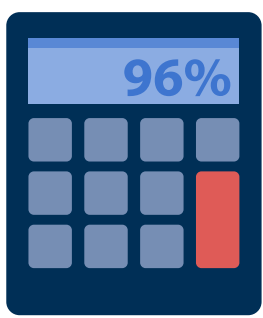


EBSCO Customer Service

# Gets Top Marks from School Librarians



Our Subscription Management Services Survey asked how we're doing with our customer service. Here's what we learned from almost **500 school librarians** across the U.S. and Canada



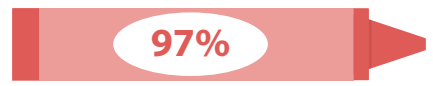
are satisfied with the level of professionalism and courteousness displayed by their customer service representative.



*My customer service representative is the best! She is forthcoming with information and makes my job a breeze...*



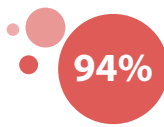
agree their subscription orders are placed **accurately**.



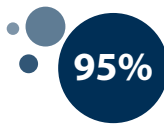
agree their subscription orders are placed **promptly**.



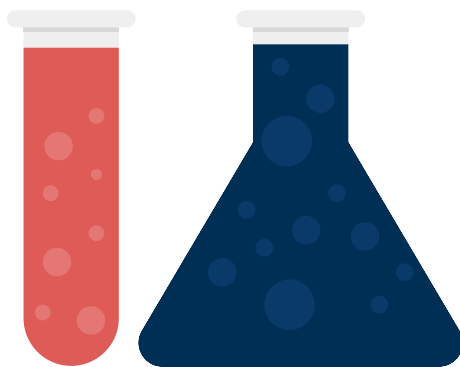
*It saves me so much time to have EBSCO manage the periodical subscriptions for my school library.*



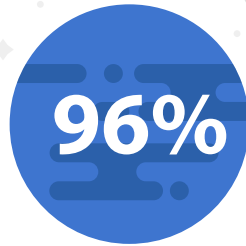
are satisfied with the ease of **communication** with their customer service representative.



are satisfied with the **knowledge** their customer service representative has about their account.



*Excellent communication and quick response regarding any questions that may arise.*



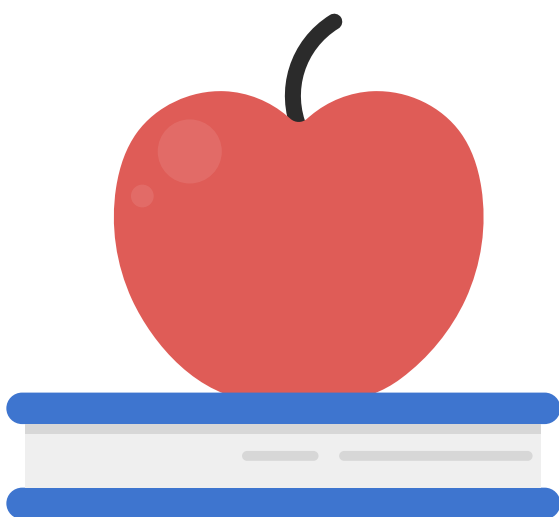
expressed overall satisfaction with subscription services provided by EBSCO.



*Fast and responsive service.*

Overall EBSCO provides good value.

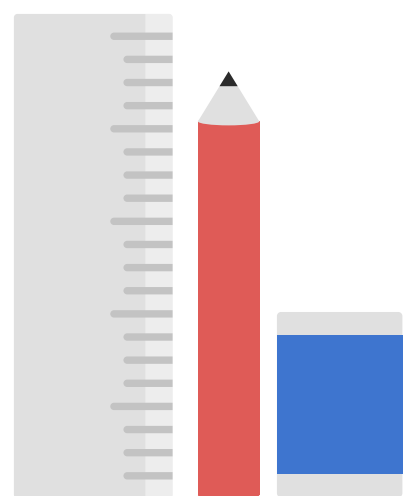
**96% say YES.**



*We have used EBSCO as our subscription service provider for many years. I appreciate all of the wonderful and excellent service we have received.*

Would you recommend EBSCO?

**96% say YES.**



*I always receive outstanding service.*