



Dear Valued Customer:

Baker & Taylor's YBP Library Services is both privileged and proud to have the opportunity to serve the collection development and acquisition needs of your institution. Through a long-held core commitment to superior customer service, combined with a desire to deliver services that address your current and future needs, we trust that we have met your expectations – and we will continue to strive to do so.

Of course, no business relationship can be successful without open and effective communication. Today is one of those occasions, as we share with you some important and exciting news about our organization.

Effective December 4, 2009, Baker & Taylor, the parent company of YBP Library Services, and Blackwell have entered into a partnership to better serve their academic library customers worldwide. Under this new arrangement:

- Baker & Taylor has acquired Blackwell North America and James Bennett in Australia. Baker & Taylor's YBP Library Services will be responsible for meeting the collection development and acquisition needs of libraries that until now were served by Blackwell and James Bennett in the Americas, Asia, the Middle East and Australia/New Zealand. All aspects of YBP Library Services customer service will be provided from our New Hampshire office.
- Blackwell will assume responsibility for meeting the collection development and acquisition needs of libraries in the United Kingdom, Europe and Africa. This includes libraries in these regions that were until now served by YBP Library Services.

Blackwell and Baker & Taylor's YBP Library Services approach this agreement with great enthusiasm. Each organization brings tremendous value to the other, which will ultimately benefit all of our customers worldwide. Our two organizations share a common philosophy and approach to business that is based on open communication, customer-driven collection development, technical support and a vision for delivering electronic content into the future. In addition, we look forward to soon offering YBP Library Services customers additional services that were previously available only to Blackwell customers.

Rest assured that you will receive the superior service and support throughout this transition that you have come to expect from YBP Library Services. For customers that have both Blackwell and YBP Library Services accounts, our organizations will work closely together to ensure that your needs are addressed with timeliness and precision.

In the weeks ahead, you will regularly hear from us with detailed updates on the progress of this business integration.

Again, thank you for your trust, confidence and the opportunity you have granted us to serve your institution.