99% are satisfied with the level of professionalism and courteousness displayed by their customer service representative.

96% are satisfied with the promptness in responding to inquiries/questions.

96% agree their print and e-journal orders are placed promptly.

96% agree their print and e-journal orders are placed accurately.

95% agree their custom publisher packages are placed accurately.

95% agree their custom publisher packages are placed promptly.

97% agree their print and e-journal invoices are accurate.

97% say yes overall EBSCO provides good value.

97% say yes would you recommend EBSCO?