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Hard-to-Obtain Books?
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LIBRARY SERVICE
Won't Take "NO"
For An Answer

We do not accept publishers' OP, NOP, and TOS reports without further research to determine their validity. Our research specialists are dedicated to locating hard-to-obtain titles. Their efforts consist of:

1. Verification of customer's information in BIP, Forthcoming Books, OP-OSI, CBI, etc.
2. Telephone confirmation from the publisher when there is evidence of availability.
3. Query the library when order information is in doubt.
4. Searching the market for out-of-print titles.
5. Checking for titles available in the U.K. which are often declared out-of-print in the U.S. Obtaining these books is part of our goal of "maximum fulfillment."

By diligent research we are able to locate many book orders that would otherwise be lost due to publishers' bad reports, inadequate research, or database dead-ends. Our researchers take over the hunt for titles where computers leave off. We will not cancel an order until we determine that a book is truly unavailable.

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