The first e-resource knowledgebase is still the best. Since 2000, Serials Solutions has been the leading provider of metadata for e-resources.

Today, Serials Solutions® KnowledgeWorks is the only authoritative knowledgebase to include e-journals, eBooks, and more.

KnowledgeWorks also is the core data repository for Serials Solutions® 360 and provides a solid foundation for e-resource access, management, and assessment.

“SOFTWARE MAKES IT POSSIBLE, BUT THE KNOWLEDGEBASE MAKES IT WORK.”

Peter McCracken
Co-founder, Director of Research, Serials Solutions

Our librarians work closely with publishers and content providers to collect and correct bibliographic metadata that accurately connects patrons to content, and helps you control your electronic collection.
LIBRARIANS ARE THE KNOWLEDGE BEHIND KNOWLEDGEWORKS

The librarians at Serials Solutions are dedicated to creating the most valuable knowledgebase available: a knowledgebase that is accurate, comprehensive, and current. The result of these efforts – Serials Solutions KnowledgeWorks – makes it easier for librarians to manage electronic resources. The solid foundation of Serials Solutions KnowledgeWorks also ensures that your patrons are able to find and use the resources they need.

In partnership with publishers and content providers, we collect and correct bibliographic metadata, then normalize that data using Library of Congress and other authority sources. In addition, our proprietary Rules Database ensures that errors are not reintroduced when updated data is imported to our data repository. This unique rules database currently includes over 20,000 rules for 925 databases, and because each rule can be applied to the same title in many databases, the actual impact of each rule is substantial.

Our dedicated team of librarians delivers updated data to all Serials Solutions 360 subscribers within 24 hours, providing the technological savvy and agility to keep pace with the constant changes in electronic content.

COLLECTING
- E-Journal Holdings for 2,700+ full-text serial authority databases
- E-Journal Holdings for 4,720+ non-full text serial databases
- E-Books Holdings for 500,000+ eBooks (and growing rapidly)
- Adding 150+ new resources each month

CORRECTING
- Normalizing titles using 1.5M MARC records
- Correcting missing and erroneous data from publishers
- Applying 20,000+ rules and regularly adding more

CONNECTING
- Delivering updated content available to subscribers within 24 hours
- Connecting your patrons with the content they need through our world-class search and discovery services
- Connecting librarians to a powerful interface in which they can track and manage their digital assets
AN ACCURATE KNOWLEDGEBASE IS ESSENTIAL FOR ACCESS AND MANAGEMENT

Maintaining an accurate knowledgebase is complex and requires the ability to update metadata on a continual basis. Content aggregators and providers constantly acquire and drop titles to make their packages as attractive and competitively priced as possible. The locations of e-resource titles change often, and multiple URLs are used to represent the same resource in multiple databases.

The image below provides actual examples of the many ways the *Journal of the American Society of Nephrology* is described by content providers and shows title variations, abbreviations, incorrect ISSN, and eISSN.

To find this title without a normalized knowledgebase, both the searcher and content provider must use an identical title, or the search will not return accurate results. Serials Solutions® normalizes KnowledgeWorks data to enable accurate results even when variant titles are used.

**THE SERIALS SOLUTIONS KNOWLEDGEBASE EMBRACES THE COMPLEXITY OF E-RESOURCES**

<table>
<thead>
<tr>
<th>TITLE</th>
<th>PROVIDER LIST</th>
<th>CORRECTIONS</th>
<th>CONTENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Journal of the American Society of Nephrology”</td>
<td>J. Am. Soc. Nephrol.</td>
<td>1046-6673</td>
<td>✓ Alternate Title</td>
</tr>
<tr>
<td></td>
<td>JASN</td>
<td>1046-6673</td>
<td>✓ Alternate Title</td>
</tr>
<tr>
<td></td>
<td>Journal of the American Society of Nephrology</td>
<td>1046-6673</td>
<td>✓ Missing ISSN</td>
</tr>
<tr>
<td></td>
<td>Journal of the American Society of Nephrology</td>
<td>1433-3450</td>
<td>✓ OK</td>
</tr>
<tr>
<td></td>
<td>Journal of the American Society of Nephrology</td>
<td>1533-3450</td>
<td>✗ Error</td>
</tr>
<tr>
<td></td>
<td>Journal of the American Society of Nephrology: JASN</td>
<td>1046-6673</td>
<td>✓ eISSN</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>✓ Alternate Title</td>
</tr>
</tbody>
</table>

The “Journal of the American Society of Nephrology” is represented in multiple ways by different providers. The ISSN in green is the journal’s eISSN. The ISSN in red is obviously an error - a vendor incorrectly entered the eISSN. Serials Solutions found the error and corrected it.

**KEY BENEFITS**

- Delivers the highest quality bibliographic metadata available
- Delivers regular updates that accurately represent exactly what your library holds
- Accurately represents the library’s unique holdings; each library has its own customized knowledgebase
- Enables patron access to all e-journals, eBooks, and other holdings to which your library has access
- Normalizes eBook holdings to records from authoritative sources
- Provides a shared foundation for integration of all Serials Solutions® 360 services
- Updates 360 Link and 360 Resource Manager automatically
- Enables the 360 MARC Updates service to deliver the most accurate and current MARC records for e-resources
- Includes Alternate Titles to help patrons access content using title variations or abbreviations
- Provides greater access and promotes greater usage which supports funding and staffing
“The Overlap Analysis tool in 360 Core allows us to discover which combination of databases is giving us the biggest bang for the buck by making unique titles easier to identify within collections.”

Katy Silberger, Automation Resources Librarian
James A. Cannavino Library, Marist College

Serials Solutions® 360 Core is the solid foundation you need to provide e-resources at your library. 360 Core seamlessly integrates with all other Serials Solutions services so you can easily expand e-resource access and management functionality.

“the solid foundation you need to provide e-resources at your library”

Provide easy access to your e-journal collection
Give your patrons a single point of entry to all of your journals. The A-to-Z Title List, E-Journal Portal, and Journal Linker direct patrons to your full-text resources. Powerful title searching and subject browsing features provide a variety of options for access, all from Web pages that are branded to match the look and feel of your library’s Web site.

Use the most accurate, complete, and up-to-date knowledgebase
360 Core delivers accurate and consistent results because it is powered by the industry-leading Serials Solutions® KnowledgeWorks knowledgebase. Our proprietary data collection and standardization process delivers the most accurate holdings data and best available URLs.

You also can incorporate your library’s local holdings into 360 Core, including print and microform, to give your patrons a single comprehensive directory of every journal at your institution. This knowledgebase is an integral part of all Serials Solutions services, meaning that you only have to handle data once for all your access and management tools.

Control your collection
360 Core provides sophisticated Web-based tools that simplify e-resource management. It’s easy to view and add journals to your collection, evaluate your holdings, and reduce acquisition costs. The Overlap Analysis tool helps you quickly identify duplicated journals and do “what-if” scenarios prior to purchasing resources. The E-Catalog lets you browse journal and database information throughout the KnowledgeWorks knowledgebase. You also can obtain detailed usage statistics to identify which databases and journals patrons use most.
FEATUERS

- **E-Journal Portal**
  - A-to-Z Title List, title searching, and subject browsing are all included in a single, hosted interface that is fully customizable and updated daily

- **A-to-Z Title List**
  - The original list of e-journals, available in many formats

- **Journal Linker**
  - Link from abstracts and indexes to the cited journal anywhere in your collection

- **Title Search**
  - Perform rapid searches for specific journals throughout your entire print and electronic collection using ISSN, exact title, and other metadata

- **Subject Browsing**
  - Browse e-serials in your collection within specific subject areas using over 700 subject headings

- **Ulrichsweb.com Linking**
  - Link from Serials Solutions services to complete bibliographic information for a specific journal via ulrichsweb.com

- **Data Files**
  - Populate and customize third party or local database systems with the most up-to-date e-journal metadata

- **Local Holdings**
  - Include print and microform journal holdings so your patrons can find journals using a single search interface regardless of format

- **Management**
  - Control your collection with sophisticated management tools

- **Overlap Analysis**
  - Identify overlapping journal coverage within a collection of databases

- **Search Statistics**
  - Identify the number and type of searches your patrons have performed

- **Usage Statistics**
  - Know at a glance which journals and databases your patrons are accessing, and aggregate the click counts at the holding, journal, database, and provider levels

- **E-Catalog**
  - Find any journal in any database through our industry-leading knowledgebase of electronic resources

- **E-Journal Portal Customizer**
  - Customize the content and functionality of the E-Journal Portal to reflect your specific branding

- **Library Data Customizer**
  - Add custom URLs, proxies, database names, coverage dates, and more to ensure your data reflects local needs

- **Custom Notes**
  - Add custom notes to resources at the holding, database, and journal levels to keep patrons informed of special access requirements

- **Account Management**
  - Control individual access to resource analysis tools

- **Includes Serials Solutions® KnowledgeWorks**

Serials Solutions® 360 Core provides basic features for accessing and managing e-resources at your library.
NOW PATRONS CAN FIND AND LINK TO FULL-TEXT ITEMS ANYWHERE IN YOUR COLLECTION

“360 Link revolutionized our library service in about 15 minutes.”
Susan Scheiberg, Assistant Library Director
RAND Corporation

As electronic collections grow, patrons face increasing challenges to find specific items in a sea of resources. Whether they start their search in a Web search engine, an OpenURL-enabled database, or with a print citation, 360 Link enables your library to deliver efficient access to full-text content anywhere in your collection.

Quick and easy access to content
Whether you use the popular 1-Click to Article feature or provide a highly customized 360 Link results page, patrons can access “best-available” links to content and library services from a single location. 360 Link is highly interoperable with your ILS and includes more than 1,000 databases and referring sources such as Google Scholar, Windows Live Academic, and others. Custom linking—including RefWorks, WorldCat, and ILL services—bridges the gap between internal and external resources.

Highly customizable
360 Link offers a variety of customization options that empower librarians to define the local user experience. You can choose the order of databases and resource links, the style of citation display, and which custom services to offer.

Focus on patrons, not IT headaches
360 Link can be customized, configured, and implemented within one week. 360 Link is hosted on Serials Solutions servers, meaning that librarians do not have to manage backups, maintenance, or updates. Serials Solutions provides a steady flow of new and immediately available features and functionality year round.

“patrons can access ‘best available’ links to content and library services from a single location”

Powered by Serials Solutions® KnowledgeWorks
360 Link is powered by Serials Solutions® KnowledgeWorks, the most complete, accurate, and up-to-date knowledgebase available. This enables 360 Link to deliver the highest number of links and the most accurate links, even if an ISSN is missing or a journal title is incorrect.
FEATUERS

- Friendly, intuitive interface
  Enable patrons of all experience levels to easily find content

- Extensive results page customization
  Enables librarians to deliver a highly relevant results page

- Robust, standards-based XML API
  Enables IT staff to program customized solutions

- De-duplication of resolved links
  Improve the clarity of options for patrons by eliminating duplicate content links

- 1-Click to Article
  Enable patrons to link from citation directly to full-text, bypassing the results page; a customizable helper window provides links to other resources if an article is not available

- Librarian-prioritized links display
  Determine the order in which databases are presented on the results page

- Prevention of circular links
  Presents patrons with an accurate set of article-level links by hiding links back to referring sources

- Best available links
  Minimize patron confusion and increase their ability to find desired content

- CrossRef DOI
  Increase the quantity of article-level linking through integrated CrossRef DOI-based linking

- Citation search form
  Place a link to this standalone form anywhere on the library Web site so patrons can quickly find articles

- Seamless integration
  Serials Solutions A-to-Z Title List and MARC Updates can be enabled for OpenURL linking, thereby increasing the value of these tools

- Industry-leading knowledgebase
  Accurate and up-to-date data eliminates missing or confusing links and ensure that your patrons always access the best content

- Create links to alternate resources
  Robust custom linking connects users to a wide variety of resources such as an ILL form, document delivery services, library union lists, OPACs, RefWorks, and web search engines

- Comprehensive data customization
  Powerful customization tools enable you to change proxy and database URLs, database names, library-specific holdings dates, and more

- Include local holdings
  Include print or microform holdings to ensure these resources are not overlooked; no second search required

- No installation required
  All hardware and software are maintained by Serials Solutions

- Local control, not local headaches
  Easily customized by our support staff or using the Client Center

- One-touch export to RefWorks
  Seamlessly export citations

- “Find in Print” with WorldCat
  Link patrons to WorldCat to locate a resource in print, when needed

- Includes Serials Solutions®
  KnowledgeWorks and 360 Core
It is easy to be overwhelmed by the sheer number of items in electronic collections. With so many starting points for research, patrons often bypass the library to search the Web. Serials Solutions® 360 Search federated search service provides patrons with a simple and intuitive method of online library research. It is capable of searching your library’s entire e-resource collection at once—including the local catalog.

Results Clustering helps patrons find answers fast
Looking at federated search results often means sorting through thousands of citations to find the best content—a slow and frustrating experience. 360 Search uses Results Clustering to dramatically reduce search time and effort. Results Clustering groups results by subtopics, dates, journals, and authors to turn a long list of disparate results into a highly faceted research interface. Results Clustering is so intuitive and easy to use that it requires no training.

Highly customizable
360 Search enables you to provide a search engine that is unique to your library’s collection and patrons. You can customize the user interface to include custom subject categories and visual branding that matches your library’s Web site. From a basic “Web-like” search to advanced search for sophisticated researchers, the 360 Search experience can be tailored to accommodate all levels of users.

“360 Search uses Results Clustering to dramatically reduce search time and effort”

Best of all, customization does not require any programming effort by your library. And for libraries that want complete control over the user interface—or wish to embed federated search services into custom-built applications—360 Search features a robust, standards-based XML API.

Integrated, interoperable, and invaluable
360 Search integrates with Serials Solutions® 360 Link OpenURL link resolver to facilitate a seamless and comprehensive resource discovery experience. 360 Search also can be integrated within a host of other platforms—from the local ILS to departmental home pages to class reading lists—to provide specialty search tools to patrons outside the traditional library setting—and increase the usage of resources.
RESULTS CLUSTERING HELPS FIND ANSWERS FAST

Search results Clustering helps patrons find answers faster by eliminating information overload; provides a quick, intuitive path to citations that share common topics, dates, journals, and authors.

When searching for a keyword or phrase, 360 Search Results Clustering “defragments” results into meaningful clusters that can be quickly scanned to narrow your search.

FEATURES

- **Results Clustering**
  Helps patrons find answers faster by eliminating information overload; provides a quick, intuitive path to citations that share common topics, dates, journals, and authors.

- **Customizable user interface**
  Provide a seamless experience for your users by matching the look and feel of your library Web site.

- **Robust, standards-based XML API**
  Enables library IT staff to program custom federated search solutions; supports Dublin Core and SRU/SRW.

- **Easy-to-use basic search**
  An intuitive interface empowers researchers of all levels who are familiar with popular Web search engines.

- **Powerful, advanced search**
  Build Boolean queries and limit searches to specific metadata fields like author, title, and abstract.

- **Custom subject categories**
  Enable more focused subject searching by building subject gateways for users.

- **Search unlimited resources simultaneously**
  Searches multiple resources at once, not just a small sub-set.

- **Industry-leading coverage**
  Enables you to search over 2,200 databases.

- **Flexible connection architecture**
  Enables connection into a wide variety of databases, Web resources, and your OPAC using Z39.50, XML, and HTTP connections.

- **Real-time status indicators**
  Keep users informed about each phase of the search process.

- **Merged results**
  Presents users with a true integrated results set by merging citations in real time.

- **Automatic de-duplication**
  Increases usability and clarity of results “on-the-fly.”

- **Direct links to full text**
  Search results provide direct links to full-text (where available) so users quickly get to content.

- **Seamless integration with OpenURL link resolvers**
  Seamless integration with 360 Link provides users with links to full-text articles from the A&I citations returned by 360 Search (subscription required).

- **Flexible results sorting**
  Easily explore integrated results sorted by year, author, title and source. Create virtual union catalogs by searching several OPACs at once.

- **Extensive authentication support**
  360 Search works with a variety of proxy types and authentication requirements.

- **Easy citation management**
  Allow patrons to export selected citations to a bibliographic citation manager or email selected citations in either plain text or HTML, including one-touch to RefWorks.

- **Includes Serials Solutions® KnowledgeWorks and 360 Core**
When patrons use your OPAC, will they find current information about your e-serials holdings? With up to 80 percent of your serials in electronic format, the need to keep your OPAC relevant by including these resources has never been greater.

But keeping e-serial MARC records up-to-date is a significant challenge for your staff. Coverage dates change, titles are added and dropped, and publishers switch platforms. Serials Solutions 360 MARC Updates will keep your OPAC current with minimal staff effort.

**Enhance and maintain the power of your OPAC**

360 MARC Updates provides monthly updates of MARC records for all of your e-serials. This ensures that your OPAC will be a complete, centralized record of your serials collection. Patrons then can use your OPAC’s powerful search functions to find specific journals and link to both print and electronic resources anywhere in your collection.

“360 MARC Updates will keep your OPAC current with minimal staff effort”

**Reduce your cataloging workload**

You don’t have to spend thousands of hours each year maintaining e-serials records by hand. 360 MARC Updates eliminates the need to maintain records from multiple sources. Just use the bulk import feature of your ILS to load new records and keep your OPAC current with our monthly updates. We combine the authoritative holdings data in our industry-leading knowledgebase with the premier serials cataloging data—CONSER MARC records—to provide you with the highest quality coverage for all of your e-serials. Customization options are almost endless, ensuring records meet local specifications.

**Ensure consistency across all library systems**

Wherever patrons start their search—A-to-Z title list, federated search, OpenURL link resolver, or your OPAC—360 MARC Updates ensures they will receive consistent results no matter which entry point they choose.
The workload required to keep your OPAC up-to-date with e-resource metadata is almost eliminated using Serials Solutions® 360 MARC Updates.

**FEATURES**

- **Broad collection coverage**
  Provides comprehensive records for your electronic collection

- **Standardized yet flexible delivery options**
  Delivers monthly updates: request updates only for records that have changed, or request all new records each delivery

- **Maintains data integrity**
  Maintains local cataloging practices - provide us with customizations - so your records appear how you want them

- **OPAC agnostic**
  Works with most ILS systems

- **ILS-specific customizations**
  Makes bulk importing simple and error-free with ILS-specific edits or additions

- **Institution-specific customizations**
  Ensures that e-serials records match your existing MARC records and local cataloging standards

- **Single record representation**
  Aggregates all electronic holdings into a single online record, reducing the number of records required to depict e-serials

- **Highest quality bibliographic data**
  Uses CONSER-based records that include LC subject headings, linking fields, and enhanced title data

- **Direct links to content and 856 links**
  Offers multiple options for URLs: either maintained completely in the bibliographic record, or through a Serials Solutions portal, which also offers usage statistics and simplified maintenance

- **Improved load times**
  Delivers faster uploads by using smaller upload files; traceable brief records streamline file content

- **Unicode compliant**
  Supports Unicode for global capability

- **Group records**
  Libraries with a shared OPAC can provide e-journal data to patrons with library-specific hosted 856 links

- **Includes Serials Solutions® KnowledgeWorks and 360 Core**

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**COMPARATIVE WORKLOAD UPDATING YOUR OPAC WITH MARC DATA**

**Before 360 MARC Updates**

1. Download MARC records
2. Record changes in holding data
3. Create and/or update MARC records
4. Customer MARC records
5. Load MARC records

**After 360 MARC Updates**

1. Download authority MARC records
2. Record changes in bibliographic data
3. Load MARC records

**SAMPLE METRICS FOR SMALL INSTITUTIONS**

**23,640**
MARC records changed over 12 months

**2,285**
FTE students being served

**48**
subscriptions to full-text journal databases

1 hour per month to load new and updated records
As libraries budget more to increase their electronic holdings, the management of e-resources becomes more complex. Serials Solutions® 360 Resource Manager is the complete solution for reducing the time and effort required to manage the entire life cycle of e-resources. Fully integrated with our authoritative KnowledgeWorks knowledgebase, 360 Resource Manager offers a full set of features to control complex subscription management issues, from tracking license terms of use to managing renewal dates.

**Consolidate management of e-resources in one place**

Using 360 Resource Manager, you can extract your subscription data from documents and spreadsheets and more effectively manage it in a friendly, Web-based application. By maintaining key business data in a single location, 360 Resource Manager helps your library eliminate redundant data entry and save time.

360 Resource Manager stores key data about subscriptions, licenses, and holdings to simplify and streamline the management of your e-resources.

This solves life cycle workflow issues by notifying appropriate personnel of trial and renewal dates. 360 Resource Manager also gives your staff easy and efficient access to subscription and licensing metadata, and the ability to attach local ERM data to thousands of records from our authoritative knowledgebase.

**Streamline acquisition and licensing workflows**

E-resource workflows often require collaboration on a complex series of tasks, both before and after acquisition. 360 Resource Manager facilitates improved communication with staff and vendors using contact management, customizable alerts, and resource notes.

**Analyze your collection**

In addition to managing collection data, 360 Resource Manager helps support collection development decisions. 360 Resource Manager includes new Cost and Collection Management features to help you convert subscription metadata into powerful decision-making insights. You can use our powerful Overlap Analysis tool to identify duplicate content, then simplify your collection and reduce costs. You also can compare your e-resource usage statistics to those of peer institutions to help forecast the usage of new acquisitions prior to purchase.

“360 Resource Manager has become the knowledgebase for our electronic resources, the place where all information needed to keep things up and running is stored.”

Rosemary Arneson, Director
Carmichael Library, University of Montevallo
360 Resource Manager is completely integrated with the Serials Solutions® KnowledgeWorks knowledgebase and your library-specific knowledgebase to enable accurate analysis and better decision making.

FEATURES

- **Cost and Collection Management**
  Associate costs with collections that you define to meet your needs.

- **Contact Manager**
  Manage local, vendor, and consortia contacts.

- **Resource Notes Manager**
  Track acquisition notes, outage reports, license breaches, and more.

- **License Manager**
  Maintain details about resource licenses and terms of use.

- **Menu Manager**
  Customize the administrative interface to reflect local needs.

- **Terms of Use**
  Display terms of use about a resource within the 360 Core E-Journal Portal and 360 Link.

- **Resource Status**
  Track subscription status for each resource.

- **Subscription Metadata**
  Manage renewal dates and user logins.

- **Alert Manager**
  Set alerts for license renewals and status changes.

- **Usage Statistics Benchmarking**
  Compare local resource use to that of peer institutions.

- **Vendor Statistics Manager**
  Manage access and collection for vendor usage statistics.

- **Click-Through Statistics**
  Count how often patrons use your journals and databases.

- **Overlap Analysis**
  Identify overlapping coverage using actual coverage dates.

- **E-Catalog**
  Find any journal in any database whether or not you subscribe.

- **Custom Metadata**
  Modify holdings data with local information to ensure accuracy.

- **Account Management**
  Ensure only authorized staff can view and edit your data.

- **Manage Non-Journal Resources**
  Deliver access to A&I databases and more.

- **Includes Serials Solutions® KnowledgeWorks and 360 Core**
Although usage statistics from content vendors are widely available, it has been extremely challenging for libraries to assess the usage and cost of journals, databases, and vendors.

360 Counter leverages the power of both the 360 Resource Manager Cost Management feature and Serials Solutions® KnowledgeWorks. After 360 Counter aggregates the COUNTER reports that you download from your vendors, it incorporates resource costs from 360 Resource Manager Cost Management.

360 Counter then uses Serials Solutions® KnowledgeWorks to standardize variations of a title into one common title, thereby making it easy to assess and compare titles from different vendors. For example, if Vendor A reports JAMA is searched X number of times and Vendor B reports that the Journal of the American Medical Association is searched Y number of times, normalization reveals that the journal was used X + Y times.

Serials Solutions populates your knowledgebase with the bibliographic metadata for your holdings, thereby reducing errors and redundancy, and saving you time and effort. Journal titles in Serials Solutions® KnowledgeWorks also are associated with one or more subjects, and librarians can assign weighting factors to these journal titles.

360 Counter calculates cost-per-click by title, database, subject, and platform, then presents the results in customizable report formats. 360 Counter reporting tools then provide your library’s stakeholders with the information they need to make better decisions and optimize the value of your electronic collection.

**360 Counter makes it easy to get answers and make decisions using Project COUNTER reports from your content vendors.**

- Aggregate COUNTER-compliant reports from your vendors
- Retrieve costs from the 360 Resource Manager Cost Management feature (included)
- Standardize journal titles using Serials Solutions® KnowledgeWorks (included)
- Compare usage and costs between different providers
- Make more informed acquisition decisions
- Optimize the value of your electronic collection

### AGGREGATES

Aggregates COUNTER reports. 360 Counter aggregates data from the following COUNTER 2.0 reports provided by your vendors:

- **Journal Report 1 (JR1)**  
  Number of Successful Full-Text Article Requests by Month & Journal
- **Journal Report 2 (JR2)**  
  Turnaways by Month & Journal
- **Database Report 1 (DB1)**  
  Total Searches and Sessions by Month & Database
- **Database Report 2 (DB2)**  
  Turnaways by Month & Database
- **Database Report 3 (DB3)**  
  Total Searches and Sessions by Month & Service

### ADDS COSTS

Associates resource costs with titles. After COUNTER reports are aggregated, 360 Counter uses the included 360 Resource Manager Cost Management feature to associate your costs with the usage data for journal titles. From this data, the cost-per-click for a title, database or platform are calculated.

### STANDARDIZES

Standardizes title variations for the same journal as they are received from different vendors. For example: 360 Counter recognizes that X number of searches for JAMA and Y number of searches on the Journal of the American Medical Association equal X + Y searches.

360 Counter also associates subjects with titles and assigns subject headings. Titles that are found in Serials Solutions® KnowledgeWorks are assigned one or more subjects.
RELATIVE EFFORT REQUIRED TO ASSESS COUNTER REPORTS

360 Counter dramatically reduces the time it takes to process and analyze usage data received from COUNTER-compliant reports. After you have downloaded and prepared these reports, 360 Counter takes over. 360 Counter aggregates the data, inserts costs, associates subjects, change titles, calculates costs, and automates data in e-collection reports received from your content providers for analysis and reporting. You get customized reporting based on the criteria that’s most important for your library. The outcome is better data, better information, better analyses, and better decisions that help you optimize the value of your electronic collection.

CALCULATES

Calculates cost-per-click so you can learn the true value of the content you license.
360 Counter combines subscription costs with actual usage to determine cost-per-click across multiple vendors. Costs are calculated based on your library’s fiscal year.

REPORTS

Automates cost and usage analysis. 360 Counter converts raw usage and cost data into actionable information. Now you can customize meaningful charts and graphs to share with decision makers and other stakeholders to help answer questions like these:
- Which subscriptions should I protect?
- Which journals can be cancelled?
- Which databases provide the best return on investment?

ARCHIVES

Creates an archive of usage data, costs, and analyses. 360 Counter helps prevent loss of valuable data, and enables multi-year historical analysis.
When you need information about serials publications and their providers, you want that information to be easy to find and up to date. Look no further than Ulrichsweb™ Global Serials Directory, the comprehensive authority for more than 300,000 periodicals of all types from more than 90,000 publishers and providers worldwide.

By using Ulrichsweb, librarians and patrons can avoid the frustration and time-consuming process of gathering serials information in bits and pieces from various sources. Only Ulrichsweb brings together the latest bibliographic and provider details you need in one location, with links to publisher and journal websites, your library’s other serials resources—and more.

**ONE-STOP SHOPPING**
Librarians, students, faculty, and other library users can easily search and discover extensive serials knowledge through one easy-to-use interface backed by the world’s most authoritative serials knowledgebase.

**WORKFLOW INTEGRATION**
Multiple linking options connect users from search results to your library’s OPAC, OpenURL resolver, and subscription services such as JCR Web, ScienceDirect, and the Copyright Clearance Center’s Permissions Direct.

**COMPREHENSIVE KNOWLEDGE**
Detailed bibliographic records provide data such as ISSN and title, publisher, online availability, subject area, language, abstracting and indexing coverage, list prices, searchable tables of contents, and full-text reviews.

**PERSONALIZATION TOOLS**
Ulrich’s Alert can be tailored by individual users, and custom features such as Lists enable all users to easily save and share relevant search results with colleagues.
ULRICH’S™
SERIALS ANALYSIS SYSTEM
PROVIDING COMPREHENSIVE SERIALS KNOWLEDGE FOR ANALYSIS AND ASSESSMENT

When you need to know whether your library’s serials are meeting the needs of your library’s users, collection analysis and assessment tools are essential to your success. Librarians around the world use Ulrich’s to help them build the most relevant serials collections for their user communities. The robust analysis and reporting capabilities of Ulrich’s Serials Analysis System help you save time and make informed decisions about which print and electronic serials best meet the needs of your patrons, researchers, and faculty.

Only Ulrich’s Serials Analysis System can provide the comprehensive context required for successful serials evaluation. You can identify the qualities, strengths, and weaknesses of serials your library currently offers—as well as indentify serials that could enhance or refine your library’s collection. Ulrich’s Serials Analysis System provides you with multiple baselines of measurement, the ability to choose what you want to compare, and detailed title-by-title reports that can be saved or shared.

ULRICH’S SERIALS ANALYSIS SYSTEM OFFERS A BROAD CONTEXT FOR EVALUATING SERIALS COLLECTIONS

Evaluate your serials in context. You select the baseline: your own data, publisher and provider data, peer groups, or the Ulrich’s knowledgebase.

FOCUSED EXCLUSIVELY ON SERIALS
Ulrich’s Serials Analysis System is the only global, comprehensive collection analysis service dedicated exclusively to serials evaluation and serials collection assessment.

CUSTOMIZED REPORTING OPTIONS
Detailed title-by-title reports can be generated ‘on the fly,’ making it possible for you to easily review and share critical information about your serials collection when you need it.

MULTIPLE BASELINES OF MEASUREMENT
You may easily establish benchmarks for your own collection, your consortium’s collection, the offerings of specific providers, or other serials in the Ulrich’s knowledgebase.

COMPREHENSIVE SERIALS DATA
Your library’s serials information is merged and enriched with comprehensive content from Ulrich’s database, bringing external and internal data together for informed serials decision-making.
Serials Solutions is your exclusive source for Ulrichsweb™ and Ulrich’s™ Serials Analysis System including sales, service, and support. Together, Serials Solutions and Ulrich’s provide the broadest and deepest coverage of serials information anywhere. Librarians worldwide use these solutions to access, analyze, and build the best serials collections for their unique user communities.

Mutual subscribers of Ulrichsweb and Serials Solutions can take advantage of options that integrate Ulrich’s services with Serials Solutions® 360 e-resource tools.

- Ulrichsweb can be configured as both a source and a target of OpenURL links to Serials Solutions® 360 Link to connect users to detailed bibliographic information about the full-text journals, refereed publications, and other resources to which your library subscribes.
- Bi-directional linking with the Serials Solutions® 360 Core E-Journal Portal lets users link directly from Ulrich’s records to your library’s titles, and lets users get complete bibliographic details for titles displayed in your A-to-Z Title List.
- Ulrichsweb can be searched by Serials Solutions® 360 Search, providing federated search results directly from Ulrich’s.
- Ulrich’s™ Serials Analysis System subscribers who also are Serials Solutions subscribers can create ISSN lists of their e-resource holdings in the Serials Solutions Client Center for easy uploading into their Ulrich’s Serials Analysis System account.

Librarians and publishers worldwide use Ulrich’s Global Serials Intelligence to research, analyze, and assess serials and serials collections. You can, too. Find out more!