

Ulrichsweb.com™

Ulrich's Serials Analysis System™

Ulrich's Alignment with Serials Solutions

Frequently Asked Questions (FAQs)

- January 2008 -

When and Why the Ulrich's Products Moved to Serials Solutions

Q: When did the Ulrich's products move to Serials Solutions?

A: ProQuest made the decision to move the Ulrich's brand and its family of services under the Serials Solutions umbrella in June 2007. The Serials Solutions sales teams have been responsible for the sales of Ulrich's electronic products since August 2007.

Q: Why was this decision made?

A: Ulrich's and Serials Solutions are both ProQuest businesses that operate in the highly specialized serials niche. Serials Solutions was founded in 2000 to help librarians manage their constantly changing, increasingly expensive electronic serials collections. Serials Solutions is world renowned for its web-based software solutions and rich expertise in the electronic serials management field. Ulrich's, founded in 1932, is the most comprehensive and authoritative source of serials information available anywhere. Ulrich's products provide search, discovery, and assessment tools that cover serials in all formats – electronic, print, and microform – from publishers and providers around the world. Combining the Ulrich's and Serials Solutions organizations means that all of the products have the resources to thrive.

Q: Isn't Ulrich's a Bowker brand?

A: No. Ulrich's is a ProQuest brand, not a Bowker brand. ProQuest is the copyright owner and publisher of the Ulrich's products and services, in all formats. Historically, R.R. Bowker published the Ulrich's print directory beginning in 1932 and was the originator of the first Ulrich's electronic products. The current Ulrich's products and services are developed and maintained by a dedicated Ulrich's team that works alongside the Serials Solutions development teams.

Q: Which Ulrich's products does Serials Solutions sell?

A: The Serials Solutions sales teams sell the Ulrich's electronic products and services – Ulrichsweb.com and Ulrich's Serials Analysis System.

Q: What about Ulrich's On Disc?

A: The Ulrich's On Disc CD-ROM product has been discontinued and is no longer available for new sales or renewals. Existing subscriptions will be supported through September 2008.

Q: Do the Serials Solutions sales teams also sell the annual print book called "Ulrich's Periodicals Directory"?

A: No. The annual multi-volume print publication known as "Ulrich's Periodicals Directory" is published by ProQuest, but it is still sold through R.R. Bowker, which is ProQuest's sister company. The Serials Solutions sales teams do not take orders for the annual print edition. If you would like more information about buying a print edition of Ulrich's Periodicals Directory, please contact info@bowker.com.

Q: Do the Serials Solutions sales teams sell the print edition of “Magazines for Libraries”?

A: No. The annual print publication called “Magazines for Libraries” is published by ProQuest, but it is still sold through R.R. Bowker, which is ProQuest’s sister company. All of the reviews and recommendations from *Magazines for Libraries* are included in Ulrichsweb.com and Ulrich’s Serials Analysis System. For information about buying a print edition of *Magazines for Libraries*, please contact Bowker at info@bowker.com.

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Ulrich’s Subscriptions and Renewals

Q: Who is my Ulrich’s sales representative?

A: If you are already a Serials Solutions client, your Serials Solutions sales representative is also your Ulrich’s sales representative. If you do not yet subscribe to Ulrichsweb.com or Ulrich’s Serials Analysis System and would like more information about the products, please visit <http://www.serialssolutions.com/contact.html> for a list of regional sales contacts.

Q: I am not currently a Serials Solutions client. Do I have to subscribe to Serials Solutions products now in order to keep my Ulrich’s subscription?

A: No. There is no requirement for you to purchase any of the Serials Solutions® 360 products in order to continue to use your Ulrich’s products. We do encourage you to learn more about how the Serials Solutions 360 products can provide libraries like yours with integrated services to help you optimize your electronic collections.

Q: How will my Ulrich’s subscription renewal be handled?

A: Subscription renewals will be issued through your regional sales office. Internationally, your regional sales office may also be a ProQuest sales office, so you may see the name ‘ProQuest’ in addition to the Ulrich’s product name on your renewal invoice. Please remit your payment to the address noted on the invoice.

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Ulrich’s Technical Support and Training

Q: Whom do I contact with technical support questions about my Ulrich’s subscription?

A: Technical support for Ulrichsweb.com and Ulrich’s Serials Analysis System is available from Serials Solutions Library Client Services. You may contact Library Client Services via the Support Center or email us at clients@serialssolutions.com. For assistance via telephone, North American clients please call +1 (866) SERIALS extension 4, and clients outside of North America please call our UK office at +44 (01223) 271 496.

Q: Is complimentary training still available to me and my library staff?

A: Yes. You may sign up for a complimentary Ulrich’s webinar by registering at the Serials Solutions Learning Center at <http://www.serialssolutions.com/learning.html>. If you would like more in-depth Ulrichsweb.com or Ulrich’s Serials Analysis System training for your library staff, we are pleased to offer complimentary personalized training sessions through the ProQuest Customer Education & Training program. Please contact your regional Serials Solutions sales representative for more information.

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Questions about Integration of Ulrich's and Serials Solutions 360 Products

Q: What are the plans to put Ulrich's products on the Serials Solutions platform?

A: The Ulrich's products are accessed on their own platform and maintain their own interface, which is separate from the Serials Solutions® 360 products. Ulrichsweb.com and Ulrich's Serials Analysis System provide complementary content and services to Serials Solutions products and can be linked to the 360 services on many levels already. The Ulrich's product manager is working with the Serials Solutions product managers and with Ulrich's clients to map out new ways for the Ulrich's and Serials Solutions products to work together. If you would like to be a part of these exciting developments as we move forward, please contact the Ulrich's product manager at yvette.diven@proquest.com.

Q: How do the Ulrich's and Serials Solutions products work together now?

A: As a part of ProQuest, Ulrich's and Serials Solutions can offer additional linking capabilities for Serials Solutions clients with Ulrichsweb.com accounts. Ulrichsweb.com can be searched using Serials Solutions® 360 Link and Serials Solutions® 360 Search. Ulrichsweb.com also provides "bi-directional linking" with the library's Serials Solutions E-Journal Portal. This feature allows the library's users to link from an Ulrichsweb.com record to the library's E-Journal Portal list of holdings to find out where the library subscribes to a particular e-resource (and click through to that e-resource). The link can be set up in the Ulrichsweb.com My Account area. The same library can request that their Serials Solutions E-Journal Portal be set up with a "Title details in Ulrichsweb.com" link that lets a user link into the library's Ulrichsweb.com account to view bibliographic and publisher details about a title in the library's holdings.

Q: How can I get more information about Serials Solutions products?

A: Please visit the Serials Solutions website at www.serialssolutions.com to learn more about the advantages of Serials Solutions products. You may also contact us by email at info@serialssolutions.com. In North America, you may contact us by phone at +1 (866) SERIALS (737 4257). Outside of North America, you may contact us by phone at +44 (0)1223 215 512.

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