

## Serials Solutions Commitment to Enhancing Customer Service

**January 21** – Serials Solutions recognizes the need to deliver you the highest level of customer service to benefit you and your patrons. Not only do we develop cutting-edge e-resource access and management tools and services, but we also dedicate ourselves to build new training programs and create new opportunities for you to improve your knowledge and understanding of our services.

This past year we took significant steps of expanding our customer service to you with a new Online User Community, more training staff and programs, hosted virtual town halls along with more online training sessions, and held a User Meeting in Chicago. In addition, we delivered a significant amount of service enhancements and new services for you to take advantage of (a complete list is available at [www.serialssolutions.com/promotion/2008enhancements.pdf](http://www.serialssolutions.com/promotion/2008enhancements.pdf)).

We envision 2009 to be built upon the solid foundation and success of previous years. To benefit you and your patrons, we will be introducing on-demand training tutorials, upgrading our phone system for more efficient handling of phone inquiries, and continuing to develop and enhance the services that you need to improve e-resource access and management at your library.

In the coming months, we encourage you to take advantage of all of these unique opportunities to connect with us, learn more, and share your experiences with other users of our services.

### **ALA Midwinter 2009**

Please stop by to learn about our latest services, enhancements, or chat with us. Here are links to some opportunities available to you to learn

- **In-booth presentations:** Learn about 360 KnowledgeWorks with eBooks, 360 Resource Manager Consortium Edition, 360 Counter Data Retrieval service, Serials Solutions Summon™ and more during our in-booth presentations. Schedule is posted at: [www.serialssolutions.com/promotion/2009ALAMWpresos.pdf](http://www.serialssolutions.com/promotion/2009ALAMWpresos.pdf).
- **Meet with a Product Manager:** Walk up and talk shop with our product experts at a time that is convenient for you. Schedule is posted at: [www.serialssolutions.com/promotionPMschedule.pdf](http://www.serialssolutions.com/promotionPMschedule.pdf).

In addition, we will be featured at the ALA Midwinter Technology Showcase on Monday, January 26 at 12:00 – 12:30. Jeff Aipperspach, Product Manager for 360 Resource Manager, will present “*Serials Solutions 360 Resource Manager Consortia Edition: saving time, effort and expenses for consortia and their members*”.

### **Upcoming Training Webinars**

Through February we are offering “Get Back to the Basics” education across our services. By attending any of these FREE sessions, you can learn more about how to better manage, assess, and evaluate your collection with tools available within are 360 Core service – Overlap Analysis, Usage Reports, data management, and more. In addition, we are featuring a special session on customizing your E-Journal Portal.

Visit [www.serialssolutions.com/learning.html](http://www.serialssolutions.com/learning.html) to learn more about these sessions, register for any of our

Service overview sessions (featuring all of our new service enhancements in 2008), or sign up for our WebFeat or 360 Counter Town Halls.

## **2009 User's Workshop announcement**

We are excited to announce that we will be holding a free user's workshop in Seattle on March 11, 2009 at our offices. This session will be a valuable opportunity for you to learn from your colleague's experiences regarding the use and implementation of Serials Solutions' e-resource access, management, and assessment services – and meet our training staff.

- Register for the event, simply go to [www.serialssolutions.com/2009-user-workshop.html](http://www.serialssolutions.com/2009-user-workshop.html)
- Provide your input to ensure that the agenda is structured to best meet the needs of you and other Serials Solutions users by completing our brief survey at [http://www.surveymonkey.com/s.asp?sm=\\_2bSwalslroQ6s952aHMJiow\\_3d\\_3d](http://www.surveymonkey.com/s.asp?sm=_2bSwalslroQ6s952aHMJiow_3d_3d)

If you have any questions or suggestions to improve the services that we deliver to you, please don't hesitate to contact us at an upcoming conference, through the Support Center (<http://support.serialssolutions.com/>) or email [clients@serialssolutions.com](mailto:clients@serialssolutions.com).