



EXECUTIVE SUMMARY

Demco Quick Facts

Headquarters: Madison, WI

Distribution & Manufacturing Center: DeForest, WI

Specialties: Library Operations, Technology, Spaces, Reader and Community Engagement

Founded: 1905

Website: demco.com

The Mid-Atlantic Library Alliance can rest assured that Demco is the right organization to provide Library Supplies. Your members receive great value without risk. Our belief is to add value to every product we offer customers and to make interactions with us rewarding and satisfying. From our perspective, libraries’ and schools’ work is paramount in shaping our society. As such, we have a strong, self-imposed mandate to best serve these markets, and foster learning and education.

As proof of our company’s financial strength, stability and versatility, we have proudly been serving libraries and schools since 1905. As a visionary leader, we anticipate and proactively address market trends, such as technology, community engagement, spaces and reading engagement. Our product mix continually evolves to meet customers’ needs, and in many cases, we provide the solutions customers need before they even know they need them.

Solutions for All Your Needs

With Demco, MALiA gains the strength of a diverse family of products and services — all focused on your success. We’ve harnessed a unique collection of capabilities to provide solutions based on the evolving opportunities facing libraries today and in the future. From supplies to innovative library spaces, we’re here to help you create an imaginative learning environment that is full of possibilities.



Vision

To be the #1 source for solutions to support lifelong learning and enrichment. Demco listens deeply, observes intently and partners to provide innovative products, superior service and exceptional value.

Purpose

Demco exists to provide the solutions and services that library and education communities need to succeed.

Values

Every Demco employee is personally responsible for and committed to these core values and beliefs.

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| Integrity | Long Term Customer Relations | Innovation | Performance Excellence |
| Continuous Improvement | Personal Accountability | Teamwork and Support | Work and Life Balance |

Successfully living these values and working to fulfill our purpose creates the best outcomes for you as a potential Demco customer. Ultimately, our goal is for every customer to be pleased with their orders and delighted in their experiences working with Demco. On a broader scale, it is our hope to positively impact the world because of how we conduct business and the learning environments that we support.



WHY DEMCO?

There are several areas that differentiate Demco from competitors that will prove advantageous for the MALiA members. These include the following:

Ongoing Savings

Demco has established strong relationships with vendors and suppliers and also produces some of our own product lines. As such, we are able to effectively negotiate and maintain lower pricing. Web-only specials, clearance discounts and other promotions also benefit customers. Our online checkout cart and ordering system automatically apply the best price for customers based on current sales and contract details.

Returns and Exchanges

Demco stands behind our products. If your members are not satisfied with an order, you may return or exchange a qualifying item* within 6 months of your invoice date. Furniture, special orders, custom products and international orders cannot be returned or exchanged unless you receive them damaged or defective. Anything that has been engraved or imprinted is not returnable. Your Demco contracts team as well as our Customer Service department are available to assist your members with orders, returns or exchanges.

Most Comprehensive Library Offering in the Industry

With an extensive family of solutions, Demco offers the best selection of leading-edge products, resources, services and supporting technologies to meet MALiA's current and future needs. Plus, with an ever-growing network of suppliers and over 4,000 new products added in the last year, Demco is well positioned to continue offering the broadest selection of products at great prices.

Our position in the industry, dedication and company size also give us the resources to undertake initiatives to better serve customers. From proprietary Demco product lines to developing new products based on customer input, you gain access to customized and proven solutions otherwise unavailable to you in the marketplace.



Designated Contract Team

Another Demco strength is being able to precisely execute your vision. We work tirelessly with all stakeholders to ensure your contract does exactly that. Regional representatives and knowledgeable internal staff are available every step of the way. And, your contract rollout project isn't finished until every element is completed to your satisfaction. Our professional staff will work tirelessly with you to keep implementation, orders and budgets on track.