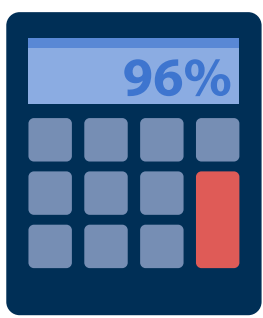


EBSCO Customer Service

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...



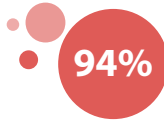
agree their subscription orders are placed **accurately**.



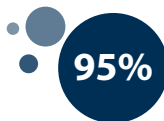
agree their subscription orders are placed **promptly**.



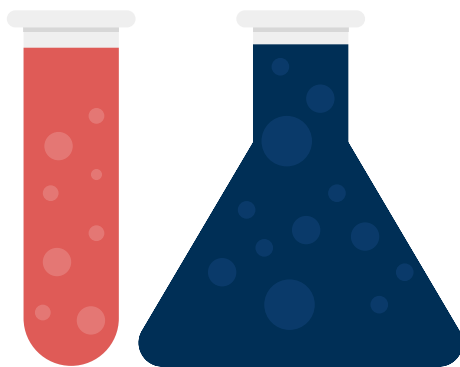
It saves me so much time to have EBSCO manage the periodical subscriptions for my school library.



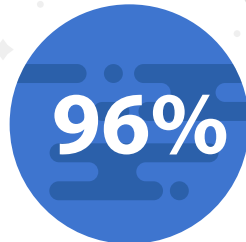
are satisfied with the ease of **communication** with their customer service representative.



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



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



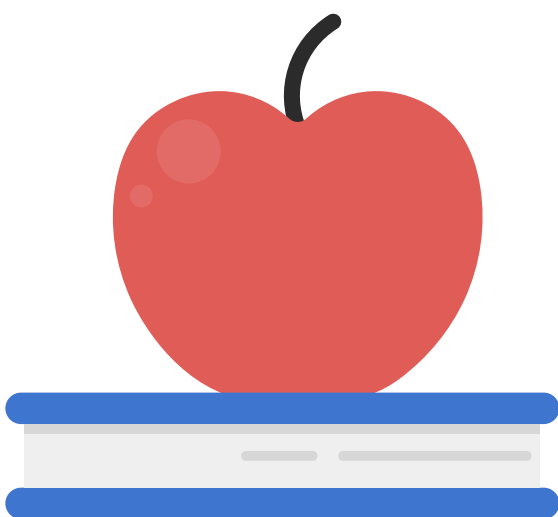
expressed overall satisfaction with subscription services provided by EBSCO.



Fast and responsive service.

Overall EBSCO provides good value.

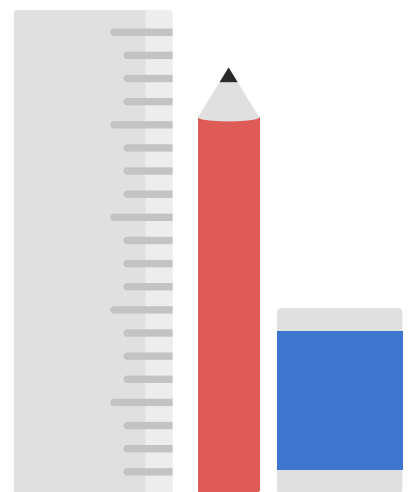
96% say YES.



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.