

# KNOWLEDGEWORKS

SerialsSolutions<sup>®</sup>



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**The Authoritative  
E-Resource  
Knowledgebase**

*“The relationships Serials Solutions maintains with database vendors save us so much time. It would take all of our staff all day everyday to stay on top of database changes by our vendors. Instead, I can rely on a yearly subscription to track all titles lists and changes for me. Now I can focus my time more realistically.”*

Jeff Daniels  
Grand Valley State University

Serials Solutions®

# KNOWLEDGEWORKS

THE AUTHORITATIVE KNOWLEDGEBASE  
FOR E-JOURNALS, E-BOOKS, AND MORE

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

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

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.



**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

TITLE	PROVIDER LIST	CORRECTIONS	CONTENT
"Journal of the American Society of Nephrology"	J. Am. Soc. Nephrol.	1046-6673	✓ Alternate Title
	JASN	1046-6673	✓ Alternate Title
	Journal of the American Society of Nephrology		✗ Missing ISSN
	Journal of the American Society of Nephrology	1046-6673	✓ OK
	Journal of the American Society of Nephrology	1433-3450	✗ Error
	Journal of the American Society of Nephrology	1533-3450	✓ eISSN
	Journal of the American Society of Nephrology: JASN	1046-6673	✓ Alternate Title
			

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

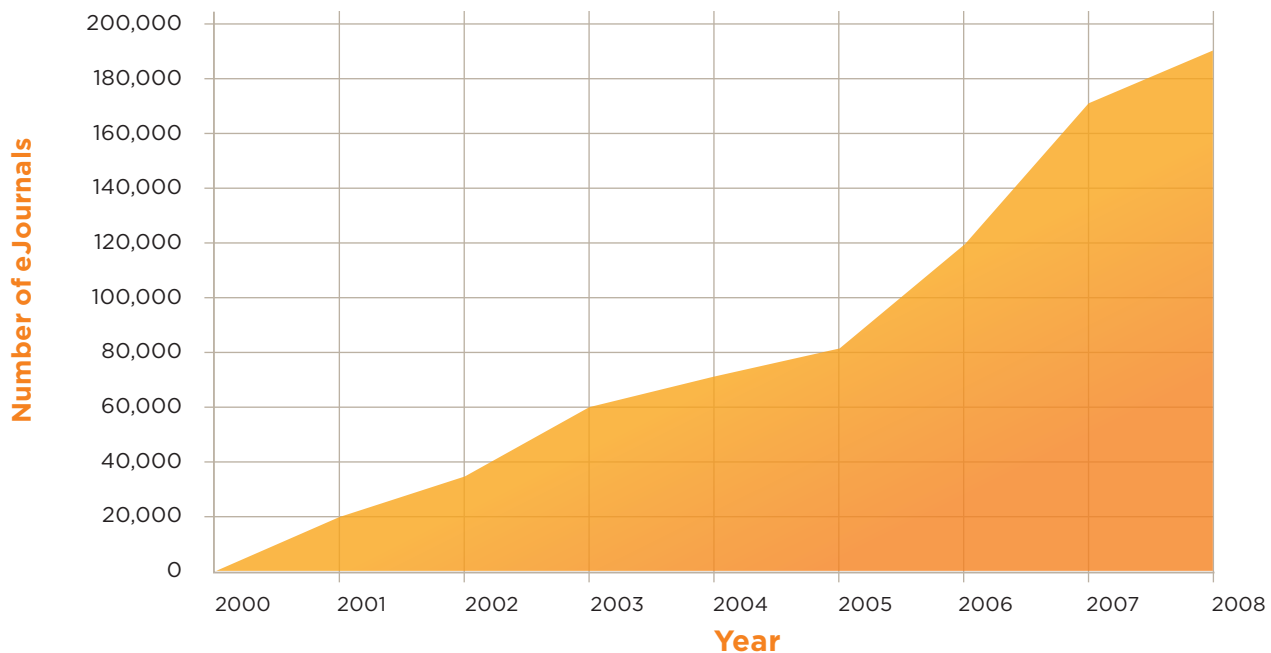
- Delivers the highest quality bibliographic metadata available
- Delivers regular updates that accurately represent exactly what your library holds
- Accurately represents the library's unique holdings; each library has its own customized knowledgebase
- Enables patron access to all e-journals, eBooks, 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

**SERIALS SOLUTIONS® KNOWLEDGEWORKS**



Since its inception, Serials Solutions has been dedicated to providing libraries with the most authoritative e-resource knowledgebase. As the availability of e-resources has grown, Serials Solutions has kept pace with that growth, and also maintained and improved the quality of e-resource metadata. Through the efforts of our librarians and the Serials Solutions® KnowledgeWorks™ Certification Program, we are able to continue maintaining the size and quality of our knowledgebase. Through the efforts of our technology developers, we are able to exploit the value of this knowledgebase throughout our e-resource access and management services. This thorough integration of data and technology makes it possible for librarians to more easily and effectively manage e-resources and ensure that patrons are able to find and use the resources they need.

**GROWTH OF KNOWLEDGEWORKS E-JOURNALS**



Find out more about Serials Solutions® KnowledgeWorks and how it works with the Serials Solutions® 360 e-resource access and management solutions to help you improve librarian workflows and patron experiences.

**Email**  
[knowledgeworks@serialssolutions.com](mailto:knowledgeworks@serialssolutions.com)  
**Call**  
 1-866-SERIALS  
**Visit**  
[www.serialssolutions.com](http://www.serialssolutions.com)

**NEW!** Introducing



SerialsSolutions®

**KNOWLEDGEWORKS**  
CERTIFIED

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## CERTIFICATION PROGRAM FOR CONTENT PROVIDERS

Working together to connect patrons with content

Introducing KnowledgeWorks Certified, the new publisher certification program offered by Serials Solutions. KnowledgeWorks Certification recognizes publishers and content providers who collaborate directly with Serials Solutions. Certified providers establish a direct relationship with our content collection team, support timely electronic updates, and complete a verification cycle. Greater collaboration enhances the timeliness and quality of the certified provider's e-resources within the KnowledgeWorks knowledgebase, enabling Serials Solutions to maintain and deliver the highest quality metadata available. The direct relationship also helps our team of librarians resolve issues more quickly when they occur.

When publishers participate in the KnowledgeWorks Certification program, librarians can trust that Serials Solutions and the providers are committed to providing the best possible access to e-resources.

**Find out more!**

**Visit**

[www.serialssolutions.com/knowledgeworks/certification.html](http://www.serialssolutions.com/knowledgeworks/certification.html)

**E-mail**

[certification@serialssolutions.com](mailto:certification@serialssolutions.com)

Find out more about Serials Solutions® KnowledgeWorks and how this authoritative knowledgebase can help your library reduce overhead and provide greater patron satisfaction.

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**E-mail**

[knowledgeworks@serialssolutions.com](mailto:knowledgeworks@serialssolutions.com)

**Download a detailed Product Description**

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