

Matthews Library Services

Matthews is dedicated to developing a wide range of services for health science libraries. Our service philosophy is centered around flexibility (every customer is different and has unique needs), responsiveness (every customer is a priority), and doing what is right for the customer (no matter what it takes).

Our customers tell us that it is our service that keeps them coming back.

FULFILLMENT OPTIONS

Matthews maintains an inventory of medical, nursing, allied health, veterinary, dental, and bioscience titles from over 300 publishers. We have more than 100,000 titles in our database, and acquire books for customers from over 4,000 publishers. In fact, our St. Louis, Missouri distribution facility houses the largest selection of health science information under one roof. With a distribution facility in New Jersey, both St. Louis and New Jersey proudly boast a 99.5+% error-free accuracy rate on fulfillment.

Ordering

You can place your order with Matthews 24 hours a day, seven days a week via the Internet www.matthewsbooks.com, Electronic Data Interchange (EDI), email and fax. Or you can call your personal customer service representative toll free between 7:30am and 6:00pm CST, Monday-Friday. In addition, you can receive PO confirmation and immediate notification of backorders via fax, email, or EDI.

Discount

Matthews offers a competitive discount on all of our health science books. Please contact a Matthews sales representative regarding a discount for your library.

Shipping

Matthews offers free shipping to libraries. There is a \$1.50 service fee for each original order. Orders received by noon CST are shipped the same day upon request---or we can accumulate your orders and defer shipping according to your specifications.

Product Searches

Matthews can launch a nationwide search of publishers to locate out-of-print or hard to find titles.

Returns

100% return privileges are granted for all books in their current edition and in resalable condition. (Publisher return policies on selected titles may create an exception.)

Matthews Medical Books

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Matthews Library Services

COLLECTION DEVELOPMENT SERVICES

Information Updates

View new receipts by date on www.matthewsbooks.com. Each record includes bibliographic information, book cover scans, availability in each of our warehouses, NLM and LC classifications, MeSH headings, and much more.

View Matthews Average Price Report which accumulates pricing data on all new titles received during the previous year and arranges it by NLM classification. Each discipline is compared to prices from the previous two years to determine increases and/or decreasing in pricing trends in each discipline.

Doody's Core Titles

Matthews Medical Books is proud to offer this collection development tool from the leader in health science book reviews. Subscribers to DCT can access a variety of integrated tools on www.matthewsbooks.com. View core list of titles online. Receive DCT titles automatically in your approval plan shipment or receive notification electronically. See DCT scoring and specialty when searching the Matthews web site. See New Edition DCT information with links to the previous edition scoring and specialty. Sign up for the DCT Purchase History Program to see what you have/have not purchased from the list.

Continuations Standing Order Program

Our standing order program keeps your collection up-to-date with the new editions, annuals, yearbooks, and series that you specify. We also notify you of delays in publications, ceased titles, and changes in publisher or publication schedules.

Customization of standing orders such as shipping odd/even editions or every other year is available. The first volume of a new series can be sent on approval. For your convenience, standing orders are shipped and invoiced separately from other orders.

To make sure your standing order is continuing to serve your needs, Matthews will provide reports for review on a monthly, quarterly, semi-annual, and/or yearly basis.

Approval Plan

A Matthews medical librarian will meet with you and your staff to design an Approval Plan to meet the specific needs of your library, using a combination of subject profile, publishers list, format exclusions, and Standing Orders exclusions. The Matthews Approval Plan Profile can be based on the National Library of Medicine Classification or the Library of Congress Classification Schedule.

To avoid duplication, we will check your firm orders against titles shipped on Approval. Approval Plan titles are always shipped and invoiced separately from other orders, and can be sent on a schedule convenient to your library. The Matthews Approval Plan can ship books, bibliographic slips, or a combination of both. The bibliographic slips can be received in either a paper or electronic format.

For your convenience, you can view and edit your Approval Plan selections from our website at www.matthewsbooks.com. The website displays book cover scans, abstracts, table of content information and contributing authors. Matthews will produce reports for review on a monthly, quarterly, semi-annual, and/or yearly basis. We will review your profile with you periodically, and institute within three business days any changes you request.

Cataloging Services

Matthews Cataloging Services provides integrated solutions to assist you in getting new titles into circulation much faster, freeing up valuable staff time.

Matthews is an WorldCat Cataloging Partner providing MARC bibliographic records that include NLM call numbers and MeSH subject headings.

Matthews offers shelf-ready processing for your orders. Please contact Ashley White at ashleyw@mattmcco.com for pricing.

Matthews' Web Site

www.matthewsbooks.com provides ordering history, invoice access and printing, package tracking, backorder lists, newsletters, contact information, and much more.

Website Partner Program

webmedbooks.com provides an e-commerce solution to your patrons to purchase titles for their collections.

Electronic Ordering

Matthews supports electronic ordering via the Internet and EDI. In addition, you can receive immediate PO confirmation and notification of backorders by fax or email.