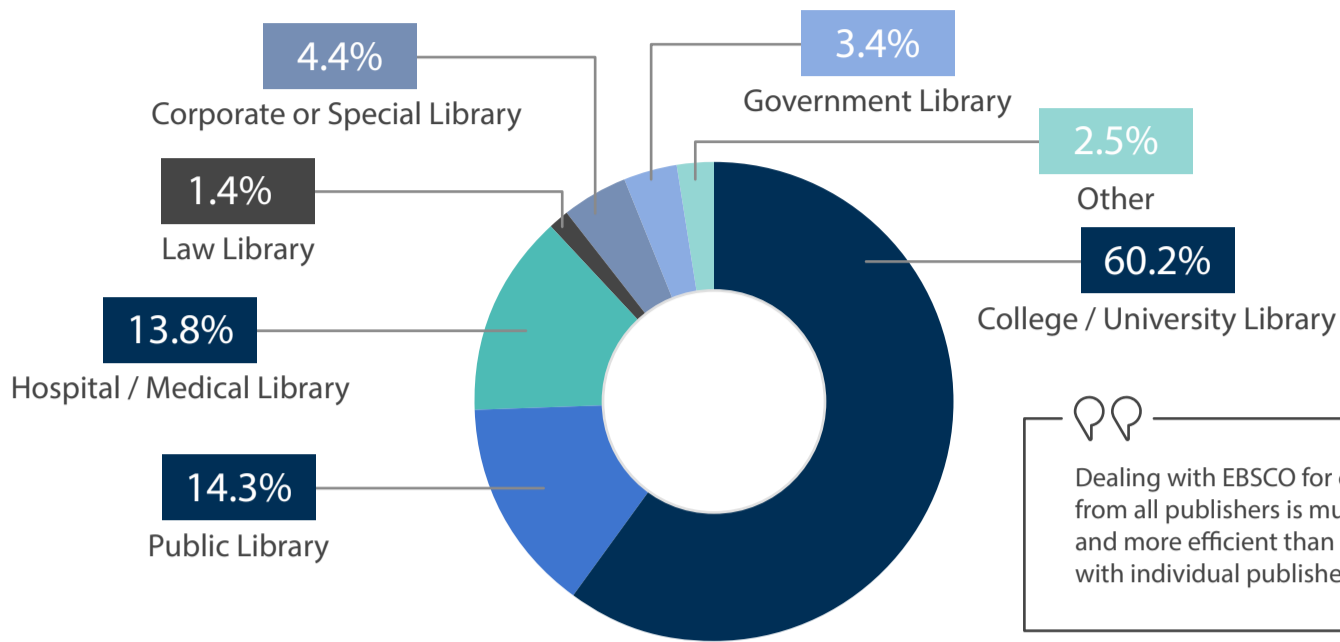


2017 Subscription Management Services Survey

Over 1,000 Librarians Responded from These Types of Libraries:



Dealing with EBSCO for content from all publishers is much easier and more efficient than dealing with individual publishers.

95%

have an overall level satisfaction with e-journal, e-journal package and print subscription support services.



E-journal package support has been extremely helpful and fast.

Knowledge & Communication



96%

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

95%

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

Fast Responses

96%

agree their print and e-journals orders are placed promptly.

95%

are satisfied with the promptness in responding to inquiries / questions.



I am very happy with the service EBSCO provides — always very professional and timely.

99%

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



We always receive personalized customer service.

E-journals, e-packages or print

98%

agree their print and e-journal orders are placed accurately

95%

agree their custom publisher packages are placed promptly

97%

agree their custom publisher packages are placed accurately

96%

agree their print and e-journal invoices are accurate

Overall EBSCO provides good value.

97%

say YES

Would you recommend EBSCO?

97%

say YES



EBSCO's communication, consistency, and service are top notch. The teamwork is great!



I have always received excellent customer service from EBSCO.



EBSCO is my go-to service to make my daily serials operation run smoothly.

EBSCO