



Dear Valued Customer,

As information surrounding the Coronavirus (COVID-19) continues to develop, we hope everyone is taking care as needed. The health and safety of our employees and greater Blackstone community remains our top priority. We are following guidelines as outlined by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), as well as local and national government organizations.

Here at Blackstone, we will continue offering the services you have come to rely on. Our team will largely be working remotely during this time, with a small crew continuing to operate our production facility. While it is not quite business as usual, your services will continue as usual.

We understand that in response to COVID-19, many libraries will be closing physical branches to comply with recommended safety practices. Please know that Blackstone is prepared to respond to your needs and provide support during this challenging time.

Should you need to temporarily suspend or redirect shipments, please contact us at [LibraryServices@blackstoneaudio.com](mailto:LibraryServices@blackstoneaudio.com) or 1-800-621-0182 (M-F, 7 am to 5 pm Pacific) and we will be happy to accommodate those changes.

During this time you may expect the following:

- All orders (digital and physical) will continue to be honored without interruption.
- For the protection of our customers and employees, our physical shipping facility is taking every precaution necessary to ensure the highest quality of sanitation practices.

While we continue to welcome your orders, we understand if you need to temporarily delay or suspend ordering. For customers currently on a monthly or seasonal SOP plan, we will provide additional time to fulfill your obligations. Should you wish to obtain additional support for selecting titles or make any adjustments to your plan, please contact your Territory Manager.

All of us at Blackstone extend our deepest gratitude and best wishes to you and your library.

Take care,

Josh Stanton, CEO of Blackstone Publishing