

NEIBA Supports NAIBA Proposal Re: Upgrades for IndieCommerce

From: **Suzanna Hermans** <suzanna@oblongbooks.com>
Date: Mon, Aug 10, 2015 at 12:36 PM
Subject: A Letter from the NEIBA Board Re: IndieCommerce

To the ABA Board of Directors,

We, the Board of Directors of NEIBA, are writing to you in strong support of the NAIBA letter to the ABA Board about IndieCommerce.

It appears to us that, despite the valiant efforts of the ABA staff, the organization is under-investing in its digital initiatives, despite the growing importance of such initiatives to the membership. What is particularly striking is that, almost one year after a major IndieCommerce infrastructure upgrade, we still lack a number of important features that were available prior to the upgrade and we would be hard pressed to identify any significant features that have been made possible by the upgrade. Lost features include advanced search for customers as well as several administrative features the loss of which means processing orders is now more complicated. In other words, while our competition has moved ahead, we have lost ground.

Another source of concern and an indication of under-investment is the lack of transparency in our digital efforts. For example, we have never seen release notes, a list of bugs, or a schedule for the release of new features. Such documents have been standard in industry for decades.

None of this should be interpreted as criticism of the IndieCommerce technical staff. Our experience with them has been excellent. IndieCommerce is critical to our business. We have to invest so that the product we offer is competitive in the market.

We look forward to hearing from you on this issue that is so important to our mutual memberships.

Sincerely,
The NEIBA Board of Directors

Suzanna Hermans, Oblong Books & Music, President
Gillian Kohli, Wellesley Books, Vice President
Joshua Christie, Sherman's Books and Stationery, Treasurer
Anne DeCoursey, HarperCollins
Courtney Flynn, Trident Booksellers and Cafe
Nancy Scheemaker, Northshire Bookstore
Vicky Titcomb, Titcomb's Bookshop

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Suzanna Hermans
Oblong Books & Music
6422 Montgomery St. Suite 6
Rhinebeck, NY 12572