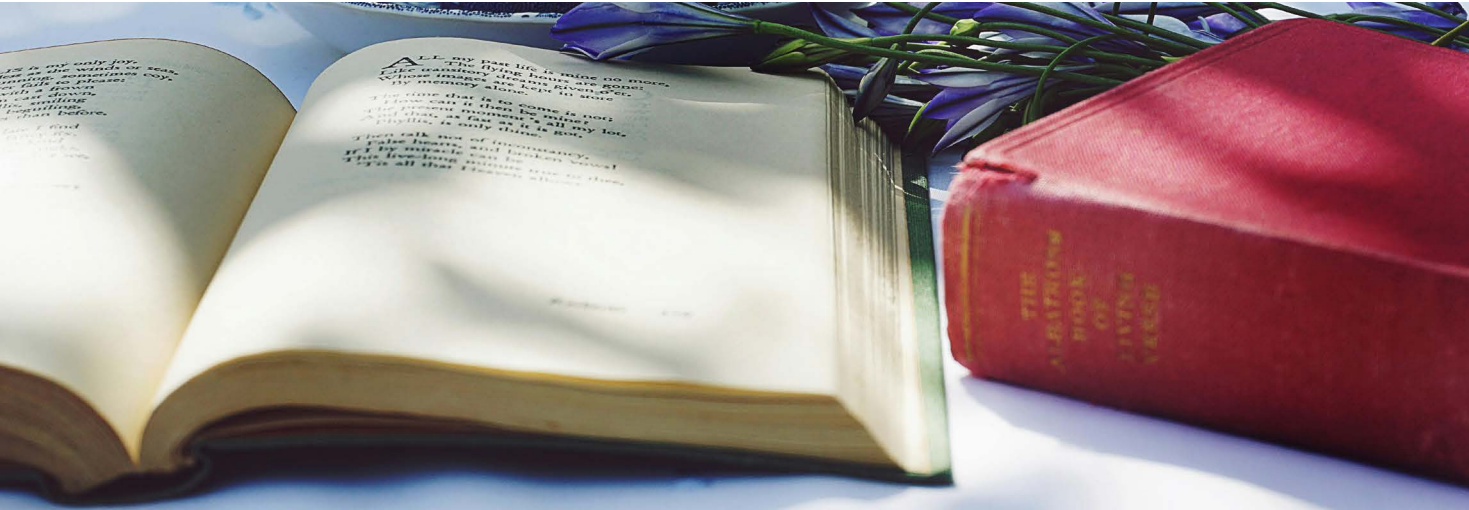




COVER TO COVER

An LBS Newsletter
Spring 2024





ENHANCED CAPABILITIES REINFORCE OUR COMMITMENT TO EXCELLENCE

Slitting, Rewinding, and Sheeting are Just the Beginning

As the leading distributor in the industry, we understand the importance of offering not just products, but comprehensive solutions tailored to your unique needs. From cover materials to adhesives, and everything in between, we serve as your one-stop shop for all bookbinding essentials. But our dedication doesn't stop there. We continuously strive to innovate and expand our offerings and capabilities to better serve you.

One of our key strengths lies in our specialized capabilities, including slitting, rewinding, and sheeting services. This means that we can customize materials to your exact specifications, providing you with unparalleled flexibility and efficiency in your production processes. Our **precision slitting capabilities** allow us to slit master rolls down to rolls as narrow as 3/4 inch wide. New equipment allows us to provide even faster turnaround times on our slit materials.

We understand the importance of streamlining production processes in your bindery. That's why we offer value-added services, such as **marking the head and tail of capping materials**, facilitating seamless integration into your bindery's workflow.

Additionally, we offer our cover materials in various formats, including **full rolls, slit rolls, and sheets**, providing you with maximum flexibility to meet your specific project requirements. Whether you need large bulk quantities or smaller, customized sheets, we have the perfect solution for you.

At LBS, we are not just suppliers; we are your trusted partners in success. Our team is dedicated to providing you with superior products, unparalleled service, and innovative solutions to help you thrive in today's competitive market.

BOARD DEEP DIVE

Understanding the Role of Board in Book Manufacturing and Packaging

In the realm of book manufacturing and packaging, the choice of materials plays a pivotal role in determining the quality, durability, and aesthetic appeal of the final product. In this article, we delve into the differences between popular board types, the density requirements for textbooks, and the factors to consider when selecting a board for a project.

Graphic Board:

Graphic board is a versatile material widely used in various applications including book covers, packaging, and promotional materials. It is typically made from layers of 100% recycled paper that are compressed and adhered together to form a rigid and sturdy sheet. Graphic board comes in different grades and calipers, offering flexibility in design and functionality. It is commonly chosen for its smooth surface, printability, foldability, and cost-effectiveness. The LBS Graphic Board offering includes classic Graphic Board, Eurowhite One-Side Graphic Board, and Premium Black Board. We also provide a selection of Chipboard, including Black One-Side Chipboard or Solid Black Chipboard.

Spec Board:

Spec board or high-density (HD) board is a heavier and denser type of board specifically engineered for bookbinding and packaging applications that require superior strength and durability. HD board is known for its ability to withstand the rigors of frequent handling, making it an ideal choice for hardcover books, elementary and high school text books, and other heavy-duty packaging solutions. Textbooks are especially subjected to frequent handling, transportation, and storage, requiring a robust cover board that can withstand repeated use without succumbing to wear and tear. This is why NASTA established density requirements of 4.2 or above for the manufacture of textbooks. Our new HD Graphic Board not only meets NASTA specifications, but also displays the smooth surface finish of our popular graphic board.

Specialty Board:

Sometimes a unique project requires a special board. Our specialty boards include Padded Foam Board, Hemp-Infused Folding Board, and Laminated SBS Board in a variety of different sizes and calipers.

Factors When Selecting a Board:

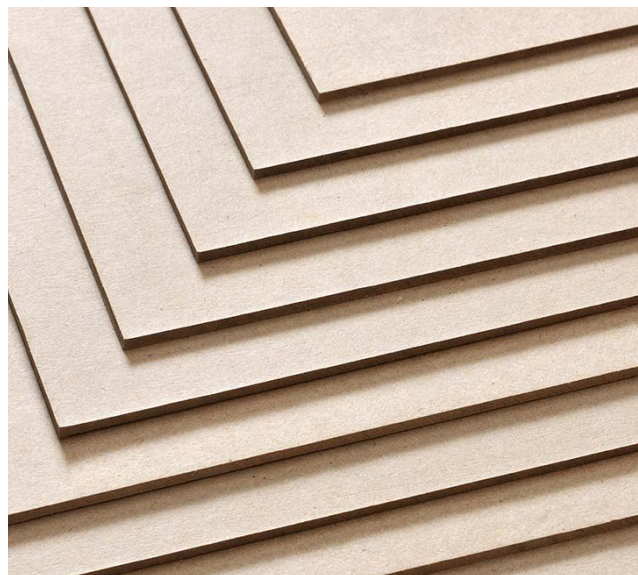
Durability: Consider the intended use of the final product and choose a board that offers the necessary durability and structural integrity to withstand handling, transportation, and storage.

Surface appearance: The visual appearance and tactile feel of the board can be critical for products that require a smooth, even surface.

Budget: Balance the desired quality with financial constraints to select a board that meets the project requirements without exceeding budget.

Caliper & density: Consider the thickness and weight of the board in relation to the final product specifications and printing/bindery processes to ensure compatibility and optimal performance.

In conclusion, by understanding the distinctive characteristics and applications of each board type, manufacturers and designers can make informed decisions to create high-quality and visually appealing products that meet the needs of their target audience.



NAVIGATING ADHESIVE CHALLENGES WITH EXPERTISE: THE LBS APPROACH

In the world of manufacturing, hurdles often arise unexpectedly, demanding swift and effective solutions. Recently, our team embarked on a client visit to address a pressing concern: adherence issues of a woven cover material to board panels. What followed exemplifies our commitment to a consultative approach and tailored solutions, as well as our deep understanding of the various materials involved in the manufacturing process.

At the onset of our visit, we immersed ourselves in understanding the intricacies surrounding the adhesive dilemma. From machine settings to environmental factors, we left no stone unturned. We discovered that adjustments were needed in temperature settings in order to optimize adhesive performance.

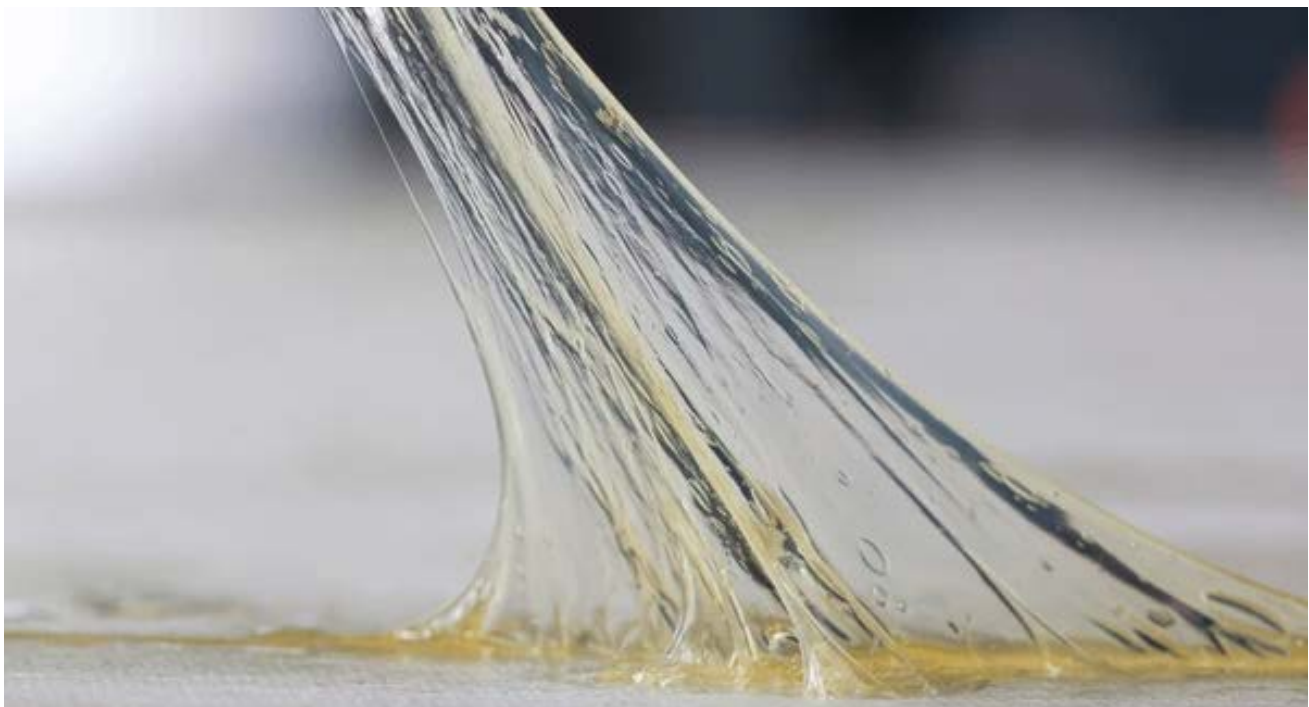
Engaging with the equipment operators, we fostered open dialogue and knowledge exchange. Together, we analyzed data, conducted temperature readings, and monitored the case-making process.

We witnessed a remarkable transformation in adhesive performance by lowering the machine temperatures and adjusting run speeds. Over thirty minutes, significant improvements emerged, with turned edges adhering seamlessly to cover board.

Post-visit, we continued to provide additional guidance and learned that the client was able to achieve notable improvements in operational efficiencies following our recommendations.

Every challenge presents an opportunity for growth. Reflecting on our observations, we gained valuable insights into cloth gluing issues. By dissecting root causes and collaborating on solutions, we pave the way for innovation and continuous improvement.

This client visit exemplifies the LBS consultative approach. Through mutual collaboration, tailored solutions, and unwavering dedication, we turn challenges into opportunities and innovation. At the core of our ethos lies a simple yet profound belief: together, there's no limit to what we can achieve.



MEET THE TEAM

Introducing Patrick Spellman and Jackie Schmieding

Patrick and Jackie, thank you for taking the time to share your thoughts and ideas for LBS. Let's start by discussing your roles at LBS. Patrick, as the Director of Sales Operations, can you give us an overview of your responsibilities and how you contribute to the company's success?

Patrick: Of course, as the Director of Sales Operations, my main focus is on ensuring that our sales processes are efficient and effective. This involves everything from implementing sales strategies to analyzing market trends and identifying new business opportunities. Ultimately, my goal is to strengthen the partnership LBS has with our customers.



Jackie, as the Customer Operations Manager, how do you work alongside Patrick and contribute to the customer experience?

Jackie: Absolutely, my role is closely intertwined with Patrick's. While Patrick focuses on the sales side of things, my responsibility lies in ensuring that our customers have a seamless experience from order placement to delivery. This involves overseeing our customer service team, managing order fulfillment processes, and continuously seeking ways to improve our service offerings. By working closely with Patrick and the sales team, we aim to not only meet, but exceed our customers' expectations.

It's great to hear about the collaboration between your teams. Patrick, with your extensive experience in sales, how do you approach identifying new business opportunities and staying ahead in such a competitive market?

Patrick: It's all about staying proactive and informed. LBS makes it a priority to closely monitor market trends and, most importantly, listen to our customers' feedback. By staying agile and adaptable, we can quickly identify new opportunities and tailor our offerings to meet the evolving needs of our customers. Fostering strong relationships with our existing customers is key to uncovering new opportunities and expanding our business.

Jackie, in your role, what strategies do you employ to enhance the customer experience?

Jackie: Efficiency and customer satisfaction go hand in hand. One of the key strategies we use is leveraging technology to streamline our order fulfillment processes, which allows us to process orders more quickly, ultimately leading to faster delivery times and happier customers. Additionally, we place a strong emphasis on training and development for our customer service team to ensure they have the knowledge and tools necessary to provide exceptional service at every touchpoint.

Is there anything else that you'd like to share with us about your experiences at LBS or your vision for the future of the company?

Patrick: I want to emphasize how proud I am to be a part of LBS. As a 100% employee-owned company, we all have a stake in the company's success, which fosters a strong sense of collaboration and dedication among our team members. Looking ahead, I'm excited to continue driving growth and innovation as LBS continues to learn and educate as the market (products, equipment, business) evolves.

Jackie: I echo Patrick's sentiments. The culture of ownership and teamwork at LBS is truly special, and it's been a privilege to be a part of it. Moving forward, my focus will continue to be on enhancing the customer experience and finding new ways to exceed their expectations.

Thank you, Jackie and Patrick, for sharing your insights and experiences with us today.

You can reach Patrick at patrick@lbsbind.com or 515.299.7425

You can reach Jackie at jackie@lbsbind.com or 515.299.1081

CELEBRATING CHRIS PAXSON'S RETIREMENT

A career driven by dedication and vision

After over 30 years of dedicated service, we're bidding farewell to a cherished colleague, Chris Paxson. From her early days in customer service and sales through responsibilities in purchasing and marketing, to her recent role as Senior VP of Corporate Development and Company Culture, Chris has left an indelible mark on LBS and the people she worked with inside and outside of our organization.

Chris's versatility and passion for excellence have been evident throughout her career. She played a crucial role in transitioning LBS from a family-owned business to an employee-owned one, advocating for our Employee Stock Ownership Plan (ESOP) and empowering our team members.

Her genuine care for every individual in our company and her unwavering dedication to fostering a culture of support and inclusivity have made her a true leader.

As Chris embarks on a well-deserved retirement at the end of March, we acknowledge her countless contributions and wish her nothing but the best in this new chapter of her life. Thank you for everything!



You can reach Chris at chrisp@lbsbind.com or 515.299.1005

LBS HOLIDAYS & INDUSTRY EVENTS

- *BMI Management Conference: May 5 – 7th, 2024 in Washington DC*
- *LuxePack New York: May 8 – 9th, 2024 in New York, NY*
- *Memorial Day: May 27th, 2024*
- *Drupa: May 28 – June 7th, 2024 in Duesseldorf, Germany*
- *Printing United Expo: September 10 – 12th, 2024 in Las Vegas, NV*

