

EBSCO Professional Services

Empowering you to expand the strength of your library and its tools.

No matter the organization size, the platform complexity, or the content need, EBSCO Professional Services empowers customers to optimize their products to exceed expectations, fulfill their mission and create the best information-seeking experience for their end users.

The EBSCO Professional Services Difference

Our dedicated team provides insights that span the entire EBSCO product portfolio, including *EBSCO Discovery Service*, *Stacks*, *FOLIO*, and electronic resource management (ERM) solutions.



Improve User Experience

Small teams and limited knowledge of the area can leave your institution to play constant catch up. We will work with you to understand your UX need.



Optimize Discovery

Together, we can unlock the power of your library management and discovery solutions to save you time and give you more choice.



Refine ILS / ERM

Leverage a group of highly skilled professionals that work on your behalf to handle the labor of electronic resource management including obtaining usage data and COUNTER reports, configuring platform details, data loading and more.

Who We Are

Library Service Engineers (LSE)

40+ Worldwide

Information application experts understand regional needs and can work directly with you on in-depth technical conversations about EBSCO products.

Implementation Project Managers

20+ Worldwide

Serve as your main technical contact during the SaaS product setup.

Customer Training Services

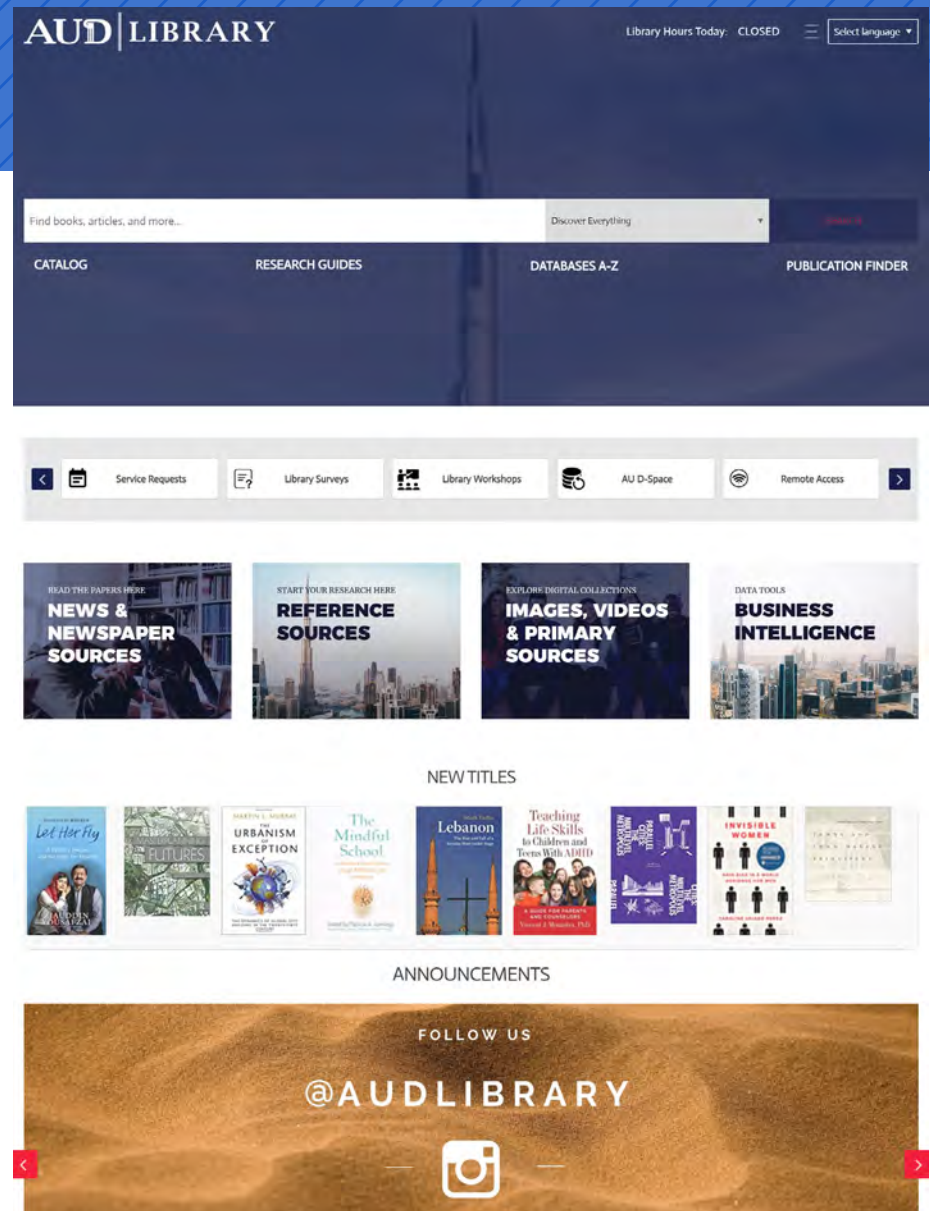
40+ Worldwide

Highly qualified library educators, many with MLS degrees, provide you with online and onsite training.



Improve User Experience

Example of design consultation



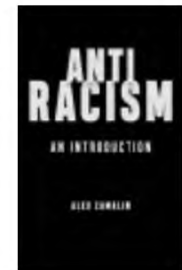
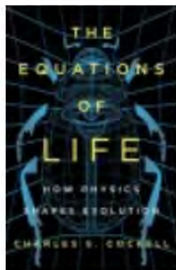
Our team offers a variety of services – from consultations to custom developments to bring your library’s user experience (and library usage) to the next level.

- Subject-specific portals
- Design and user interface consultations
- Authentication configuration
- Customization (examples include):
 - Branding
 - Widgets
 - Search boxes within end-user applications
 - Custom connectors
 - E-book carousels

Optimize Discovery

eBook Carousel automatically updates with new eBook additions via ILS

FEATURED BOOKS



New Westminster Library

Coquitlam Library

Learning Centre New Westminster

Learning Centre Coquitlam

New Westminster Library

Let's bring the greatest interaction possible between content and user. We consult on and can implement a variety of discovery integration options including:

- ILS integrations
- LMS integrations
- Institutional repositories
- APIs

Refine Your ERM / ILS

Electronic resource management can be cumbersome and time consuming. Utilize our focused services to alleviate the work including:

- Obtaining usage data and COUNTER reports
- Configuring platform details
- Data and cost loading services



The FOLIO Open Source Platform

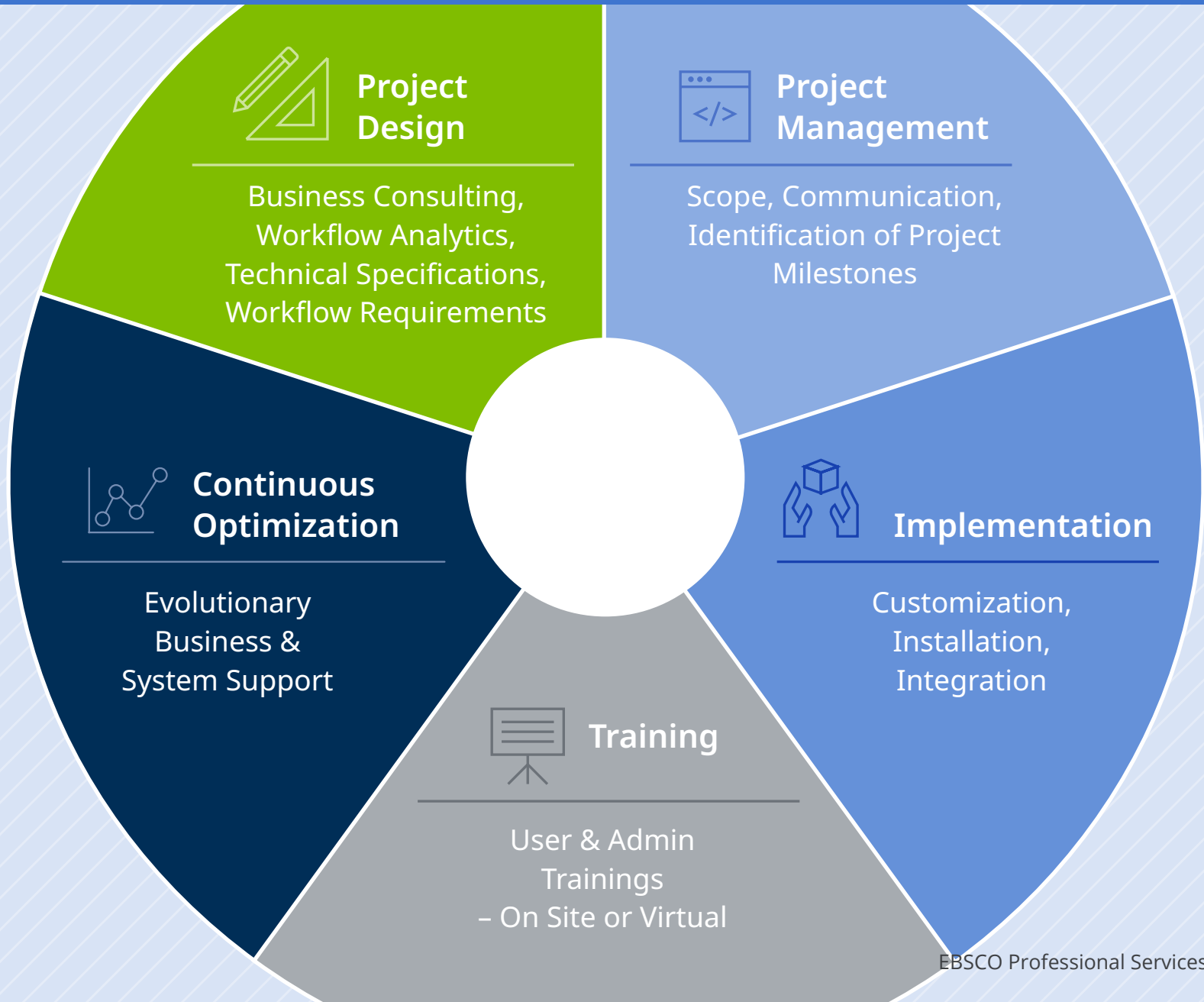
The **FOLIO open source platform** is extensible, supporting traditional resource management and focused on the ability to deliver new services. FOLIO is free, but running the software takes time and resources.

EBSCO offers a suite of services for libraries **who want to run FOLIO in a cost-efficient way**, but don't have the resources to host or the staff to support the library services platform including:

- Implementation
- Hosting and maintenance
- Custom development



EBSCO Professional Services offers the highest level of expertise for end-to-end support.





Contact Us to Learn More:

information@ebSCO.com

(800) 653-2726

www.ebSCO.com

[Learn More](#)