

## Your solution for serials management



Public librarians have perhaps the most challenging role of all information professionals. Librarians in public libraries today must be part technology expert, part material reviewer and buyer, part teacher/trainer and much more. Being responsible for filling the information needs of a diverse range of patrons with a limited budget demands that you be resourceful, thrifty and wise. EBSCO can help. EBSCO has long been the leader in providing efficient subscription services for public libraries and maintains that leadership role in today's electronic environment. We assist public librarians around the world with all their subscription needs — both electronic and print.

## We're Available for You

We provide ongoing support through our dedicated customer service teams located in 32 Regional Offices around the world. EBSCO personnel are an active presence at library conferences and within local chapters of library organizations, including the American Library Association (ALA) and the Public Library Association (PLA).

EBSCO's Public Library division is under the direction of Vice President and General Manager Stan Terry, who stays in constant contact with leaders in the library community.

## Highlights:

- Order all the periodicals you need, including directories and other continuations, from one reliable source
- Access a full yet affordable range of services
- Utilize a proven, efficient claiming system
- Manage your complete collection online with the EBSCONET® Subscription Management System.

## Benefits:

- Receive resolution to questions and issues during your business hours
- Avoid gaps in service and renewal delays due to our efficient ordering process
- Receive a Magazine Location List showing titles the libraries in your system order to assist in resource sharing
- Save time on shelving and claiming with our inexpensive Spine Labels
- Take advantage of EBSCO's in-service workshops and complimentary Web-based training.

EBSCO sponsors the **Small and/or Rural Public Library Service Award** that honors a U.S. public library serving a population of 10,000 or fewer. A plaque and \$1,000 honorarium are presented each year at the ALA Annual Conference to the library chosen for excellent service to its community. To apply, visit <https://cs.ala.org/PLA/pLAAWARDS/index.cfm>.

## EBSCONET® Subscription Management System

The EBSCONET® Subscription Management System is a Web-based tool that helps library staff take control of the entire subscription process, including orders, claims, renewals and e-journal management. You have online access to the most current title data and order information and the ability to manage user access to your account. Continual enhancements ensure EBSCONET, offered in 17 languages, is the most comprehensive tool available to efficiently manage your electronic and print subscriptions.

## Continuations and Standing Orders Titles

Consolidate your continuations and standing order titles with EBSCO and gain greater control over annuals, directories and the other continuations you need on your shelves. Once ordered, the publisher will ship the item directly to you when it becomes available, and we will invoice you monthly for all items shipped. EBSCO provides specialized reports to help you manage these titles as part of your overall serials collection.

## The EBSCO Missing Copy Bank®

If you're missing an issue of a publication, the EBSCO Missing Copy Bank® (MCB) probably has it on file. The MCB is a one-to-two-year backfile of more than 2,000 popular serial titles. EBSCONET customers can search for needed issues and order them online.

## Claiming System

We can assist with any necessary claims for missing or damaged issues. File your claims through EBSCONET or mail or e-mail them to EBSCO for processing. With EBSCONET you can add notes to individual claims for internal tracking purposes or to pass information to your Regional Office, and view a publisher's claiming policy prominently displayed for easy reference. An interactive Claim Checker® allows you to work claims anytime and provides current publisher information to assist in claim decisions.

## Spine Label Program

Shelving popular periodicals is easy with EBSCO's Spine Label Program. For only 79 cents per set for each periodical on order, you'll receive a full year's supply of labels. EBSCO has pre-printed spine labels for more than 2,400 titles. You can also request labels for titles not already included in our spine label program. Spine labels can be used on check-in cards to quickly identify issues that haven't arrived.

## Spanish Title List

This free, helpful booklet includes more than 4,000 periodicals available through EBSCO that are published in Spanish or both Spanish and English. It is organized by Dewey Decimal Classification to help librarians identify titles by subject areas.

## Serials Catalogs

*Periodicals for Public Libraries* contains information on the titles most often ordered through EBSCO by public librarians worldwide. It greatly assists librarians by narrowing their selection of titles to those most appropriate. An inclusive *Electronic Media Catalog* is available online at [www.electronic-media-catalog.com](http://www.electronic-media-catalog.com) that provides information on titles produced online and in other electronic formats.

## The EBSCO Sample Issue & Book Program

The EBSCO Sample Issue & Book Program includes brief descriptions of available periodicals and books to help librarians understand exactly what they are ordering before placing their order. At library conferences and on the Web ([www.ebsco.com/sip](http://www.ebsco.com/sip)), you can review publications, request free sample issues or find more information about titles of interest.

## EBSCO Book Services

EBSCO Book Services, [www.ebscobooks.com](http://www.ebscobooks.com), offers Web-based ordering for millions of book titles, both fiction and non-fiction. Invoicing and reporting options help you manage and track book purchases, while the simple ordering system, fast delivery and competitive prices appeal to users. Convenient payment and free shipping options are available. Bulk discounts on orders of 25 or more of the same title can save your library money.

## EBSCOhost® Research Databases

EBSCO Publishing is a leading producer of electronic reference databases for public libraries. A wide range of bibliographic and full-text databases is available via EBSCOhost®, our powerful Web-based search and retrieval system. EBSCOhost now offers approximately 250 databases, including some of the world's best-known secondary databases.

EBSCO is constantly enhancing its existing research databases, while developing new unique collections. For a list of available databases for public libraries, visit [www.ebscohost.com](http://www.ebscohost.com) and click Public Libraries.