

HOW TO GET CERTIFIED

To become a KnowledgeWorks Certified content provider, simply email our Provider Relations Specialists at certification@serialssolutions.com and we will help you to meet the following certification requirements:

- ✓ Assign a dedicated contact to Serials Solutions who will respond to inquiries from Serials Solutions and on behalf of mutual clients
- ✓ Provide updated title lists on an agreed-upon cycle
- ✓ Supply title data containing the following fields for the following content types:
 - **Serial:** ISSN, Title, Dates of Coverage (Start/End), Holding URL
 - **Monographic:** Title, ISBN10 or ISBN13, Author, Editor, Publisher, Date Published, Edition
- ✓ Deliver data to Serials Solutions in an agreed-upon and compatible format
- ✓ Review and verify metadata as presented by KnowledgeWorks

Upon meeting these requirements, Serials Solutions will supply you with the KnowledgeWorks logo and publicity material for use in marketing, websites, and vendor showcase booths.

"We really like KnowledgeWorks. It is more accurate than other knowledgebases and, when we have additional titles to be added, the library support folks at Serials Solutions have been great at helping get those titles added with the correct information."

*Jan Lewis, Associate Director
East Carolina University*

WHO IS SERIALS SOLUTIONS?

Serials Solutions is the global leader in e-resource access and management services. Our clients are your clients—thousands of libraries with increasing needs and budgets for electronic content. Libraries worldwide use our vendor-hosted Software as a Service (SaaS) technology to access and manage their electronic resources.

Serials Solutions® E-Resource Access and Management Services are a complete and integrated family of solutions that help libraries be the best partners for research:

360 SERIALS SOLUTIONS® 360

360CORE

Basic e-resource access and management service

360LINK

OpenURL link resolver service

360SEARCH

Federated search service

360MARC UPDATES

OPAC updating service

360RESOURCE MANAGER

E-resource management service

360COUNTER

E-resource assessment service

At the heart of these services is Serials Solutions® KnowledgeWorks, the authoritative e-resource knowledgebase. KnowledgeWorks delivers comprehensive metadata for e-journals, eBooks, and local library-managed holdings to all of the integrated Serials Solutions® 360 services.

FIND OUT MORE!

Visit

www.serialssolutions.com/knowledgeworks/certification.html

Contact

certification@serialssolutions.com

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SerialsSolutions®
KNOWLEDGEWORKS
CERTIFIED

PUBLISHER CERTIFICATION
PROGRAM

**Working together to
connect patrons with
content**

SerialsSolutions®

What Is KnowledgeWorks?

Serials Solutions® KnowledgeWorks is a knowledgebase built by librarians for librarians. This authoritative knowledgebase combines multi-source metadata, service, and technology, resulting in significantly less work for librarians and greater patron satisfaction.

Our staff of professional librarians is dedicated to creating the most accurate and complete knowledgebase available. We track journal holdings, eBook records, and other key metadata. We customize this data to reflect each library's unique holdings, and update our servers daily. We also normalize and standardize metadata using the Library of Congress and other authority data sources.

Where Does Your Data Fit In?

Our customers use the metadata that populates KnowledgeWorks to provide patron access to their holdings and manage their subscriptions through Serials Solutions® 360 services. If the metadata for your collection is inaccurate or unavailable, our mutual clients and their patrons may not be getting the most from your collection.

Participation in the KnowledgeWorks Certification Program Ensures Accuracy

The KnowledgeWorks Certified program is unique in the library technology market. 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.

Certification Benefits Libraries, Patrons & Publishers

When you participate in the KnowledgeWorks Certification program, librarians can trust that Serials Solutions and its partners will collaborate to provide the best possible access to e-resources. The result benefits libraries, patrons, and publishers.

o PATRON BENEFITS

When libraries present KnowledgeWorks Certified metadata through Serials Solutions services, patrons can trust that they are receiving the best possible links and fastest access to the content they need.

o LIBRARY BENEFITS

Your clients are getting the best experience and the most value from your products when they access, manage, and analyze them through Serials Solutions services. As a KnowledgeWorks Certified partner, you guarantee that the data your customers receive from Serials Solutions through KnowledgeWorks is accurate. Accurate data helps libraries more easily manage their subscriptions, track usage, and assess cost.

o PUBLISHER BENEFITS

As a KnowledgeWorks Certified content provider, you will have peace of mind knowing your collection is represented in the most accurate manner possible. Serials Solutions will provide you with an account to our administrative interface and E-Journal Portal. You can use this account to verify your data and request reports of mutual subscribers and client incidents. If you have questions or concerns, you will always know who to call. Serials Solutions will provide you with a dedicated Provider Relations Specialist, who will address inquiries on your behalf. This means that data issues are resolved more quickly, and with greater patron satisfaction.

USE CASE SCENARIOS: WHAT HAPPENS IF YOUR DATA IS INACCURATE?

1 KNOWLEDGEWORKS AND LINKING

James is looking for a new journal on renewable energy sources. He has heard the journal was recently published and is available through his school's subscription to aggregator *A*.

However, when he searches for the title in his school's E-Journal Portal, he cannot find it. James then sends a message to Librarian Julie urging her to add the title. In fact, this title is available but has not been listed because aggregator *A* has not supplied Serials Solutions with current data. Julie's satisfaction with aggregator *A* and Serials Solutions has been negatively impacted.

THE RESULTS OF INACCURATE DATA

Client dissatisfaction, patron frustration, and reduced discovery opportunities.

2 KNOWLEDGEWORKS AND OVERLAP ANALYSIS

Librarian Julie is using the Overlap Analysis tool to compare resources between aggregator *A* and aggregator *B*. She's noticed that both collections are similar with some overlap, but that aggregator *B* has more STM titles than aggregator *A*. As a result, Julie has decided not to renew her subscription to aggregator *A* in favor of aggregator *B*.

What Julie doesn't know is that aggregator *A* actually has 200 more STM titles than aggregator *B*, but the metadata on their website has not been regularly updated. If aggregator *A* had been KnowledgeWorks Certified, they could have ensured that their metadata in KnowledgeWorks was accurate.

THE RESULTS OF INACCURATE DATA

Client dissatisfaction, inaccurate resource assessment, and potentially negative impacts on renewal rates.