Full Page Ads
Introducing
Business-Technology-Solution

A Single Authoritative Database of Business Information Technology Management Research for Academic Business Programs, Researchers, Students, and Libraries

A Critical Addition to Your Library Offering:

- Over 42,000 full-text articles in PDF and XML
- Growing collection of 100+ journals, 950+ books, and 600+ case studies
- More than one million reference citations for further research
- No embargo of content access
- MARC records available at no charge
- Offers COUNTER Compliant and CrossRef accessibility
- Discounts for consortia and other multi-site groups
- Precise search and retrieval through database of chapter-level abstracts and indexing
- Updated continuously as new IGI Global books and journals go to press
- Unlimited simultaneous access
- Perpetual, current-year purchase, and annual subscription options available
- Priced at a fraction of the combined print value!

BTS is powered by a new XML Platform

Quality research articles from the industry's top publications

Free 30-Day Trial Access
Please contact us at eresources@igi-global.com

www.igi-global.com/eresources/BTS
STRONG LEADERS deliver the future

STRONGER, FASTER, SMARTER.

YBP LIBRARY SERVICES and BLACKWELL NORTH AMERICA JOIN FORCES.

LIBRARIANS TRUST YBP LIBRARY SERVICES for its outstanding service, deep catalog, and technical expertise. Now, with Blackwell North America, YBP Library Services offers the widest selection of technical service solutions, the fastest delivery options, and the largest supply of scholarly materials in the world.

YBP has a long history of developing deep partnerships with the libraries and consortia it serves. We draw from our rich background and understanding of the challenges facing libraries and consortia to ensure that collection development objectives, both print and electronic, and technical workflow needs are met today and in the future.

Everything we do stems from our commitment to delivering the best customer service to academic institutions. Together with Blackwell, YBP can deliver on this promise to customers even better.

For more information please visit www.ybp.com.
WHY
CHOOSE?

Now Available from Coutts
Integrated Print and E-book Approval Plans

Announcing a new, fully-automated service that allows libraries to establish “e” and “p” format preferences by subject and publisher. This innovative program takes into account the possibility of different release dates for the two formats—and can integrate with our patron selection programs!

Learn more by contacting your Coutts representative or e-mail us at salesca@couttsinfo.com.

COUTTS
Coutts Information Services
(800) 263-1686 • couttsinfo.com
CHOICE “Highly Recommends”
Palgrave Connect

“Reflects the publisher’s excellent editorial oversight and professional publishing standards. Its intuitive interface allows access to a growing database of over 4,000 e-books, updated quarterly. The excellent interface, developed in conjunction with the Nature Publishing Group, is smooth, well designed, and welcoming. The content is as good as it gets for scholarly minds and academic training . . . This reviewer downloaded three books to a computer’s hard drive and then read the text on Amazon’s Kindle for the PC and using Adobe Acrobat Reader 9. The clarity of the text is excellent. According to the publisher, Palgrave Connect’s e-books are compatible with all PDF e-book readers . . . Access to Palgrave Connect will be very valuable for all academic libraries, with a nudge toward the graduate level.”

Benefits of adding Palgrave Connect to your library holdings:

- Instant access to more than 4,500 eBooks from leading world scholars
- Powerful search and browse options include full-text, keyword, publication date, subject area, and series across collections
- MARC21 records available through OCLC
- Simultaneous access for unlimited users via IP recognition and Athens
- Perpetual access for all purchased content
- Organized in 11 subject area collections containing original scholarly research
- Frontlist and backlist collections dating back to 2000

www.palgraveconnect.com

Sign up for a free trial today! Visit www.palgrave.com/librarians for more details.
“As a not-for-profit educational society, SPIE strives to meet its responsibility to consider the economic challenges facing the educational and research community.”

–Eugene Arthurs, SPIE CEO

Thank you, Librarians

SPIE Digital Library offers you a 10% rollback in pricing for your 2010 institutional subscription.

Come talk to us at booth #1028. Also, ask about SPIE eBooks.

See us at SLA Annual Conference

BOOTH 1028

SPIEDigitalLibrary.org
WHY I TRUST ACS PUBLICATIONS

“ACS Publications thrives on always providing high-quality, world-class research, contributing to the overall advancement of the field. My users are living with ACS in their research and teaching life and so do I.”

— Norah Xiao, Science and Engineering Librarian
University of Southern California Libraries

HIGHLY CITED MEANS HIGH QUALITY: ACS JOURNALS RANK #1
ACS journals rank #1 in citations and/or ISI Impact Factor in 15 separate categories including all 7 of the core areas of chemistry — a testament to our reputation for publishing high quality research.

ACS journals rank #1 in:
- Multidisciplinary Chemistry
- Analytical Chemistry
- Applied Chemistry
- Medicinal Chemistry
- Inorganic & Nuclear Chemistry
- Organic Chemistry
- Physical Chemistry
- Agriculture
- Crystallography
- Polymer Science
- Nanoscience & Nanotechnology
- Food Science & Technology
- Environmental Engineering
- Environmental Sciences
- Materials Science

*As reported in the 2008 Journal Citation Reports® by Thomson Reuters

ACS Publications
MOST TRUSTED. MOST CITED. MOST READ.
pubs.acs.org/4librarians
A New Type of Review Journal

Cold Spring Harbor Laboratory Press announces the launch of a new monthly online publication, *Cold Spring Harbor Perspectives in Biology*. Spanning the complete spectrum of the molecular life sciences, the journal offers article collections that comprehensively survey topics in molecular, cell, and developmental biology, genetics, neuroscience, immunology, cancer biology, and molecular pathology. Written by leading researchers and commissioned by an eminent board of editors, subject collections grow with every issue of the journal. *Cold Spring Harbor Perspectives in Biology* is thus unmatched in its depth of coverage and represents an essential source for informed surveys and critical discussion of advances in emerging areas of biology.

**Scope:** Molecular Biology, Cell Biology, Developmental Biology, Genetics, Immunology, Neurobiology

**Monthly, online**

**ISSN:** 1943-0264

---

**Subject Coverage**

- Angiogenesis
- Antigen Processing
- Apoptosis
- Auxin Signaling
- Axonal Guidance
- The Biology of Cardiovascular Disease
- The Biology of Schizophrenia
- Calcium Signaling
- Cell–Cell Junctions
- Cilia and Flagella
- The Cytoskeleton
- DNA Damage and Repair
- The Extracellular Matrix
- The Endoplasmic Reticulum
- The Evolution of Gene Networks
- Generation and Interpretation of Morphogen Gradients
- Germ Cells
- The Golgi Apparatus
- Growth Factor Receptors
- Immune Cell Signaling
- Immune Tolerance
- Lipid Cell Biology
- Lymphocyte Cell Biology
- Mammary Gland Biology
- Mechanotransduction
- Membrane Fusion and Exocytosis
- Mitochondria
- Mitosis
- Molecular Motors
- Muscle Cell Biology
- The NF-κB Family
- Nuclear Hormone Receptors
- The Nucleus
- The Origin of Life
- The p53 Family
- Prions
- Prokaryote Cell Biology
- Protein Homeostasis
- Receptor Tyrosine Kinases
- Recombination Mechanisms
- Regeneration
- RNA Worlds
- Sex Determination
- Symmetry Breaking in Biology
- Synapses
- Transcriptional Regulation
- Wnt Signaling
- The Y Chromosome

---

To order or request additional information, please visit our website or:

Call: 1-800-843-4388 (Continental US and Canada) 516-422-4100 (All other locations)

FAX: 516-422-4097

E-mail: cshpress@cshl.edu

Write: Cold Spring Harbor Laboratory Press, 500 Sunnyside Blvd., Woodbury, NY 11797-2924
The Most Complete Global Resource for Computer Scientists and Information Technology Professionals

- Unlimited full-text access to all scholarly content ever published by ACM since 1954 to the present
- Includes 256,000 Articles, 270+ Conference Proceedings Titles, 37 High-Impact Journals, 9 Specialized Magazines, and 43 Special Interest Groups contributing content
- Full-text access to the complete contents of ACM's award-winning flagship publication Communications of the ACM, including access to all premium content on the magazine's Web site http://cacm.acm.org
- Access to ACM TechNews technology news briefing service, and all video and multimedia content published by ACM, including 800+ multimedia files
- Contains The Guide to Computing Literature Index — the largest and most comprehensive bibliographic database in the field of computing with over 1.3 million records and 7 million references to the computing and IT literature
- Advanced technology includes cutting-edge search functionality and guided navigation
- COUNTER 3 Compliant Usage Statistics
- Advancing the field of computing and technology with the highest-quality content at affordable rates

www.acm.org/dl/libraries
“First-rate.... The database is exceedingly simple to use. Recommended.” – Choice

“Outstanding as a gateway and primer. A solid, accessible resource. College libraries should take a serious look.” – Library Journal

New for Fall 2010
Global History and Culture
Featuring:
- Global History: Cultural Encounters from Antiquity to the Present
- Encyclopedia of Conflicts Since World War II
- Booms and Busts: An Encyclopedia of Economic History
- Encyclopedia of World Trade

Plus 5 additional titles on U.S. History and Culture
- The Early Republic and Antebellum America
- America in World History
- American Countercultures
- Latino History and Culture
- Asian American History and Culture

- One-Time Purchase - no annual subscriptions or maintenance fees
- All original articles have been reviewed and updated for the online edition
- FREE annual updates keep content current
- Purchase individual titles or specially priced collections
- All titles purchased are cross-searchable
- FREE exclusive supplementary online research tools included

Visit www.sharpe-online.com for a Guided Tour and to sign up for a free 30-day trial.
OECD Factbook 2010
Economic, Environmental and Social Statistics


OECD Factbook 2010 is a comprehensive and dynamic statistical annual with more than 100 indicators covering:

- Economy
- Agriculture
- Education
- Energy
- Environment
- Foreign aid
- Health and quality of life
- Industry
- Information and communications
- Population/labor force
- Trade and investment
- Taxation, public expenditure and R&D.

The data are provided for all OECD member countries with area totals, and in some cases, for selected non-member economies. For each indicator, there is a short introduction followed by a detailed definition of the indicator, comments on comparability of the data, an assessment of long-term trends related to the indicator, and a list of references for further information. A table and a graph providing the key message conveyed by the data. A dynamic link (StatLink) is provided for each table directing the user to a web page where the corresponding data are available in Excel® format.

OECD Factbook 2010 includes a focus chapter on the crisis and beyond.

Order at www.oecd.org/bookshop or call 1-800-456-OECD
With advanced search capabilities and insightful research tools, the new IEEE Xplore digital library makes finding the trusted research you need easier and faster. Discover more than 2 million journal articles, conference proceedings and standards—or simply find exactly the one you’re looking for.

Experience better results with the New IEEE Xplore:
- Easy-to-Navigate Interface
- Improved Search Capabilities
- New Personalization Features
- Expanded Browse Options

IEEE Xplore® Digital Library
Delivering innovative research better than ever

www.ieee.org/ieeeexplore
For a complete, full-color picture of 19th-century and early 20th-century America, start here.

Introducing American Periodicals from the Center for Research Libraries.

Now you can give users instant access to invaluable full-image content in the only online resource of its kind. Upon completion, this collection will contain three million pages—all scanned from holdings of the Center for Research Libraries, a consortium of North American universities, colleges, and independent research libraries. With precision searching and page-by-page browse capability, users can quickly view the articles, illustrations, photographs, and front and back matter in original page context.

The multidisciplinary collection is compiled of historically significant titles and includes lesser-known titles and under-represented viewpoints from special interest and general magazines, labor and trade publications, scientific and medical journals, as well as literary and photographic periodicals. The stand-alone collection is cross-searchable with ProQuest Historical Newspapers®, American Periodicals Series Online, and ProQuest Civil War Era—all with full-image content—providing even greater insight!

To take advantage of special, limited-time savings, or for more information, contact your ProQuest representative today at: www.proquest.com/accessrep/

American Periodicals from the Center for Research Libraries

See a brief overview at: www.proquest.com/go/apscri or sign up for a free trial at: www.proquest.com/go/crid
Sustainable Urban and Regional Infrastructure Development: Technologies, Applications and Management
Tan Yigitcanlar, Queensland University of Technology, Australia
This publication bridges the gap in the current literature by addressing the overall problems present in society’s major infrastructures, and the technologies that may be applied to overcome these problems. It focuses on ways in which energy intensive but ‘invisible’ (to the general public) facilities can become green or greener.

ISBN: 978-1-61520-775-6; 370 pp; © 2010

Web-Based Green Products Life Cycle Management Systems: Reverse Supply Chain Utilization
Hsiao-Fan Wang, National Tsing Hua University, ROC
Facing critical impacts to its environment, a strategic change to integrate supply chain management on green products needs a solid base for decision making. This publication provides a comprehensive review of current and potential research in green management and control. It serves as a complete reference guide to the innovative uses of green technologies.

ISBN: 978-1-60566-114-8; 488 pp; © 2009

Information Systems for Sustainable Development
Lorenz M. Hilty, Swiss Federal Labs for Materials Testing & Research, Switzerland, et al.
Provides a survey on approaches to information systems supporting sustainable development in the private or public sector.

US $84.95; Perpetual Access: US $130
Print + Perpetual Access: US $170

Sustainable Economic Development and the Influence of Information Technologies: Dynamics of Knowledge Society Transformation
Muhammed Karatas, Mugla University, Turkey, et al.
Provides research in the area of information technology as it relates to sustainable economic development and the development of knowledge societies.

ISBN: 978-1-61520-709-1; 416 pp; © 2010
US $180; Perpetual Access: US $270
Print + Perpetual Access: US $360

Corporate Environmental Management Information Systems: Advancements and Trends
Frank Teuteberg, University of Osnabrueck, Germany
Takes a holistic and strategic approach towards material and energy efficiency, emission and waste reduction, recycling, stakeholder engagement, and legal compliance.

ISBN: 978-1-61520-981-1; 375 pp; © 2010
US $180; Perpetual Access: US $270
Print + Perpetual Access: US $360

ALL TITLES AVAILABLE!

Subscribe to our free eNewsletter and mailing list to receive IGI Global updates by e-mailing marketing@igi-global.com
Own the Complete AIP Journal and Physics Today Digital Archive

Place yourself at the intersection of seminal physics research, past and present

PT Digital Archive
journals.aip.org/pt_digital_archive.html

AIP Digital Archive
journals.aip.org/digital_archive.html
WHOLE LIBRARY IN ONE CLICK!

Begell Digital Library

Aerospace / Petroleum / Thermal & Fluids Science and Engineering / Nanotechnology / Biological Science / Cancer Research

www.dl.begellhouse.com
The ASME Digital Library

Meet your research needs with subscription access to an array of journals, conference proceedings, and books on a single platform

All 24 of ASME’s Transactions Journals plus Applied Mechanics Reviews, and more than 100 ASME annual conference proceedings volumes – totaling over 60,000 articles and papers – are available to subscribers on a single platform with integrated searching and linking features! New content is added continually.

Just a click away...

Now engineers, scientists and researchers have a full range of information, features, and services right at their fingertips:

- Contents alerts and RSS feeds
- Abstract-level searching without subscription
- Links to cited source articles from other publishers via CrossRef
- Links to abstracting and indexing databases enabling the retrieval of related articles including those that cite source material
- Ability to download citations to a variety of citation managers
- COUNTER compliant statistics and usage reports
- Full-text articles (for subscribers)
- Pay-per-view available
- Hosted on the Scitation® platform

Subscribe now to more ASME journals and conference proceedings for less money with ASME 2011 Subscription Packages

Save up to 25% when you subscribe to all 24 ASME Transactions Journals (Package 1) in print and online.

Save on conference proceedings packages designed for specific areas of interest including engineering technology, energy and power, design, manufacturing and systems engineering, and pressure technology and pipelines.

NEW! Combo Packages

Save on new combo packages designed for your convenience. Package 8, an online-only package, combines Journal Package 1 with Conference Proceedings Package 3 and includes all 24 Transactions Journals plus all current conference proceedings.

Package 9, an online-only package, combines Journal Package 2 with Conference Proceedings Package 3 and includes all 24 Transactions Journals, Applied Mechanics Reviews and all current conference proceedings.

NEW! Medical Package

Save on other specialized packages, including the new Engineering for Medicine and Biology Package, a collection of five Transactions Journals packaged specifically for the medical community.

NEW! eBooks Package

A new eBooks subscription package is available as of July 2010. Contact your sales agent for details.

For complete details on ASME’s online subscription packages, go to go.asme.org/subpackages

To order a subscription package, contact your subscription agent or ASME at 1.800.843.2763 or infocentral@asme.org
The definitive reference to quantitative finance

“What initially looked like an impossible undertaking has become a formidable achievement, stretching from the theoretical foundations to the most recent cutting edge methods. Mille bravos!”
—Dr. Bruno Dupire, Bloomberg L.P.

Drawing on contributions from over 400 leading academics and professionals worldwide in fields including financial economics, econometrics, mathematical finance, operations research, numerical analysis, risk management, and statistics, the Encyclopedia of Quantitative Finance faithfully reflects the multidisciplinary nature of its subject. This comprehensive four-volume set provides a balanced view of theoretical and practical aspects of quantitative modeling in finance.

Topics covered include:
• History of quantitative modeling in finance
• Mathematical tools
• Equity derivatives
• Interest rate derivatives
• Risk management
• Market microstructure

Available from your vendor.
To order Print Version: visit www.wiley.com/go/quantfinance or call 1-877-762-2974.
Also available online.
To order Online Version: email wissales@wiley.com or call (201) 748-6645 (option #6)

WILEY
Now you know.
Optics InfoBase—
One Resource Serving
Multiple Disciplines

More libraries each year realize the boundary-breaking advantages of Optics InfoBase, OSA’s online library. Now you can provide readers across your institution with instant access to more than 170,000 high-impact peer-reviewed papers in optics and photonics.

Relevant.

→ Cutting-edge research is facilitated with rapid publication times and our Early Posting pre-publication service

Multidisciplinary.

→ Connect readers across departments and domains: Biology, chemistry, physics, mechanical engineering, electrical engineering, biomedicine, materials science and more

Authoritative.

→ Bring your patrons the best: Optics InfoBase is entirely peer-reviewed, and includes many journals with the highest impact factors in the ISI optics category

Reputable.

→ Rely on content from OSA, one of the oldest publishers of physics journals in the world

OPTICS INFOBASE FEATURES:


For pricing, including consortia licenses, please contact:
Alan Tourlotte (atourt@osa.org) or Christine Orr (corr@osa.org)
The 21st-century student conducts research very differently than previous generations. The new ABC-CLIO eBook Collection is a perfect match with their needs.

This collections makes it even easier for you to offer your patrons access to the information they need from anywhere, at any time. Customize your digital collection with individual titles chosen from over 6,200 encyclopedias, dictionaries, handbooks, and guides.

NEW FEATURES AND HIGHLIGHTS

- Over 6,200 titles now available
- A vibrant new design: Our intuitive, user-friendly new interface makes on-screen reading and research easier
- Bookmarks & Notes: Enables deeper interaction with the texts, helps researchers return to their findings quickly and accurately
- Collection and order management tools, RSS feeds, and institutional branding: Collection and order management tools show you what you’ve got and what you want. RSS feeds alert you about the newest titles appropriate for your library. Institutional branding assures researchers that they are in the right place—your perpetually open library
- Create your own user profile: Save searches, notes, and bookmarked entries
- Improved search and navigation: Helps researchers find what they need faster

UPDATED AND IMPROVED FEATURES

- Completely cross-searchable platform: Search across all titles at one time
- Unlimited simultaneous user access: Share a reference resource with an entire classroom
- Remote Access (proxy server, referring URL, Username & Password): Support commuting and off-campus students and online courses
- Direct Deep Linking: Include reference articles in course materials—at no cost to students
- Citation Support: Multiple style formats and export options lend assistance to one of scholarship’s trickiest and most important tasks
- Free Downloadable MARC Records
- Email and Printing capabilities

To explore additional product information or to sign up for a FREE 60-DAY PREVIEW, please visit ebooks.abc-clio.com
DSM Premium @ psychiatryonline.com is the only resource your library needs to provide the most up-to-date, authoritative psychiatric textbooks and journals online.

Save Money
Reduce costs by subscribing to the DSM Premium collection vs. purchasing individual APPI journals and print textbooks

Save Time
One site, one search across books and journals allows patrons to access the information they need whenever, wherever

Manage Effectively
One subscription, real time usage statistics, personalized account services, marketing support

Upgrade your mental health collection to

**DSM Premium @ PsychiatryOnline.com**

and give your patrons the tools they need to succeed in a career in psychiatry and/or psychology.

Request a free 30-day institutional trial at


Or email institutions@psych.org for a subscription rate quote.

Contact us for more information or to purchase a subscription:
Call 703-907-8538 or Email institutions@psych.org

Priority Code AP1008
ANNUAL REVIEWS DELIVERS THE BEST OF THE BEST TO ONE PLACE: YOUR LIBRARY.

Annual Reviews intelligently synthesizes critical literature in the Biomedical, Life, Physical, and Social Sciences, including Economics. Your patrons can rely on Annual Reviews to assess the available research and deliver the ideas that matter, to cut out the noise, and to meet their research needs efficiently and in a timely manner.

NEW JOURNALS AVAILABLE IN 2010:
Annual Review of Food Science and Technology
Annual Review of Chemical and Biomolecular Engineering
Annual Review of Condensed Matter Physics

SECURE A SITE LICENSE FOR YOUR PATRONS TODAY
online: www.annualreviews.org
email: sitelicense@annualreviews.org
Why ASBMB Journals Should Be a Part of Your Library Collection:

- **New!** Now publishing original articles on plant biology, neurobiology and molecular bases of disease
- **New!** Podcast interviews with authors and entertaining videos for classroom use
- Premier journals in the fields of biochemistry and molecular biology
- Publications of record for essential research conducted the world over
- Featuring thematic reviews on a broad range of subject areas

SUBSCRIBE TODAY AT: www.asbmb.org/publications
Anytime Access

Crash through information barriers, cut through time zones, eliminate paper work - right from your own computer - with ANYTIME ACCESS to your order status.

The current order information available to us on our computer network is now available to you through:

thebookhouse.com

Virtually any order action can be made online - inquiries, claims, cancellations, order verification - right at your fingertips - ANYTIME, DAY OR NIGHT.

- now with “view only” options
- including standing orders with recent shipment history

Contact us today for ANYTIME ACCESS to all of your Book House, Inc. firm and standing orders.

the BOOK HOUSE INC.

Since 1962
Phone: (800) 248-1146
Fax: (800) 858-9716
e-mail: bhinfo@thebookhouse.com

Jobbers serving libraries with any book in print.
Join our family of satisfied customers!

Take their word for it and try us.

“I have often told people that I felt that I had another staff member off-site, in Bridgeton, Missouri.”
Susan Sheridan
Amherst College

“Thanks for your smile that reached across the miles, for your patience, and your constant devotion to optimal service.”
Betty Kelly
Furman University

“You’re a benchmark for how customer service should be conducted.”
Eric Kidwell
Huntingdon University

“I truly appreciate the service that you give us and I always enjoy talking to you on the phone. I think you are absolutely WONDERFUL and you give AWESOME service.”
Carolyn Marr
Wayland Baptist University

“Great customer service! That’s why we love to work with Midwest.”
Lydia Mureh
Lee University

“Once again, Midwest’s customer service has gone so far beyond the normal request level. In both my professional experience and my personal experience, I don’t know of any other company that comes close to providing such excellent customer service.”
Karen Krieger
San Francisco Public Library

“Our representative is unfailingly pleasant and is diligent about calling to follow up on any questions about our orders. I feel that she does her job in a most thorough and conscientious manner. Thanks to Midwest for the excellent experience that I have had working with your company.”
Katie Olson
Skagit Valley College

“I appreciate that you do not have an electronic answering system. It is so great talking to a “real” person. In this world of electronic communication, it has been so nice to actually talk to someone and get issues resolved quickly.”
Carol Gregorich
Harrisburg Area Community College

“We recently signed up with Midwest to handle our Continuations. The customer service is outstanding. Our representative is extremely helpful and returns emails and phone calls right away. We couldn’t be happier.”
Leanne Roseberry
Lincoln Land Community College

“Midwest does a wonderful job on processing and binding. The books are always “crisp & clean” and neatly done at reasonable prices.”
Carla Kramer
Ventura College

“The service you and your staff have given us has always been excellent, but during our disaster recovery effort you really came through for us.”
Ruth Ross
Olympic College

“Our representative is the most pleasant, on top of it, bend over backwards to help, and just plain friendly person with whom I deal. She is an outstanding asset to your company.”
Martha Yelton
Johnson County Library

“You have always gone that extra mile that makes a great service even more so. Your service has been an important factor in keeping my library a steady customer.”
Dan North
University of West Florida

“Once again, Midwest’s customer service has gone so far beyond the normal request level. In both my professional experience and my personal experience, I don’t know of any other company that comes close to providing such excellent customer service.”
Karen Krieger
San Francisco Public Library

“I appreciate that you do not have an electronic answering system. It is so great talking to a “real” person. In this world of electronic communication, it has been so nice to actually talk to someone and get issues resolved quickly.”
Carol Gregorich
Harrisburg Area Community College

“We recently signed up with Midwest to handle our Continuations. The customer service is outstanding. Our representative is extremely helpful and returns emails and phone calls right away. We couldn’t be happier.”
Leanne Roseberry
Lincoln Land Community College

“Midwest does a wonderful job on processing and binding. The books are always “crisp & clean” and neatly done at reasonable prices.”
Carla Kramer
Ventura College

“The service you and your staff have given us has always been excellent, but during our disaster recovery effort you really came through for us.”
Ruth Ross
Olympic College

“Our representative is the most pleasant, on top of it, bend over backwards to help, and just plain friendly person with whom I deal. She is an outstanding asset to your company.”
Martha Yelton
Johnson County Library

“You have always gone that extra mile that makes a great service even more so. Your service has been an important factor in keeping my library a steady customer.”
Dan North
University of West Florida

We strive for complete customer satisfaction, with service second to none.

“Outstanding Service”
“Professional”
“Courteous”
“Prompt”
“Zero Error Rate”

Midwest Library Service
11443 St. Charles Rock Road - Bridgeton, Missouri 63044-2789 - U.S.A.
Phone: 800-325-8833 - 314-739-3100
Fax: 800-962-1009 - 314-739-1326
mail@midwestlsls.com
www.midwestlsls.com