

This is an email template that one library has used when they see that a patron has holds on an item we will not be purchasing because of the Blackstone boycott. The email does need to be sent manually to each patron, but the response thus far to this kind of proactive communication has been positive.

**Subject:** [Title] by [Author]

Hello, [patron],

I'm contacting you today about an eAudiobook you have on hold through OverDrive (Libby or the Washington Anytime Library). You may have noticed that your current projected wait time for *Outfox* by Sandra Brown is quite a bit longer than usual.

This audiobook was produced by Blackstone, a publisher that has recently chosen to prohibit libraries from purchasing some of their materials, in an effort to drive up private sales. Libraries across the country have responded by choosing to boycott Blackstone eAudio products. As part of this group, [library name] has taken a stand to protect your investment in our community library and not buy more Blackstone eAudio products. You can read more about the boycott [here](#) [link to information online].

This is the reason your wait time for *[title]* is so long. The library does offer other formats for you, though, with much shorter wait lists. Please let me know if you need help placing a hold on any of these items! At this time, you can place a hold on the [\[format linked to catalog\]](#) version. The [eBook \[link to OverDrive\]](#) is also available through OverDrive, through a different publisher, so the wait time is more reasonable. If you are interested in another format, please let me know.

If you do access this title in one of the other available formats, please remember to cancel your current hold on the eAudio format.

Please don't hesitate to let me know if you have any questions about the Blackstone boycott or other publisher decisions.

[Staff member name]