

EBSCONET User Guide



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Searching the Catalog

In EBSCONET, you have access to a comprehensive catalog with hundreds of thousands of electronic and print titles. You can perform basic or advanced searching, using elements such as title, publisher name, ISSN, publication version and more.

You can easily limit your search results to subscriptions available to your geographic location, or choose to view all versions of a title worldwide. You can also choose to display only titles that are available in an online format.

The screenshot displays the EBSCONET Catalog Search interface. At the top, there are navigation links for 'Orders', 'Renewals', 'New Orders', 'Reports', and 'Financial Information'. The main search area includes a search box with '21st Century Science & Technology' entered, and options to search for 'All Titles' or 'Online Titles'. Below the search box, there are two search results listed in a table format.

Title Name	Note	Format	ISSN	Publisher	Language	Title Status
21st Century Science & Technology		Print	0895-6820	21ST CENTURY SCIENCE ASSOCIATE	English	Discontinued
21st Century Science & Technology	i	Online	0895-6820	21ST CENTURY SCIENCE ASSOCIATE	English	Discontinued

Searching the Catalog

Title information

The results of a search are presented in a table. Click on the arrow to the left of the title name and more information is displayed directly in the table in an organised manner. Among other things, this shows:

- Price information
- Links to related information such as access and registration information
- Publisher terms
- Available formats
- Whether the title is part of a package
- The ability to place an order directly from the catalog

Ordering

Process new orders online through EBSCONET. Access all relevant data such as price information, license details, access and registration information, publisher terms and conditions, and more. Select the desired title in the catalog and add it to the New Orders shopping cart by clicking “Place New Order.” This adds the selected title to your New Orders shopping cart.

The screenshot displays the EBSCONET interface for managing new orders. At the top, there are navigation tabs for Orders, Renewals, New Orders (selected), Reports, and Financial Information. The user is logged in as 'Demo user' and is viewing the 'New Orders' section. The account number is BR18626-01, and the subscriber is AA - LIBRARY TECH SERVICE. The billing address is 300 MAIN STREET, FORT LAUDERDALE FL, 33314-0000. The cart summary shows 2 items in the cart for a total of 0.00 USD. A 'Checkout' button is visible. Below this, there is a table of items in the cart with columns for Title Name, Format, Publisher, Start Date, Subscriber, Quantity, and Amount (USD). Two items are listed, both titled 'Economist' in 'Online' format, published by 'ECONOMIST NEWSPAPER LTD' on '05/23/2024', with a quantity of 1 and a total price of 0.00 USD. The interface includes pagination controls and an 'Export' button.

Title Name	Format	Publisher	Start Date	Subscriber	Quantity	Amount (USD)
Economist	Online	ECONOMIST NEWSPAPER LTD	05/23/2024	AA - LIBRARY TECH SERVICE	1	Price: 0.00 Tax: 0.00 Total Price: 0.00
Economist	Online	ECONOMIST NEWSPAPER LTD	05/23/2024	AA - LIBRARY TECH SERVICE	1	Price: 0.00 Tax: 0.00 Total Price: 0.00

When you submit the shopping cart, the order is placed directly with EBSCO. You will then receive a confirmation of the order in the form of an Orders Submitted service request placed in your EBSCONET account’s Customer Service Portal (CSP).

Ordering

The service request will show when and who submitted the order, the source (Renewals or New Orders cart), the number of items submitted, and an Excel spreadsheet listing the items submitted along with relevant order details.

Once the order has been placed, it can then be found in the 'Orders' tab. You will also find your other current subscriptions, and you can view previous subscriptions that have been cancelled or expired. In the order information of a specific order, you can edit reference information such as Fund Code and ILS number.

In the 'Orders' tab, the various sub-tabs allow you to view changes to subscribed titles, information about your digital publisher packages, and changes to electronic journals, and more. In the 'Online Order Activation' section, you will find information about your digital subscriptions (license type, IP address, etc.) and the steps needed to activate your online journals. In the 'Claims' section, you will find information about the status of submitted claims.

Renewing

Save time by renewing subscriptions online via EBSCONET. Benefits to renewing online include prices are updated in real time, access to title information (such as previous prices and alternate formats), and more.

The renewal shopping cart in EBSCONET allows you to decide on a title-by-title basis whether to renew, put it on hold to decide later, or cancel. Your decisions will then be submitted to EBSCO. A shopping cart summary at the top of your screen shows the total number of titles, summarised by status. The data is automatically updated as changes are made. Search and filter functionality is also available.

The screenshot displays the EBSCONET Renewal Cart interface. At the top, the EBSCONET logo and navigation tabs (Orders, Renewals, New Orders, Reports, Financial Information) are visible. The account information for BR18626-01 is shown, along with a search bar and a dropdown menu for filters. A cart summary box indicates a total of 25,153.07 USD. Below, a table lists items in the cart, including 'Ad Astra = To the Stars' and 'American Image'.

Actions	Title Name	Renewal Status	Format	Publisher	Start Date	Subscriber	Quantity	Amount (USD)
<input type="checkbox"/>	Ad Astra = To the Stars Order Number: A9104176		Print	NATIONAL SPACE SOCIETY	01/01/2023	AA - LIBRARY TECH SERVICE	1	Price: 25.95 Service Charge: 1.61 Extended Price: 27.56 Tax: 0.00 Total Price: 27.56
<input type="checkbox"/>	American Image Alternative Format Available Order Number: A9054514	1	Online	JOHNS HOPKINS UNIV PRESS	01/01/2023	AA - LIBRARY TECH SERVICE	1	Price: 220.00 Service Charge: 13.64 Extended Price: 233.64 Tax: 0.00 Total Price: 233.64

Renewing

Various useful features and functionalities help renew subscriptions efficiently.

- You can process renewals by publisher, cost centre or title.
- Result lists have filtering and sorting options.
- With the information in the 'E-Package Renewals' tab, you can renew your electronic journal packages in just a few clicks.
- The 'E-Package Renewals Archive' tab provides an archive of previous package renewals.

Claiming

Claiming in EBSCONET is simple. Go to the corresponding title in the “Orders” tab, and you can easily create your claim. Other than the title, you only need to select the reason for your claim. By creating your claim at title level, all relevant information is automatically included in your request. The claim is sent directly to the publisher of the title for processing.

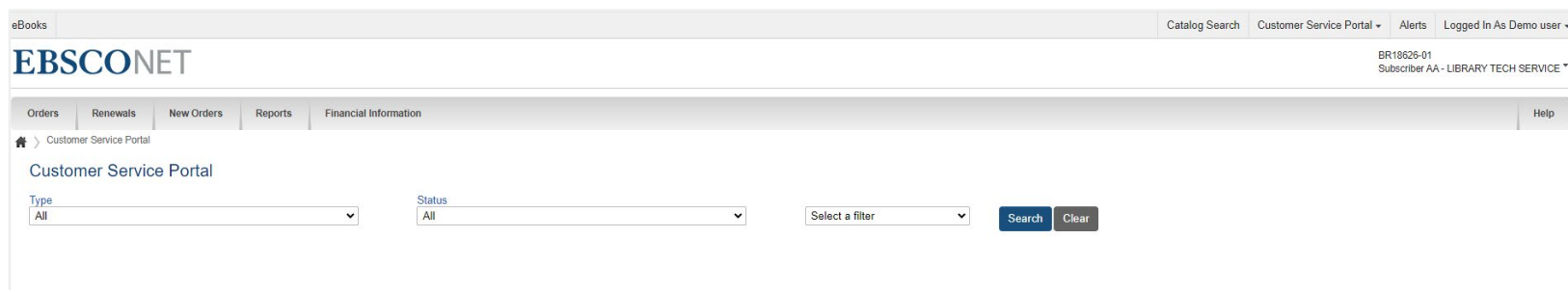
The screenshot displays the EBSCONET interface. On the left, the 'Orders' tab is active, showing a search form and a table of orders. The search form includes fields for 'All Accounts', 'Current Subscriptions', 'All Orders', 'Online Titles', 'Title Name', and 'Order Number'. Below the search form is a 'View Extended Table' button. The table lists orders with columns for Title Name, Order Status, Start Date, Format, and Publisher. One order is highlighted: Title Name: 4OR, Order Number: N0753006, Order Status: Active, Start Date: 01/01/2022, Format: Online, Publisher: SPRINGER VERLAG GMBH. Below the table are tabs for Order Details, Access and Registration, License Details, Analysis/Holdings/Usage, Order History, and Customer Notes (0). The 'Order Details' tab is selected, showing general information: Title Name: 4OR, Title Status: Active, Title Notes: Enhanced Access/ For Latin America North America, Title Number: 351-936-737, Format: Online, ISSN: 1614-2411, Publisher Name: SPRINGER VERLAG GMBH, Account Number: BR27045-68, Subscriber Code: 10, and Subscriber Name: PERIODICALS 10.

On the right, a 'Submit Service Request' modal window is open. It displays 'Order Details' for the selected order: Title Name: 4OR, Order Number: N0753006, Order Start Date: 01/01/2022, Term: 1 Year(s), Account Number: BR27045-68, and Subscriber: 10 - PERIODICALS 10. Below this information is a 'Type:' dropdown menu with options: Select..., Select..., Access Issue, and Ask a Question. The modal window has 'Close' and 'Submit' buttons at the bottom right.

Claims can be tracked in the EBSCONET Customer Service Portal. You can also easily close, or if needed, reopen previous claims or other queries here. When a reply from the issuer has been received and added to the respective claim, you will be notified via the portal’s alerting function.

Customer Service Portal

View service requests to your EBSCO customer service representative through the Customer Service Portal (CSP). Service requests placed via EBSCONET are sent directly to your EBSCO customer service representative; each request, as well as status, subsequent updates and comments, will be visible in the CSP.



The screenshot shows the EBSCONET Customer Service Portal interface. At the top, there is a navigation bar with links for 'eBooks', 'Catalog Search', 'Customer Service Portal', 'Alerts', and 'Logged In As Demo user'. The EBSCONET logo is prominently displayed on the left, and the user's account information, 'BR18626-01 Subscriber AA - LIBRARY TECH SERVICE', is shown on the right. Below the navigation bar, there are tabs for 'Orders', 'Renewals', 'New Orders', 'Reports', and 'Financial Information'. The main content area is titled 'Customer Service Portal' and features a search filter section with dropdown menus for 'Type' (set to 'All') and 'Status' (set to 'All'), a 'Select a filter' dropdown, and 'Search' and 'Clear' buttons.

You can filter submitted requests by type and status. The displayed overview can be further specified by title name, order number, name of the user who created the request, or date.

Newly created requests or requests with new updates will be easily recognisable by the envelope icon. When you click on the summary of a request, you can view all additional details and comments. You can also add information or files as needed. This information is automatically shared with your dedicated customer service representative.

Alerts

EBSCONET proactively notifies you of changes to your current subscriptions if you select to be notified in the Alerts Preferences page in Account Preferences. When there is a new message, you will see a red asterisk under 'Notifications' at the top of your screen.

For example, if you receive a message titled "New Title Change(s) Available," you can click on it to see an overview of the changes. The overview shows title, publisher, type, previous value (e.g., previous publisher or publication version), new value and effective date. You can directly click through to your order for the title in question.

Alerts

The screenshot shows the EBSCONET Alerts interface. At the top, there are navigation links for Catalog Search, Customer Service Portal, Alerts, and Logged In As AU EBSCO. The main header displays the EBSCONET logo and user information: AU22550-00, Subscriber AH - AUSTRALIA CART DEMO. Below the header is a navigation menu with options like Orders, Renewals, New Orders, JETS Order Activity, Reports, and Financial Information. The current page is titled 'Title Changes' and features a search filter with a dropdown menu set to 'Unread', input fields for 'Reported Date From' and 'Reported Date To', and 'Search' and 'Clear' buttons. An 'Export' button is also present. The main content area displays a table of alerts with the following columns: Reported Date, Title Name, Publisher, Type, Previous Value, New Value, and Effective Date. Two results are shown:

Reported Date	Title Name	Publisher	Type	Previous Value	New Value	Effective Date		
15/03/2018	New Republic	NEW REPUBLIC	Issues Per Year Change	10	12	14/03/2018	Mark as Read	Share
16/02/2018	LimeLight	ARTS ILLUMINATED	Title Status Change	Active	Suspended	16/02/2018	Mark as Read	Share

Keep informed on the changes in electronic journals, such as:

- Publisher changes
- New open access titles
- E-package changes
- Format changes, for example from a combination print + electronic to electronic only
- Online availability (titles that previously only were available in print but now have a digital version)

Alerts

The screenshot shows the EBSCONET user interface. At the top, there are navigation links for 'Catalog Search', 'Customer Service Portal', 'Alerts', and 'Logged in As Demo user'. The main header features the EBSCONET logo and a user profile for 'Subscriber AA - LIBRARY TECH SERVICE'. Below the header is a navigation menu with options like 'Orders', 'Renewals', 'New Orders', 'Reports', and 'Financial Information'. The current page is titled 'E-Journal Updates - Latest Announcements' and displays a list of three news items. Each item includes a date, a title, and a brief description with a link for more information. The page also features a pagination control at the bottom right, indicating 'Page 1 of 1' and '(15 Results)'.

When your subscriptions are ready to be renewed, you will also be informed of this in the 'Alerts' section.

In addition to the notifications in EBSCONET, you can also choose to receive alerts via e-mail, for example for:

- Title changes
- Newly added invoices
- Updates of service requests in the Customer Service Portal
- New registration instructions for titles with online access

Reports

In EBSCONET, you can find a wide range of reports, some of which are available directly online and others that are available on demand. Reports are categorised as Collection Development, Serials Management, or Financial Analysis. The on-demand reports are created for you and then also provided in EBSCONET. All reports can be viewed online and downloaded in various formats (PDF, Excel, CSV, etc.).

Reports available in EBSCONET include:

- Summary of Publications
- Claims Processed
- Subscriber List
- Five-year Price Analysis by Title
- Online Availability
- E-Journal Access and Registration
- Summary of Invoices

The screenshot shows the EBSCONET interface. At the top, there is a navigation bar with 'eBooks', 'Catalog Search', 'Customer Service Portal', 'Alerts', and 'Logged In As Demo user'. The main header features the 'EBSCONET' logo and user information: 'BR18626-01' and 'Subscriber AA - LIBRARY TECH SERVICE'. Below the header, there is a navigation menu with 'Orders', 'Renewals', 'New Orders', 'Reports', and 'Financial Information'. The 'Reports' tab is selected. Underneath, there are sub-tabs for 'Analytics', 'Collection Statistics', and 'Reports'. A dropdown menu for 'Select Billing Location for Reports' is set to 'CG location'. Below this, there is a table with columns: Title, Select Report, Category, and Information. The table lists four reports: Abstract and Index, Claims Processed, Collection Assessment, and Combination Membership.

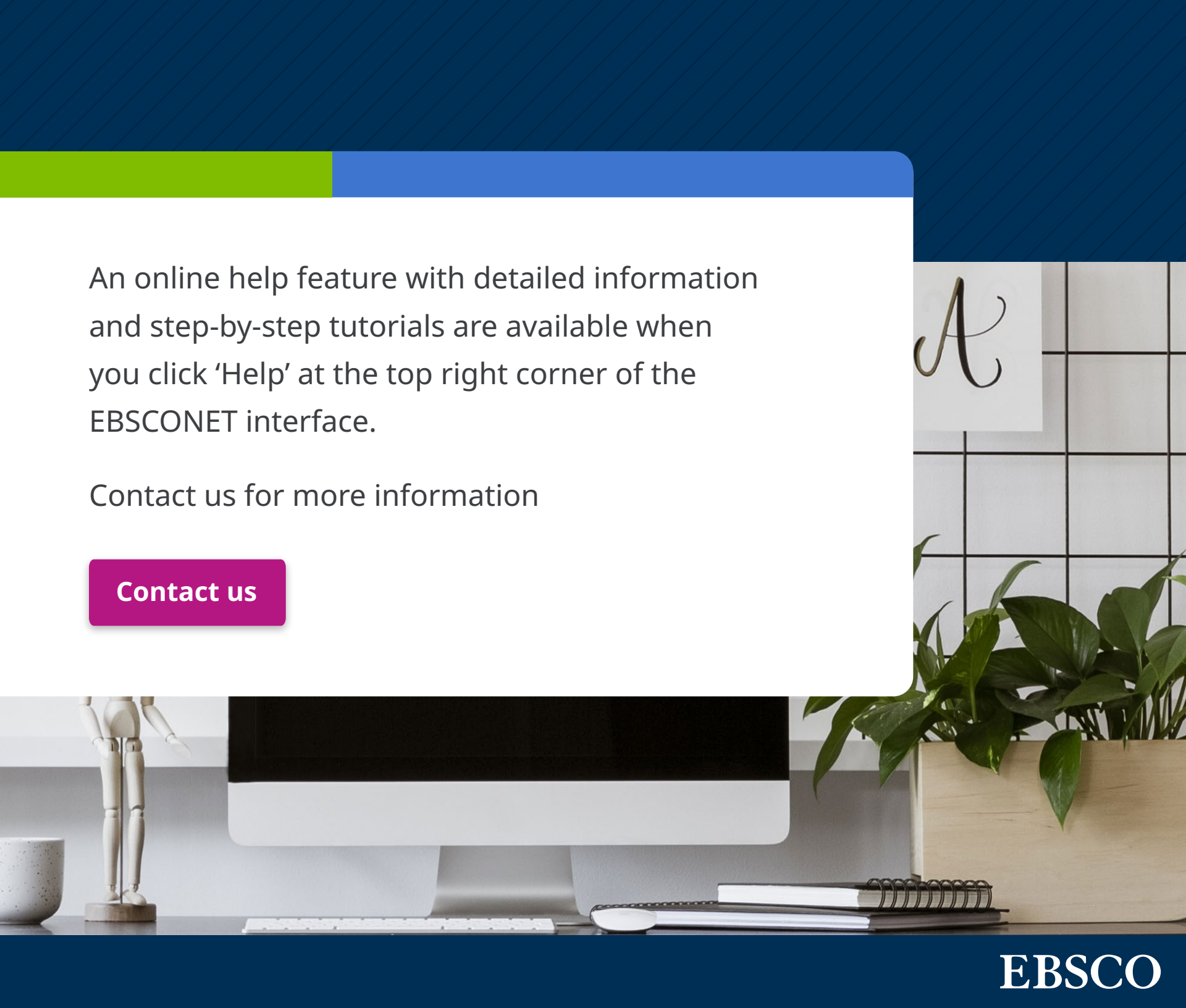
Title	Select Report	Category	Information
Abstract and Index	Online	Collection Development	Info
Claims Processed	Online	Serials Management	Info
Collection Assessment	Online	Collection Development	Info
Combination Membership	Online	Serials Management	Info

Financial Information

In the 'Financial Information' tab, you can find an overview of your invoices from the previous two years. You will see the total amount of each invoice and (where applicable) the balance and can open the invoice in PDF. It is possible to limit the overview to only open items.

The screenshot displays the EBSCONET interface. At the top, there are navigation tabs: Orders, Renewals, New Orders, JETS Order Activity, Reports, and Financial Information (which is selected). Below the tabs, there are search and filter options for Invoices & Credits, including Account (All Accounts), Year (2021), and Document Number. A search button is present. Below the search options, there is a table with columns for Account Number, Document Number, Document Date, Type, Amount, Currency, PDF, Excel, and Balance. The table contains 10 rows of data, including invoices and credits with their respective amounts and currencies. At the bottom of the table, there are pagination controls showing 'Page 1 of 3' and '30 Results', along with an 'Export' button.

Account Number	Document Number	Document Date	Type	Amount	Currency	PDF	Excel	Balance
All	All	All	All	All	All			All
TW81010-00	7203040	14/07/2021	Invoice	2,233.00	USD			2,233.00
AU22550-02	2200087	13/07/2021	Credit	-655.24	AUD			-655.24
TW80135-11	2200099	13/07/2021	Credit	-485.53	USD			-485.53
TW81010-68	2200101	13/07/2021	Credit	-212.64	USD			-212.64
TW80135-12	2200043	13/07/2021	Invoice	1,135.87	USD			1,135.87
TW80135-10	2101476	13/09/2021	Credit	-75.79	USD			0.00
TW80135-11	2101477	13/09/2021	Credit	-1,090.99	USD			0.00
TW81010-00	2101386	13/06/2021	Invoice	673.17	USD			0.00
TW81010-03	7201366	28/05/2021	Invoice	131.75	USD			0.00



An online help feature with detailed information and step-by-step tutorials are available when you click 'Help' at the top right corner of the EBSCONET interface.

Contact us for more information

[Contact us](#)