

YBP Library Services

EBSCO and YBP – Frequently Asked Questions

1. Why did EBSCO purchase YBP?

The acquisition of YBP is a strategic effort to bring together two highly respected and experienced library service providers to ensure that the essential services YBP provides to libraries continue to grow and evolve.

2. As a result of the EBSCO purchase, will YBP offerings change?

No. For YBP customers, it will be “business as usual.” Customers will continue to have the ability to select the publishers and e-book aggregators of their choice among the widest array of content provider options in our industry. Customer Support for YBP will continue as is.

3. Will ebrary and EBL still be options in GOBI?

Yes. Selectors will continue to use the platform of their choice.

4. Will publisher direct continue to exist in GOBI?

Yes. One of YBP’s biggest strengths is choice. Selectors will continue to use the platform of their choice.

5. Will pricing in GOBI change?

No, pricing will not change.

6. How will the support/services/staff from YBP change?

The YBP staff members are among the best in the industry. You should expect no changes to the people or the processes.

7. What changes will occur with my invoices/billing from YBP?

You will not see any changes in your YBP invoices. You will continue to receive invoices from YBP and separate invoices from EBSCO.

8. Will YBP continue to support print book ordering and approval plans?

Yes, as well as e-book ordering and approval plans.

9. Will YBP continue to offer value-add services such as shelf-ready delivery & MARC services?

Absolutely. All YBP services will remain as they are today.

10. Will EBSCO eBooks remain available at no additional fees and markups?

Yes. EBSCO eBooks will continue to have no extra fees and no markups in GOBI, EBSCOhost® *Collection Manager* (ECM) and OASIS.

11. How does this affect my ECM account?

There are no changes to your ECM account. You may continue to order via ECM.

12. Will EBSCO eBooks remain available in OASIS?

Yes. EBSCO will continue to support sales of EBSCO eBooks via Ingram’s OASIS and iPage portals.