

My library started using Thomas Klise/Crimson Multimedia this year. Previously we ordered from Amazon. So far I think it has been reliable, I haven't had any problems with the games not being shipped, but sometimes they do take a while to come in, especially if they are new games. The prices have been fair and they typically have all of the big name games, but I do find myself occasionally having to supplement with ordering from Amazon for games that aren't from the big companies. Balatro, Stardew Valley and Split Fiction, for example, come to mind as ones they didn't have listed for purchase because they are from smaller or indie companies. A big plus for us, and our tech services department, is that you can order replacement Nintendo Switch cases for a very reasonable price in comparison to the amount we had to pay for them before.

I also like their search feature, it is very helpful to be able to search by release date! I am pretty good about keeping up with new releases but it helps me if I missed a game that is coming out on a new platform later than the original release dates on other platforms. You are also able to filter by console and age rating, which is great for me because I order the YA and Adult games but one of our Youth Librarians orders the kids games.

Overall, I would recommend Crimson! Hope this helps and I am happy to answer other questions if you have them.

Haylie
Baldwin Public Library

We use Crimson for all of our video games. We've been very happy with them – we have custom cases and branded artwork and they have been really easy to work with. The only thing I would say, is don't sit on lists for too long because sometimes things sell out. Other than that all of our experiences have been great.

Hope this helps!

Carrie Wold
Jackson District Library

Back in the day, actually way back in the day, when we used to order materials centrally for libraries we used Thomas Klise/Crimson Multimedia as a video game vendor. They were a reputable, high quality vendor that I had no issues recommending to libraries.

I've not had the need to do business with them in recent years, and as the saying goes past performance is not always a guarantee of future results. So my assessment of them may be out of date.

Hope this helps!

Jim Flury

I love purchasing from them. Before them, we used Amazon, so supporting this smaller company feels better. Games are a little slower to arrive, but it doesn't bother me. You can also pre-order new games from them, which is nice. I know they offer a lot of custom artwork options, locking cases, etc, but we don't use any of that. I imagine the shipping time would be slower if we did. They also have a monthly newsletter where they highlight the popular games, which is helpful for me! They are also very quick to respond to questions.

Alison Anderson
Spring Lake District Library

I've been using them for years, and can't recall ever having a problem. They're prompt with communication, and with sending out orders. I purchased some titles just a couple of weeks ago, and had them a week later, while a new title I ordered a couple of months ago arrived maybe a week after release. Right now, I choose what we purchase myself, but we used to have a standing order plan that worked out pretty well. They also offer some processing, though I don't know much about that, we handle that ourselves.

If you're just starting a collection, I might recommend using Amazon, or Gamestop, to get titles from previous console generations, and use Thomas Klise/Crimson for the new stuff. Video game prices direct from vendors don't seem to ever go down, but even new copies are often cheaper elsewhere.

A related recommendation: keep the actual games in a location away from patrons. We lost a solid chunk of our collection a few years ago, someone was stealing and selling them. Now we keep the cases on the shelf, and the discs/cartridges behind the front desk. Video games are a uniquely resellable item, unfortunately a prime target for that kind of thing.

Donald Priest
Southgate Veterans Memorial Library

I have worked with them in the past. They're usually responsive and try to provide good customer service. They're nice and happy to resolve issues when they arise. That being said-- it is much more cost effective to just buy video games on Best Buy, GameStop, or Amazon, where you can utilize sales. There was no significant discount on Crimson's games when I used them, and generally, there wasn't much processing they could do for us for things like Switch games, so using a vendor had little to no advantage other than supporting a smaller company and not big retailers.

I know some libraries have policies that prevent them from using Amazon or other retailers too much, but honestly then you can catch games on sale, especially if they are older but still popular

and you are trying to build a robust new collection. I also felt like Crimson's catalog took awhile to update for games that you wanted to preorder, like when a Pokémon game is coming out in three or four months and you want to make sure to get a copy quickly.

It's been about 3 years or so since I've used them, so maybe some of this has changed. But this was my experience.

Melissa Adkins
Detroit Public Library

Hello,

This is Andrew from MADL. We have been working with Crimson for over five years. We use them because they screen the games they sell to make sure that they will work in library circulation, and they do full processing along the lines of what Midwest Tape does for DVDs. This includes repackaging the games in One-Time locking cases and providing new inserts with our branding and information. They even produce a plastic holder for Switch games that fits over the hub of the disc slot in the One-Time case, so we can use the same case for all our games.

I LOVE Crimson Multimedia as a video game vendor. They only have games that are library friendly in their inventory so that makes it easier when purchasing video games. It usually takes about a month for them to ship out though so if you need a game quickly I will use Amazon. They also sell extra Nintendo Switch cases which is super helpful.

Alyssa Mandell (Gudenburr)
Baldwin Public Library

We are currently in the process of preparing to order from them (just waiting for our librarian who orders to come back from paternity leave). I've asked them plenty of questions. If memory serves, they don't give MARC records.

Angela Klocek
St. Clair County Library System

We use Crimson Multimedia for our video game vendor here at GRPL. Our games come pretty quickly. It's on par with our other vendors. The selection is good, and they specifically curate games that will fit well into a circulating collection. I typically build my carts on their site, and it is a pretty basic system--easy to use, but not a lot of bells and whistles.

Ben Knight
Grand Rapids Public Library