

## Your single source solution



EBSCO brings simplicity and efficiency to the management of print subscriptions, from order placement to renewal.

As your single-source supplier for print subscription management, EBSCO processes all serial orders on your behalf, producing one consolidated invoice with line-item-level detail. This approach saves your library time and money by eliminating the need to communicate with multiple contacts. Renewals are handled in this same efficient manner.

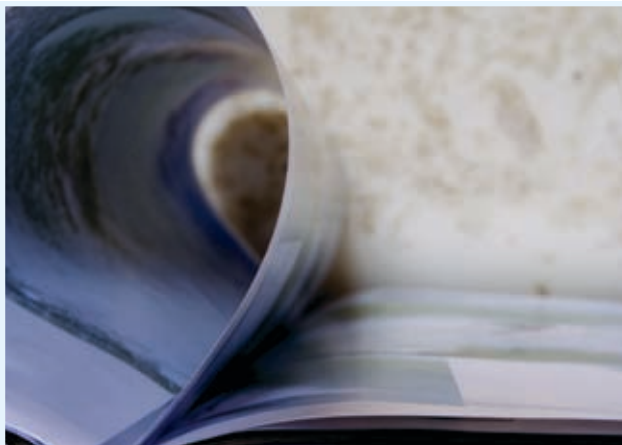
From handling the mundane tasks to taking on the larger details, EBSCO's Services for Print Subscription Management provide you with realistic, helpful solutions.

## Highlights:

- accurate information on more than 300,000 title listings spanning all types of subscription formats
- close working relationships with nearly 80,000 publishers and major vendors worldwide
- comprehensive subscription management reports
- line-item invoicing in your local currency
- efficient order placement and publisher payment.

## Benefits:

- superior customer service
- single contact for orders, payment, claims and renewals – save time and money by eliminating multiple publisher contacts and administrative work
- fast and reliable delivery of non-domestic journals via jets
- comprehensive reports assist with collection development and budgeting.





**Personal Customer Service** – Nothing is more important to EBSCO than providing top-quality personal service. EBSCO's excellent customer service means that you will deal directly with an experienced professional who is familiar with your library's account.

**Order Placement** – EBSCO's title file, which currently includes more than 300,000 listings, is one of the largest and most accurate title databases in the industry. Our title information staff, several of whom are professionally trained librarians, monitors these records continuously, communicating with nearly 80,000 publishers to verify the bibliographic accuracy of information added to the database. An affiliate member of the Cooperative Online Serials Program (CONSER), EBSCO routinely updates CONSER records with the most current selected information from our title database. What does this mean to you? Accuracy, efficiency and expediency for any title you wish to order, from anywhere in the world.

**Renewals** – Each year EBSCO sends you an alphabetized Renewal List six months before your common expiration date. This is your opportunity to confirm and/or make adjustments to your order. To save you time, EBSCO offers three types of print orders. These are the prepaid order, the bill-later order and the standing order. Any serial publication can be ordered successfully on a continuing basis with one of these three types of orders. Odd-term orders can also be accommodated, subject to publisher restrictions.

**Invoicing and Payment** – EBSCO's invoice is much more than a request for payment. It provides pertinent and current bibliographic information to help you control your serials collection. Information included on the invoice can help you update records, make claims and monitor publishing status. Invoices are provided in the preferred currency of the customer.

As your agent, EBSCO pays publishers in advance for subscriptions and guarantees you that orders have been placed. This traditional benefit of using an agent helps ensure prompt handling of orders by publishers and timely receipt of issues by customers.

**Cancellations and Refunds** – Should you need to cancel a subscription, EBSCO will notify the publisher and process the cancellation for you, subject to publisher policy. We recommend cancellation at expiration for maximum effectiveness.

**Claiming** – Should you encounter a lapse in delivery, EBSCO offers a proven claiming system. Our claiming procedures have been streamlined over the years to make maintaining your serials collection significantly easier. Claims may be submitted electronically via EBSCONET®, our comprehensive subscription management system, and also via ILS, e-mail, phone or fax. Claim monitoring procedures are also an important part of our comprehensive system.

**The EBSCONET® Subscription Management System** is a Web-based tool that helps library staff efficiently manage the entire subscription process, including orders, claims and renewals. You can view the most current title data and order information and have 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.

**Management Reports** – To make serials management more efficient for you, we developed a variety of serials management reports that provide detailed information for use in collection assessment and development, budget analysis and cost control and claim tracking, to name a few. Accessible via EBSCONET, these reports are useful in analyzing your collection and reducing the amount of manual data manipulation required by library staff. Reports are also available in electronic format for automated loading into your integrated library system or to work with your spreadsheets and database software.

**Sample Issues and Extra Copies** – By evaluating a publication at your leisure, you can make better informed decisions about collection development. The EBSCO Sample Issue & Book Program gives you the opportunity to do just that. You can receive a free sample issue or more information to review right in your office. Choose from hundreds of national and international publications, including journals, books, newspapers, newsletters, CD-ROMs, videos and more.

If you are missing an issue of a publication or are trying to locate an extra copy, check the EBSCO Missing Copy Bank® to see if it is on file. This one- to two- year backfile includes a robust collection of serial titles. This service is provided to EBSCO customers at no additional cost. A list of titles available through EBSCO's Missing Copy Bank is available at:

<http://www.ebsco.com/mcblist>

**Transferring your subscription orders to EBSCO from another agency or from an order-direct arrangement requires only that you provide us a list of your subscriptions, their current expiration dates, the term you desire and address information. With more than 60 years' experience working with publishers and librarians, we can ensure a smooth transition for everyone involved.**