

Dear Valued Customers,

We thank you for your unending patience and cooperation as we at William S. Hein & Co., Inc. & HeinOnline continue to evaluate our operations during the COVID-19 pandemic.

As many of you may know, the Hein Company is based in Western New York, and thus has been adhering to New York State (and federal) guidelines to ensure the health of its employees and customers. Those guidelines were updated this morning when the governor of New York issued an executive order requiring non-essential New York employers to keep 100% of their workforce at home.

Though this new development will in some ways affect our day-to-day business, the Hein Company has been prepared for this eventuality. Over the past weeks, we've taken steps to ensure that a company transition to remote work, if necessary, would be as smooth as possible for all. In fact, the majority of our workforce is already working from home and demonstrating the same level of efficiency, care, and customer service as they did in the office. These dedicated remote employees include all HeinOnline, technical support, and customer service personnel. As a result, we do not anticipate an interruption in any electronic services, including HeinOnline.

Due to the new staffing regulation from this morning, however, we find that we must temporarily hold shipments of Hein print and microfiche products. Again, we thank our customers for their understanding during this temporary change. As we continue to monitor the situation in New York State, we will provide updates regarding this service whenever they are available.

As all of us weather this period of uncertainty, we hope it provides some reassurance that we are able to maintain electronic services such as HeinOnline. During these days, especially, we remember that access to authoritative resources is crucial to moving forward. We are grateful that we can continue to provide this essential service to the research community.

We wish all of our customers the utmost health and safety in the coming weeks. As always, please do not hesitate to contact us with any questions or concerns regarding Hein products.