame or if I focused too much on the additional work required to return the unwanted item. One day I happened to see on the return shelf a copy of *The Book of Common Prayer* which I had recently (and skeptically) ordered for a customer, not an item that could be put on the shelf in our shop in the hopes of attracting another buyer. Of course I groaned until I saw the annotated "yellow slip" shown below.



Is it possible that the customer had a vision or a change of heart over the weekend and lost her faith? Or was it just an attempt on the part of the staff to stifle my groan of rejection? It doesn't matter—it still makes me laugh and sometimes recalling this one helps me to get over my annoyance with those "not wanted" special orders.

~ Darwin Ellis, [Books on the Common](#),
Ridgefield CT

New England Independent Booksellers Association, 1955 Massachusetts Avenue,
#2, Cambridge, MA 02140

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