

## Your e-resource solution



The challenges involved in subscribing to and maintaining electronic subscriptions are numerous and well-documented. You know them better than anyone else — you deal with them every day.

The real question: What is your subscription agent doing to help you resolve them?

EBSCO's services for electronic subscription management are available to help you manage the many aspects of the e-resource life cycle.

## Highlights:

- e-journal expertise: more than half of the subscriptions processed by EBSCO include an electronic component (either online only or online + print)
- highly trained e-journal support specialists providing knowledgeable customer service
- 24/7 access to critical management data, including license details and terms of use
- comprehensive e-journal registration and activation support
- suite of tools to manage your e-journal collection
- consolidated orders, renewals, claims and reports
- line-item invoicing
- fund code accounting.

## Benefits:

- gain a clear overview of publisher offers and pricing models
- save time by eliminating multiple publisher contacts and administrative work through a single contact for orders, payments, claims and renewals
- analyze your collection and your budget with our comprehensive reports.

Let EBSCO assist with your e-work  
and save valuable staff time.



## EBSCONET®

EBSCONET® is your source for total resource management. From the most mundane to complex e-resource management tasks, EBSCONET is equipped to handle them all with efficiency and ease.

E-journal-specific enhancements to EBSCONET provide you with: detailed e-journal activation tracking, access to publisher licenses as well as a quick reference section highlighting terms of use, weekly e-mail updates alerting you to important changes in your collection and several new, data-rich reports detailing various management aspects of your e-journal content.

## E-reports

EBSCO offers a number of reports specifically-geared to help librarians manage electronic subscriptions. These include:

- **Publisher Packages Report:** provides a list of titles in a specific publisher package — all titles or only those that are currently on order. This is a particularly helpful resource to use when weighing the benefits of subscribing to a package versus ordering individual subscriptions.
- **E-Journal Package Change Report:** tracks when a title has been deleted from or added to a package within the subscription year, which makes it particularly useful for managing access rights.
- **E-journal Access and Registration Report:** eliminates the need to navigate numerous publisher sites to locate information. This report provides instant answers to questions about publishers' policies, allowances and restrictions.
- **Online Availability Report:** shows current subscriptions and indicates where online titles are available. This report also provides ordering options for each title and the approximate cost based on an institutional rate. By providing ordering options and approximate costs for each title, the report can help you make informed purchasing decisions.
- **License Details Report:** assists not only in securing and returning e-journal licenses, but also in administering the daily rights, access, and terms of use issues and questions that may arise.

## E-Journal registration and support

EBSCO's dedicated E-Journal Customer Service team expedites orders and payments to publishers to provide you and your patrons with rapid access to e-journal content. This team provides registration support, including supplying required information and actually registering titles as publishers allow.

EBSCO also proactively works with publishers to provide automatic activation for many e-journal titles. Ongoing support includes verifying coverage, payment and IP information.

## Your single-source contact

EBSCO can serve as your single-source contact for all subscription-related questions.

From subscription verification to access resolution, your dedicated EBSCO customer service representative can assist.

## Package management support

With EBSCO's services for e-journal package management, you can manage your packages efficiently and effectively.

Our services include:

- verification of publisher invoices prior to billing to guarantee accurate payment
- checking for duplicate individual subscriptions of titles that are also included in a package
- identifying delayed or discontinued titles within packages that may impact access and cost
- tracking and allocating cost per title with title-level detailed invoices
- furnishing automated invoice loads for your package titles, eliminating manual effort