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Publisher Profile-Serials Solutions

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JB: 360 Resource Manager and 360 Counter are services that **Serials Solutions** has offered for a number of years. Together, they make up the Serials Solution ERM Solution. 360 Resource Manager manages the information about an e-resource through its lifecycle in the library. 360 Counter provides for consolidating and analyzing usage data for these resources. We have been aggressively enhancing those services over the last 18 months, with functions that help libraries get data into our ERM solution, help them use that data more efficiently, and provide an improved user experience. We will continue to enhance our ERM solution.

The market is evolving, and we can use what we learn in building Intota to make all of our products work better. Of course, Intota is taking this to a new level, but we are addressing known challenges in our existing services as well.

For example, we have just announced a license template library in 360 Resource Manager to make the entry of license data more streamlined because we know that libraries were still spending too much time entering license data. Similarly, enhancements to 360 Counter improve how libraries can utilize and communicate usage data.

The functions performed by 360 Resource Manager and 360 Counter, as well as the 360 MARC Record service, are all part of the vision for Intota. Eventually, all of the functions of these existing services will be also included in Intota.

The ERM Solution also relates to Summon. When a library chooses to acquire an e-resource, it becomes part of their list of e-resources in these services. At that point, the library specifies whether it also wants the resource searchable in Summon. So, these services are actually a part of the current Rights Management function that Summon checks before displaying results.

ATG: *What realistically would you say is the shelf-life of these services with new applications, platforms, and products coming out all the time?*

JB: Libraries will set their own timeframes for migrating to a Web-scale collection management solution. Not all libraries will move off the ILS in the short term. They need good solutions for managing their e-resources today because their ILS doesn't do it. E-resources consume the majority of every academic library's acquisitions budget today. So we expect to support the ERM Solution for the foreseeable future.

Plus, using the ERM Solution today gets the data about the e-resources "converted" into a standard definition. It makes the data ready for migration to a Web-scale management solution, which will make the overall migration shorter and easier for the library. 🌱

against the grain publisher profile

Serials Solutions

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a ProQuest® business

AFFILIATED COMPANIES: **Serials Solutions** is a **ProQuest** business, headquartered in Seattle, Washington. **ProQuest** is an energetic, fast-growing organization, which includes the **Bowker**, **Dialog**, **ebrary**, and notable research tools such as the RefWorks, Udini, and Pivot services.

OFFICERS: **Serials Solutions** is privately held and does not have officers.

ASSOCIATION MEMBERSHIPS: The company is active in many industry organizations, associations, and standards bodies.

VITAL INFORMATION: **Serials Solutions** provides industry-leading technology solutions for libraries worldwide. The company helps libraries work better by providing innovative, practical Software-as-a-Service (SaaS) solutions for discovery and management. Driven by a comprehensive knowledgebase and coupled with unparalleled client support services, these solutions uniquely merge unsurpassed understanding of libraries. **Serials Solutions** is a dedicated partner of libraries working to remain vital and relevant to their users and communities.

KEY PRODUCTS AND SERVICES:

Data Solutions — **Serials Solutions'** comprehensive, managed knowledgebase powers our discovery and management solutions. Our expert team of librarians gathers, vets and verifies, and enhances information from multiple sources. The result is a knowledgebase that delivers authoritative, enriched, and continuously-updated data that makes your resources discoverable, manageable, and reportable. Products include: KnowledgeWorks, The Summon Service Index, Ulrich's, and Ulrichsweb.

Management Solutions — Built on a foundation of leadership in e-resource management and assessment services, **Serials Solutions'** management solutions put you in control of the complexities of managing your library and collections. From selection to assessment, our integrated services streamline workflows. Authoritative data and centralized reporting allow for data-driven decision-making and enable you to demonstrate the value of your library and further your mission. Products include: Intota, 360 Resource Manager, 360 Counter, 360 Core, 360 MARC Updates, Ulrichsweb, Ulrich's Serials Analysis System, and Ulrich's XML Data Service.

Discovery Solutions — **Serials Solutions'** discovery solutions instill user confidence in the library and invigorate the research experience. From award-winning Web-scale discovery to linking, researchers discover and gain access to relevant information through our services that employ emerging technologies and leading Web interface design to deliver a more rewarding user experience and a greater return on investment for your library. Products include: Summon Discovery Service, 360 Link, 360 Search, 360 Core, 360 MARC Updates, AquaBrowser, and Ulrich's XML Data Service.

CORE MARKETS/CLIENTELE: **Serials Solutions** serves more than 3,000 libraries worldwide, covering 77 countries and support in more than ten languages, with a focus on academic libraries.

NUMBER OF EMPLOYEES: 240+ and growing.

ADDITIONAL ITEMS OF INTEREST TO ATG READERS: **Serials Solutions** is developing Intota, a new Web-scale solution that will address the work flow challenges facing libraries. This new solution is based on extensive research, librarian participation and input from six development partners, and **Serials Solutions'** long history of managing e-resources.

The Summon discovery service, used by more than 500 libraries in more than 40 countries, is the first and only discovery service based on a single, unified index of content, leveraging the richest possible metadata from multiple sources to improve discovery across the breadth of a library's collection. In just three years, the Summon unified index has grown from 200 million items to more than one billion items — with the vast majority of article and book content full-text searchable. 🌱