



Customer FAQs

Why is ProQuest acquiring Ebook Library (EBL)?

The acquisition of EBL will expand ProQuest's existing e-book delivery and aggregation capabilities to libraries globally. It will also further ProQuest's goal of enabling researchers to seamlessly discover content across multiple formats including books, journals, dissertations, newspapers, and video.

Didn't ProQuest just acquire ebrary? Why buy another e-book aggregator?

ebrary and EBL have highly complementary strengths. ebrary offers unmatched content selection, an award-winning subscription model, and cutting edge core platform technology. EBL offers a first-rate user experience, creative business models, and excellent acquisition tools. Combining all of these strengths into a single best-of-breed platform will greatly improve the experiences of researchers, librarians, and publishers.

When did the acquisition close and what is a "definitive agreement"?

While we have a "definitive" signed contract, our acquisition of EBL is subject to regulatory approval and a vote of the Ebooks Corporation shareholders before it is finalized. At this point, we anticipate the acquisition will be final in six to ten weeks.

Who is EBL?

Founded in 2004 by Ebooks Corporation, EBL pioneered a wide range of new services in the library market including the patented Non-Linear™ Lending (NLL) model, demand-driven acquisitions, short-term loans, and chapter-level purchases for reserve circulation and coursepacks. EBL offers over 300,000 e-books from over 500 publishers to libraries throughout the world and counts some of the world's most prestigious academic and research institutions among its customers.

How will this acquisition benefit libraries?

After closing, the best features of EBL and ebrary will be combined on a single platform over approximately 18 months. This unparalleled platform will have:

- More e-book content available at the time of print publication than any other service

- The widest selection of business models
- A full array of library acquisition tools
- The most complete integration with print book vendors

What will happen to EBL products and services?

A major reason ProQuest wished to acquire EBL was to extend their innovative business models, including the patent-protected Non-Linear Lending (NLL) model. After closing, ProQuest will be combining EBL's services with ebrary's services to provide the best available experience for patrons and librarians.

Will there be any immediate changes to EBL or ebrary services?

No. The deal has not closed and still requires regulatory approval and approval of Ebooks Corporation shareholders. Orders should be placed as normal and order fulfillment will not be affected. After closing, platform convergence will take place over the course of approximately 18 months and ProQuest will keep customers informed well ahead of any changes.

What is the process for platform integration?

After closing, platform convergence will begin behind the scenes, starting with the creation of a unified content management system, which will streamline delivery of e-books to both platforms. Next, financial systems will be merged to consolidate invoicing for direct customers. The final stage will be the convergence of patron and librarian interfaces into a single, optimized user experience.

How much effort will be required by libraries to transition to the consolidated platform?

After closing, we anticipate that libraries and patrons will have to expend very little effort to adapt to the consolidated platform. From the outset of our planning process, we're emphasizing a technical architecture that will make the transition between the current EBL and ebrary platforms as effortless as possible for our customers.

Why is ProQuest confident that EBL and ebrary platform convergence will be smooth?

After closing, the combined experience of the EBL and ebrary technical teams will be unmatched in the e-book space. The ebrary and EBL teams will be working together to transition to a consolidated platform in a phased, modular fashion that will introduce new features and enhancements at an appropriate pace over time. We will **not** implement all changes as a single "big bang" cutover as this approach increases risk and, with current technology, is unnecessary.

Who should I contact for EBL sales and support?

You should continue working with the appropriate EBL sales representative and account manager. Several months after closing, the EBL sales team will join the ProQuest sales team, which may result in changes for some libraries. Over time, as the EBL and ebrary platforms converge, technical support will be consolidated. We will inform you ahead of any changes to ensure a smooth transition.

I am both an EBL and ebrary customer – who should I contact for support?

No immediate changes are planned: Please continue to contact your existing EBL and ebrary support contacts. After the closing as the EBL and ebrary platforms converge, support will be consolidated. We will inform you well ahead of any changes.

What staff changes will take place at EBL?

After closing, Kari Paulson, President of EBL, will join ProQuest and will manage the combined e-book business unit. She will lead the effort to combine the best of ebrary and EBL onto a single platform. Kari will report to Kevin Sayar, Senior Vice President of Workflow Solutions. In addition, Kari's current team will be joining ProQuest and will play a crucial role in the transition to a single platform.

Will we continue to receive the same level of support from EBL?

Yes. After closing, ProQuest will commit to ensuring that EBL customers and partners continue to receive the same high-quality support they have come to expect from EBL.

Who do I contact with questions about the acquisition?

Customers can contact their current EBL and/or ProQuest sales representatives for questions about the acquisition. Media inquiries should be directed to Beth Dempsey at beth.dempsey@proquest.com.