



FAQ's

What is ebrary?

Ebrary is a single e-content platform that allows libraries to acquire authoritative content from leading publishers with their choice of access models.

All documents in the ebrary platform can be cross-referenced, are full-text searchable, and integrate with other digital resources in the library and on the web through the ebrary Reader™ and InfoTools™ software.

Key benefits of the ebrary platform:

- Affordable pricing
- Flexible access models
- Streamlined ordering process
- Ability to integrate with other digital resources in the library
- Ability to integrate with information on the web
- Option to use ebrary's integrated platform for a library's own PDF content
- All documents in the ebrary platform can be cross-referenced and are full-text searchable
- 24x7 access
- InfoTools enhances the research process
- Usage reports show how content is being used while protecting end-user privacy
- Hosted solution eliminates overhead and storage costs

What do I need to do to get started?

The first thing a library will need to do is fill out a Technical Profile Form. Ebrary needs this to set up the library channel which gives access to the ebrary titles. Once the form is filled out, e-mail, fax or mail to Ashley White. This form also needs to be filled out if a library would like a 30 day free trial.

Is there a hosting fee or charge for the channel site?

Yes, the annual hosting fee is 5% of ebrary title purchases, subject to a minimum of \$500 and maximum of \$1,500 per annual term, invoiced at end of term. For example, if your first purchase was on 1/1/09 and you bought \$20,000 of ebrary titles by the end of 12/31/09, you would be billed for a \$1000 hosting fee at the end of 2009.

What is the difference between Single User Purchase Option (SUPO) and Multiple User Purchase Option (MUPO)?

SUPO only allows one person to view an ebrary title at a time. MUPO has unlimited user allowance.

Ashley White, MLIS • Manager, Library Services
Phone: 800.633.2665, ext. 374
email: ashleyw@mattmccoy.com



FAQ's

What is the price difference between the SUPO and MUPO?

SUPO pricing is the list price the publisher gives ebrary. MUPO pricing is the list price plus 50%.

If I have a problem with one of the titles I purchased, who should I call?

Ashley White will be the library's first point of contact. Ashley can be reached at ashleyw@mattmccoy.com or 1-800-633-2665 x374.

Who will bill me for my ebrary titles and will I receive my normal Matthews discount?

Matthews will bill the library for any ebrary titles purchased. No discount is given on ebrary titles. The library will receive the SUPO or MUPO pricing.

Do I always have to buy either SUPO or MUPO or can I buy some titles as SUPO and some as MUPO?

The library can buy some titles as SUPO and some as MUPO, although some are only available in one license option.

How will I know when I can access my ebrary titles once they are purchased and how long will it take?

Ebrary is usually able to send notification about the title access the same day as the order or by early the next day.

Can I receive MARC records for the titles I purchase?

Yes, MARC records are available for ebrary titles. Ebrary places the records for the titles you acquire on your ebrary Partner site which is specific to your library. You can retrieve the records whenever you wish.

What is a starter pack and can I order an ebrary starter pack online?

Starter packs are fixed packages of essential e-books from 20 high-use subject areas, including Medical and Nursing and Allied Health. Ebrary starter packs are not available to order through our website. Please contact Ashley White at ashleyw@mattmccoy.com for more information.

Ashley White, MLIS • Manager, Library Services
Phone: 800.633.2665, ext. 374
email: ashleyw@mattmccoy.com