

# Why choose Emerald?

Connecting readers with content

Online content and resources

Tailored content and accessibility

Meet Emerald's advisers

Publish with Emerald

Conferences and partnerships

ASLIB

Support and training resources

Contact us

## Connecting readers with content

At Emerald, we share your goals and want to ensure that you receive the maximum value from your Emerald collection.

### But what does this mean?

It means that we will provide you with high quality, relevant content – and we will work with you to disseminate this research to faculty, students and researchers alike. Our aim is to ensure that you have the highest possible usage and the lowest possible cost-per-download.

### A tailored, personal service

We understand that the needs of each library can often be very different. For this reason we have a global team of over 30 Business Managers who will work with you to ensure that maximum value is gained from your Emerald collection. From the integration into current online holdings to the provision of training and promotional materials, Emerald offers a range of services designed to connect readers to content, including:

- Personalised welcome packs
- Face-to-face and remote training support
- Co-branded multilingual user guides, posters, banner stands and bookmarks
- Web banners and online widgets
- Tips and templates to help market your library services
- Industry insights, the latest research and news on key library events.

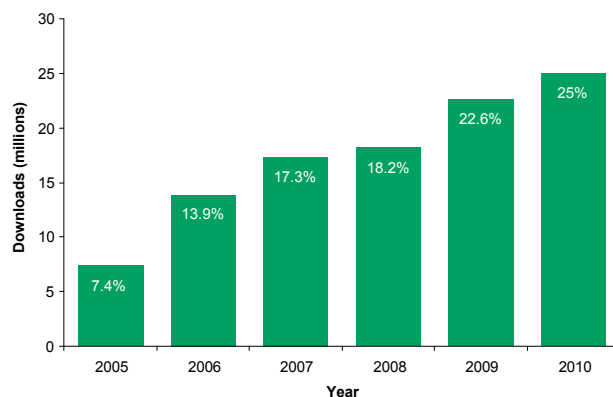


Emerald Subject Collections promotional poster (Spanish)



Emerald Twitter widget

As a result of our ongoing commitment to quality, relevance, accessibility and service, usage of Emerald's journals and eBooks continues to grow year on year:



### Visible and accessible content

Because users access scholarly research through many different online channels, we work with a range of partners to ensure compliance, discoverability and visibility. That is why you will find our journal articles and book chapters through search engines, e-resource management tools and reference-linking services.

### Emerald standards

Emerald meets a range of industry, technical and global standards through a proactive process of customer and contributor feedback. Our standards compliance strategy is informed through regular collaboration with publishing industry bodies and best practice industry-specific standards recommendations.


### Industry standards

Emerald is ...


- TRANSFER-compliant – TRANSFER is a code of practice set up by the UK Serials Group to ensure minimal disruption for subscribers when journals change publishers.
- an iThenticate subscriber – for the prevention of plagiarism.
- partner of the Committee on Publication Ethics (COPE) – this committee supports our editors with ethical issues, such as how to handle issues of plagiarism, dual article submissions and other conflicts of interest.
- RoMEO Green-compliant – keeps accurate records of copyright assignment in perpetuity.
- a founding signatory of the ground-breaking Zwolle principles and follower of the Publishers Licensing Society's Principles of Good Practice in Scholarly Journal Publishing.
- a partner of LOCKSS (Lots of Copies Keeps Stuff Safe) and Portico – to provide a permanent archive of electronic scholarly journals through both digital preservation initiatives.
- able to offer reprint services through the Copyright Clearance Center (CCC).


- a member of the International Association of Scientific, Technical & Medical Publishers (STM). STM serves its members by keeping close watch on international developments of new technology trends and emerging standards that support and improve the STM business landscape.


## Technical standards


-  eBooks frontlist content is optimised for mobile devices with the introduction of EPUB, a file format for enhancing the mobile reading experience of digital books and publications.


-  **Open Researcher & Contributor ID** Emerald is proud to be a silver sponsor of the ORCID initiative. The group is working to facilitate communication about the Open Researcher & Contributor ID project (ORCID) with the research community. ORCID is a non-profit organization comprising participants from across the scholarly spectrum, including libraries, universities, corporations, publishers, and scientific societies.

-  All our journals are supported by a dedicated RSS feed of their own.

-  Usage statistics are COUNTER 3-compliant to ensure accurate download reporting services and SUSHI (Standardised Usage Statistics Harvesting Initiative)-compliant in order to replace the time-consuming, user-mediated collection of usage data reports.

-  OpenURL industry standards are adopted and Emerald is currently OpenURL1.0-compliant.

-  Emerald uses CrossRef and DOIs to provide reference-linking services for librarians. The CrossRef mission is to connect users to primary research content, by enabling publishers to link their content with other publishers' content.

-  Authenticated subscription access is available through Shibboleth and Athens.

- Collections are compatible with the following reference management software: EndNote, Reference Manager, RefWorks and ProCite.



- MARC records are supplied in MARC21 format at no additional charge. Emerald has actively sought and utilized independent quality reviews of potential cataloguing vendors' records in order to select the vendor with the best quality of cataloguing, for the explicit purpose of offering records that will provide the most accurate, consistent, and thorough access to customers' Emerald eBook collections.

**“The quality of MARC records from vendors is sometimes overlooked when distributing records *en masse*, yet it is the most important thing to know, and for customers to demand. I’m very happy that your company recognizes this, and I salute you!”**

Elaine Sanchez, Cataloging & Metadata Services,  
Texas State University-San Marcos, USA

- Emerald works to ensure that its products are seamlessly integrated with a range of library management systems including:

- Serials Solutions – Summon and Aqua Browser



- Ex Libris – Primo, Metalib and SFX.



## Global standards

- Emerald has achieved Investors in People recognition
- ISO 9001 and ISO 14001-compliant.

Emerald Group Publishing is committed to an ongoing programme of developments which will help support librarians in their mission to serve the needs of their patrons. If you think we should be supporting a specific library system in addition to those listed here, please contact us at: [emerald@emeraldinsight.com](mailto:emerald@emeraldinsight.com)

## Online content and resources

### Choose an Emerald online product and you can enjoy a range of benefits including:

- Multi-year purchase options, on a range of packages to suit every budget
- Simple agreements offer unrestricted, concurrent, multi-user, institution-wide access with no restrictions on use of content in your institution's VLE or download restrictions on to mobile devices
- After-sales support, including user guides in local languages, dedicated customer support team and Business Managers for all regions
- No embargoes, ensuring that you always have access to the latest research published by Emerald
- One common platform for books and journals, enabling you to search your chosen subject quickly and easily across different formats
- Subscriptions offer perpetual access to the journals/book series for the years to which you subscribe. One-off purchase products provide perpetual access to all content.

In addition to online access to journals or books, you can access a range of useful support resources – all designed to make research easier.



**Management Reviews** – a vast database of 280,000+ abstracts from the top 300 management publications world-wide, as selected by an independent accreditation board of industry experts. All the top titles are included, such as *Harvard Business Review*, *Journal of Marketing*, *Journal of Finance*, *Strategic Management Journal*

and *MIT Sloan Management Review*. With full-text availability, Emerald Management Reviews is a fast and effective way of researching the best management literature in the world.



**Podcasts** – enjoy Emerald content on the move with our regular management podcasts, five-minute audio broadcasts, which summarize the most interesting articles from our Management Reviews journals (see preceding) plus recent issues in the news.



**For Librarians** – designed specifically for the LIS community to improve information services and better serve library users. Emerald For Librarians resources emphasize the key role that information professionals can play in encouraging learners at all levels within their institutions.



**For Authors** – information on all aspects of writing, practical tips and guidance on how to get published and maximize dissemination. Hear what editors themselves look for in papers, contact experienced copy editors to help improve your paper, or have an expert come to your institution to give advice on how to get published.



**For Engineers** – specifically created for our engineering community, this section brings together hand-picked, insightful, practical and theoretical articles, interviews, case studies, viewpoints and more. For Engineers is an essential resource for busy industry specialists and researchers to quickly pinpoint the information they need.



**The Research Zone** – designed to provide advice and support on how to keep up to date with the latest research and developments. Use the Research Zone to find information on designing a research study, designing a survey, finding a research collaborator, and much more. You can also access a comprehensive collection of links to international conferences.



**The Learning Zone** – includes a selection of useful resources to complement learners at all levels. Study skills assist students in developing the skills they need to succeed in higher education. "Management thinking" and "Management skills" are dedicated sections for working managers and those studying management. Our literature reviews

collection provides a fully searchable and ever-growing database of reviews.



**The Teaching Zone** – designed to provide support and ideas for faculty involved in teaching. Teaching insights offer helpful and usable information to anyone in a teaching role, while our collections content will help you keep up to date with the latest developments .

## Emerald Reading ListAssist

Launched in 2011, Emerald Reading ListAssist is Emerald's free, unique, peer-reviewed reading list service provided to all subscribing institutions. This exciting new service is designed to help you get the most out of your library's subscription and is an essential workflow aid.

### Reading ListAssist explained

Reading ListAssist brings together some of the best subject-specific Emerald content in the form of comprehensive reading lists. It aims to facilitate both teaching and learning activities with a peer-reviewed package of top quality articles taken from all of Emerald's online content. The service launched with a collection of 50 reading lists and accompanying editorials covering subjects across Emerald's portfolio areas, with additions planned over the coming months. Each reading list contains 60-80 Emerald articles and has filterable data markers that help the user to refine content searches. These indicators provide information on each article's practical, literary and pedagogical features, allowing for fast, easy and idiosyncratically-led content searches. The majority of lists are aimed at postgraduate courses, but undergraduate cross-over does occur.

### Benefits

#### For librarians

- Additional quality-assured service to offer to faculty and students
- Drives usage through ease of access to key research across Emerald's portfolio.

#### For faculty

- Easy to use format that eases workflow on a daily basis
- Highlights recent research alongside more seminal papers
- Show-cases each article's unique attributes and qualities, thus matching content to a course's unique needs and demands.

#### For students

- All lists are available online to help pin-point relevant information quickly
- Directs users to relevant content when language can be a barrier to a successful keyword search
- Increases students' awareness of quality indicators within research.



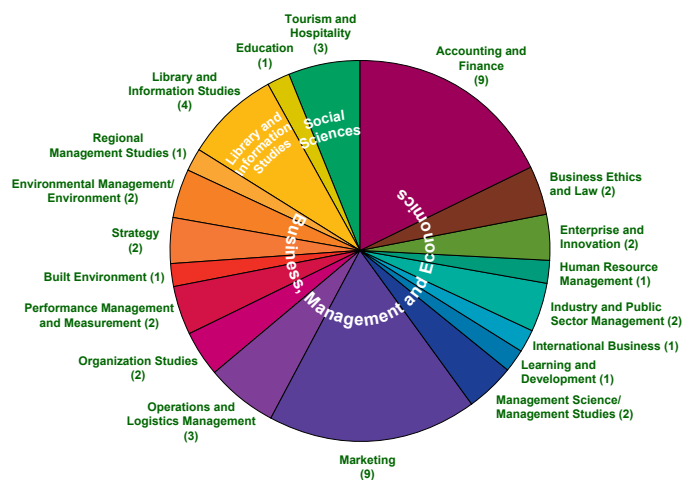
### Academically rigorous

Each reading list is created by a postgraduate student under the tutelage of a subject expert. Every article is selected against rigorous criteria and the list as a whole is reviewed both by the overseeing subject expert and by Emerald before being accepted for the service.

### Access

The reading list service can be found in the "Teaching Zone" area of the website, where the lists and accompanying editorials can be downloaded to your desktop. *Access to the content identified in each reading list will depend on your institution's existing subscription level.*

The reading list collection so far



**Note:** Number of lists per subject area shown in parentheses

For more information about Emerald Reading ListAssist or to see the full listings of subjects covered, please visit:

[www.emeraldinsight.com/tk/listassist](http://www.emeraldinsight.com/tk/listassist)

“Reading ListAssist is a valuable addition to Emerald's already impressive list of initiatives.”

Dr Brian Young, Editor – *Young Consumers*, University of Exeter, UK

## Tailored content and accessibility

**As a direct result of feedback from our library customers and authors, Emerald improved the design and functionality of its website in 2010.**

Users now benefit from more intuitive search and browse capabilities, searchable journal information pages and superior site performance from quick-loading pages. The ability to copy abstract citation documents for quick referencing was incorporated and recommended reading lists of related articles (based on keyword searches) were introduced.

This was the first in a wave of developments as Emerald seeks to continuously improve its platform to better meet the needs of its customers, users, editors and authors. Through 2010 developments were undertaken in order to make Emerald's content more discoverable online via multiple access points.

Every user can create their own profile, which can be tailored to quickly identify articles of interest, provide alerts to new and relevant content and interact more easily with the Emerald platform. By registering on "Your Profile", a user will be able to update their details and personalize their subscription using the following functions:



**Saved Search Alerts** – after each search from within Emerald you will be given the option of adding it to your alert profile. Each time new articles/chapters are added to the database, you will be sent the brief citations of any new article/chapter that matches your search criteria.



**TOC (Table of Contents) Alert** – we will e-mail you the contents page of any chosen Journal/Book Series, whenever the latest Journal issue/Book Series volume becomes available.



**Weekly Digests** – this service provides you with an e-mail summary of all Emerald Journals/Book Series, which are updated each week.



**My Favourites** – bookmark your favourite titles within your profile for quick access.



**Newsletters** – keep up to date with the latest news at Emerald with our electronic updates featuring new titles, noteworthy articles, website enhancements, awards and news.



**RSS feeds** – allow you to stay up to date with the latest news and features you want.



**Marked lists** – you can view, create and manage your marked lists.



**Membership areas** – view exclusive interviews, viewpoints and the latest cutting-edge articles in your chosen area.



**EarlyCite** – you can now access journal articles sooner with Emerald EarlyCite. This new pre-publication service enables subscribers to access journal articles prior to official publication. Papers will be made available at least three months and, in some cases, as much as one year before they

**“Emerald is one of the best innovative publishers. Its user-friendly platform and easy-to-use features are the key reasons for its popularity amongst our users.”**

Professor Khalid Alrawi, American University in the Emirates, UAE

appear in the hard copy and final online journal issue.

### Emerald news

The latest news announcements and press releases regarding Emerald, our products and services, can be found at [www.emeraldinsight.com/news.htm](http://www.emeraldinsight.com/news.htm) If you write a blog, edit a newsletter or simply want to be informed, sign up to our news RSS feed.

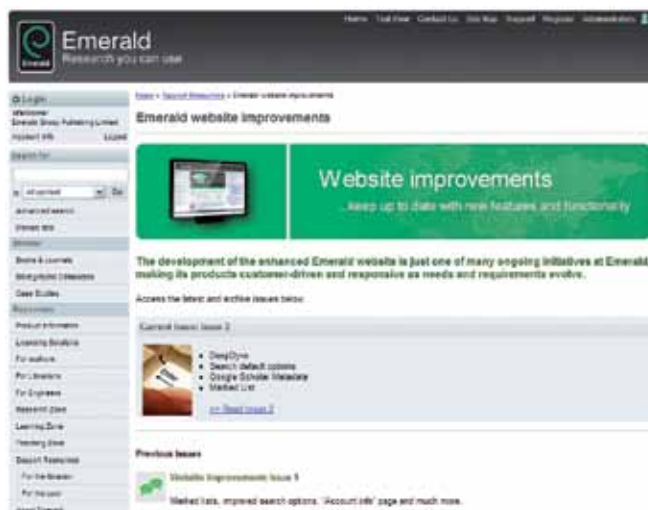
Alternatively, register for our comprehensive bi-monthly newsletter, *Emerald Global*, which is sent to over 64,000 registrants world-wide.

Follow Emerald on Twitter at:

<http://twitter.com/researchucanuse>

Media queries can be sent by e-mail to [communications@emeraldinsight.com](mailto:communications@emeraldinsight.com)

For more information about Emerald's web improvement programme please contact us at [emerald@emeraldinsight.com](mailto:emerald@emeraldinsight.com) or visit [www.emeraldinsight.com/help/improvements](http://www.emeraldinsight.com/help/improvements)



## Meet Emerald's advisers

**In order to ensure that Emerald continues to develop in line with the needs of our authors, customers and readers we have a team of advisers whom we consult to ensure that we continue to be an innovative and informed publisher.**

Emerald's advisers help to keep Emerald plugged in to the world of academia. They recommend hot topics, seek out potentially high profile authors, and help to ensure that all of our journals and books are produced to the highest of standards.

Emerald is delighted currently to be working with four Senior Academic Advisers, whose details are below:

### David Lamond



*Executive Dean, Faculty of Business and Law, Victoria University, Australia*

David has nearly two decades of experience in management education as a teacher, researcher and administrator, working as Head of the Graduate School in the University of Western Sydney College of Business, Director and CEO of the Sydney Graduate School of Management Ltd, and in a variety of senior management roles at Macquarie Graduate School of Management.

### Professor David Weir



*Head of the School of Business, Leadership and Enterprise, University Campus Suffolk (UCS), Affiliate Professor, ESC Rennes, Visiting Professor, Lancaster University Management School*

David Weir joined UCS in 2011, after four years as Professor of Intercultural Management, Liverpool Hope University as part of a career spent partly in business and mainly as a Dean and Director of three of the UK's leading Business Schools – the Bradford School of Management (rated in the top group for research in the 1990s under David's direction), the Newcastle Business School (rated as "excellent" for its teaching), and the historic Glasgow University.

### Professor Howard Thomas



*Dean, Lee Kong Chian School of Business at Singapore Management University, Singapore*

Howard Thomas is internationally recognized as a leading expert in the field of strategic management. He has published a wide range of articles in areas which include competitive strategy, risk analysis, strategic change, international management and decision theory. He is Chair of the Global Foundation for Management Education (GFME).

### Steve O'Connor



*University Librarian, Hong Kong Polytechnic University, Hong Kong*

Steve has held a number of posts in tertiary education in Australia and, as the Chief Executive Officer of a large Australian Consortium, developed and managed projects and programmes to serve the library industry. His work demonstrates a research and futures focus, which has been developed to ensure that library and information services achieve relevant, efficient and cost-beneficial outcomes for all stakeholders.

As well as the four Senior Academic Advisers, Emerald also works with several regional and subject-specific advisers. These roles do change year on year to reflect changes in the academic world and the challenges Emerald needs to meet to maintain its position as a truly global publisher. Recently, Emerald has been working with the following Regional and Senior Editorial Advisers:

**Dr Richard Li Hua** (Regional Adviser, China), Salford Business School, Salford University, Manchester, UK.

**Helena R. Asamoah-Hassan** (Regional Adviser, Africa), University Librarian, Kwame Nkrumah University of Science and Technology, Ghana.

**Dr Joachim Schöpfel** (Regional Adviser, France), Director of UFR Information Documentation, Université Charles de Gaulle, Lille 3, France.

**Professor Nick French** (Senior Editorial Adviser, Property and Real Estate), Professor in Real Estate and Donaldson's Fellow in Commercial Property in the Department of Real Estate and Construction at Oxford Brookes University.

**Professor James Guthrie** (Senior Editorial Adviser, Accounting & Finance), Professor of Accounting at the University of Sydney and Chair of the Discipline of Accounting.

**Dr Keith Hurst** (Senior Editorial Adviser, Health Management), works in the Leeds University Health Sciences Institute Health and Social Care Policy Group.

**Dr Anthony H. Normore** (Senior Editorial Adviser, Education), Associate Professor and Programme Development Coordinator of the Doctorate Programme in Educational Leadership at the California State University Dominguez Hills, Carson-Los Angeles, USA.

**Professor Lee Parker** (Senior Editorial Adviser, Accounting & Finance), Professor of Commerce and Associate Head (Research) in the School of Commerce at the University of Adelaide, Australia.

**Professor Adrian Ziderman** (Senior Editorial Adviser, Human Resources and Organization Behaviour/Organization Development), Sir Isaac Wolfson Professor in Economics and Business Administration, Bar Ilan University, Israel.

For more information about Emerald's advisers visit: [www.emeraldinsight.com/about/advisers.htm](http://www.emeraldinsight.com/about/advisers.htm)

# Publish with Emerald

**Our aim is to be the first choice as a publisher for authors and researchers around the world. Emerald looks to assist first-time and more experienced authors across a number of disciplines.**

With over 200 journals and almost 250 book series in publication, in Business, Management and Economics, Library and Information Studies, Social Sciences, Engineering, Language and Linguistics, and Transport, we can probably offer a publication which fits your area of interest.

## The Emerald Literati Network

We all remember the first time we were published, and we know that can be intimidating sometimes. We encourage in particular new researchers and first-time authors to come to us and much of the information carried on our web pages is aimed at making the scholarly publishing process accessible to a wide audience.

And we believe in our authors. We offer what we believe are pragmatic, realistic and forward-looking attitudes on copyright. We provide, in the Emerald Literati Network, what we think is a unique service – something which has grown from prolonged investment over the years in our relationships with authors.

## Insider's Guides to Getting Published

Insider's Guides to Getting Published are based on our experience of working with thousands of editors of journals and book series to provide insight to help potential new authors to give their papers the best possible chance of acceptance and publication. Given by Emerald editorial staff or journal/book editors, they can feature presentations, question and answer sessions and, time and presenter permitting, individual clinic sessions. As part of our commitment to actively supporting our authors, existing and future, Insider's Guides are aimed at helping authors to progress successfully through the various stages from pre-submission of the manuscript, to revision and, finally, publication. There is no cost to your institution for hosting an Insider's Guide.

## Awards Programmes: Investing in Research Worldwide

Emerald runs a number of awards in different categories and to reward different activities as described below (see also map overleaf).

### Emerald Literati Network Awards for Excellence

These awards take place every year and reward exceptional work in the categories of authorship, editorship, contribution and reviewing within Emerald journals and books. Emerald's publishing philosophy highlights six areas that inform the development of our journals and books:

- (1) Internationality
- (2) Diversity

- (3) Support for scholarly research
- (4) Encouragement of applied research (impact)
- (5) Commitment to high quality scholarship
- (6) A desire to ensure that reader, author and customer experience is the best it can be.

These are also the areas to which we look when we recognise and reward the efforts of authors and editors and celebrate the outstanding contributions many have made, not only to our journals and books, but also to the body of knowledge itself.

## Citations of Excellence

Every year, Emerald Management Reviews rewards authors of exceptional papers covered in its article-review database with a Citation of Excellence Award. Emerald has adopted a new approach to selecting the winners of these prestigious awards in order to reflect the changing perceptions and assessment of quality in the publishing world. Emerald is delighted to be working with Professor Anne Wil-Harzing, using the Publish or Perish software program, to select the winners using a two-tier system based on citations *and* research impact.

While all publications on the list are already guaranteed to be of the highest quality, having been through a rigorous accreditation process, just 50 articles across the whole database are singled out for special praise and awarded a Citation of Excellence.

**“Emerald is an excellent outlet for scholars and informed practitioners to publish their worthy refereed papers. I have been publishing in various scholarly outlets of Emerald for many years now and with great satisfaction and rewards.”**

Dr Masudul Alam Choudhury, Professor of Economics,  
Sultan Qaboos University, Sultanate of Oman

### Emerald/EFMD Outstanding Doctoral Research Awards

Emerald and the European Foundation for Management Development (EFMD) – a global membership organization with more than 700 institutional members from academia, business and public services – celebrate excellence in new PhD research by sponsoring these prestigious international annual awards in 12 different fields of management studies.

### Research Fund Awards

Emerald has pledged to use a proportion of the fees received from copyright organizations to fund research relating to the dissemination of knowledge for social good, with a specific orientation towards benefit for the developing world.

For more information on how Emerald can help editors and authors please contact [literatnetwork@emeraldinsight.com](mailto:literatnetwork@emeraldinsight.com) or visit Emerald at [www.emeraldinsight.com/authors](http://www.emeraldinsight.com/authors)



Carol Tenopir (*right*) pictured with Emerald's Online Platform Manager, Dan Prendergast, receiving the Aslib Proceedings Outstanding Paper Award for the paper "Electronic journals and changes in scholarly article seeking and reading patterns". Award presented at the STM Annual Frankfurt Conference 2010.

## Emerald: Investing in Research Worldwide

The map highlights several research awards and funds across different regions:

- CLADEA Latin American Management Research Fund Award** (South America)
- EMRBI Business Research Award for Emerging Researchers** (North America)
- CEEMAN Case Writing Competition** (Europe)
- BMDA Borderless Management Research Fund Award** (Europe)
- ALCS African Management and Engineering Research Fund Awards** (Africa)
- AABS Case Competition** (Africa)
- IAM Indian Management Research Fund Award** (Asia)
- Indian LIS Award** (Asia)
- Chinese LIS Award** (Asia)
- IACMR Chinese Management Research Fund Award** (Asia)
- CAPE\$ Brazilian Management and LIS Research Fund Awards** (South America)

The EFMD Outstanding Doctoral Research Awards and the Engineering Outstanding Doctoral Research Awards are open to anyone who has recently completed a PhD in any country.

For more information on all of these awards please visit [www.emeraldinsight.com/awards](http://www.emeraldinsight.com/awards)

## Conferences and partnerships

Emerald has representation at around 250 conferences per year worldwide, covering all subject areas. Our representatives are located all over the world, meaning local people speaking local languages on the ground at conferences.

Some of the conferences we are attending in 2012:

- American Library Association Midwinter Conference
- United Kingdom Serials Group Conference
- London Book Fair
- American Educational Research Association Conference
- Book Expo USA
- eLearning Africa Conference
- Canadian Library Association Conference
- Special Libraries Association Conference
- American Library Association Annual Conference
- Academy of Management Conference
- International Federation of Library Associations Conference
- American Sociological Association Conference
- British Academy of Management Conference
- Frankfurt Book Fair
- Australian and New Zealand Academy of Management Conference
- Australian and New Zealand Marketing Academy Conference
- Information Online

Please come and speak to our friendly stand staff to find out about the latest developments at Emerald.

### Conference Central

Find out which conferences Emerald staff, editors and advisers will be attending and promote your conferences for free on the Conference Central area of our website.

Add your event details to our moderated list and you can also list your call for papers for forthcoming events and conference proceedings.

[www.emeraldinsight.com/conference](http://www.emeraldinsight.com/conference)



## Partnerships and sponsorships

Emerald supports a number of academic and corporate organizations and associations worldwide in order to further research and educate in business management, library information and social sciences. Among these organizations and associations are the Association to Advance Collegiate Schools of Business (AACSB), the European Business Schools Librarians' Group (EBSLG), the European Foundation for Management Development (EFMD), the International Federation of Library Associations (IFLA), the Joint Information Systems Committee (JISC), the UK Serials Group (UKSG), and many more.



To find out more about Emerald conferences and partnerships contact us at [emerald@emeraldinsight.com](mailto:emerald@emeraldinsight.com)

# ASLIB The Association for Information Management



ASLIB was acquired by MCB Group, the holding company of Emerald Group Publishing Limited, in 2010. Emerald and ASLIB have been working closely together since 2001, when ASLIB's collection of research journals, including *Journal of Documentation* and *Aslib Proceedings*, was acquired by Emerald. The acquisition means that ASLIB's services to members can continue and grow and Emerald subscribers can benefit from a discounted membership to ASLIB.

ASLIB serves people who manage information and knowledge in organizations, who are not necessarily librarians. ASLIB brings its international membership helpful content in three key areas of information and knowledge management – data protection, intellectual property, and information governance. ASLIB members have their own monthly magazine, *Managing Information*, as well as drawing from Emerald Group Publishing's very wide online research library in library and information management, and business, management and social sciences. ASLIB offers training, special interest groups, books and an annual conference.

ASLIB membership is for the whole organization. ASLIB membership organizations benefit from access to a range of leading information resources and continuing professional development opportunities.

## ASLIB Membership Benefits

The standard membership package includes the following benefits:

- Choice of two journals from the collection of international leading ASLIB/Emerald journals in print and electronic format:
  - *Aslib Proceedings*
  - *Journal of Documentation*
  - *Library Hi Tech News*
  - *Performance Measurement and Metrics*
  - *Program*
  - *Records Management Journal*
  - *Reference Reviews*
- *New for 2011* – ASLIB members have access to the *Current Awareness Abstracts* database, providing:
  - A vast online archive of information – over 35,000 abstracts back to 1988, with new abstracts added every month
  - Fast, instant access – 24 hours a day, 365 days a year
  - Sophisticated yet simple online searching and browsing, with all articles expertly classified and key-worded
  - Access for everyone at your institution for no additional cost
  - Comprehensive coverage of every library and information management article from today's top publications.

- Subscription to award-winning *Managing Information* magazine, ten issues per year: print and electronic format
- Online access to 550+ summary articles, 330+ interviews, 1,000+ case studies, 42 management briefing article collections through Emerald Management First
- Networking opportunities with ASLIB members through special interest groups
- Discounts on training courses, books and journals

We are also able to offer bespoke membership packages. For further information, and to discuss your organization's specific needs, please contact Holly Shukla, Relationship Manager – [hshukla@aslib.com](mailto:hshukla@aslib.com)

## Managing Information

ASLIB membership magazine *Managing Information* reflects the needs of information professionals across all sectors – corporate and commercial, public, academic/educational, and voluntary. The purpose of the magazine is to help readers enhance their own performance, and that of their organizations, providing news, comment and analysis, feature articles on best practice, and reviews. For *Managing Information* subscription enquiries, please contact: [subscriptions@aslib.com](mailto:subscriptions@aslib.com)

## ASLIB Training

ASLIB provides training and development for busy information professionals in key aspects of information work. Public workshops, on-site and distance programmes are all available. The training programme covers the following areas:

- Business & Official Information Sources
- Cataloguing & Classification
- Copyright & Intellectual Property
- General Management & Communication Skills
- Knowledge Management
- Library & Information Management Skills
- Web & Internet Skills

For more information, see [www.aslib.com/training](http://www.aslib.com/training), or contact: [training@aslib.com](mailto:training@aslib.com)

## ASLIB Conferences

ASLIB runs a number of other services, including the annual Translating and the Computer Conference, which brings together a diverse group of delegates, who gain new insights and brainstorm ideas on the use of information technology for translation. For conference enquiries, please contact: [conferences@aslib.com](mailto:conferences@aslib.com)

# Support and training resources

Emerald is dedicated to providing excellent service to all our customers, users, authors, editors and suppliers. We recognise the importance not only of building relationships, but also of nurturing communities such as Emerald Literati and Emerald Library Link to enhance professional development.

With established representation worldwide (see overleaf) we are able to provide our customers around the world with local support. Business Managers travel regularly to countries around the world to ensure that we are meeting your needs and you are making the most of your Emerald collection.

Customers can benefit from flexible purchasing options from one-year subscriptions for individual journals to multi-year subscriptions to our entire online collection and archive. We also nurture relationships with library consortia around the world, enabling their members to benefit from special purchasing arrangements.

Continuous improvement of the reader, author and customer experience is key and we are never satisfied with the *status quo*. We ask "Are we as good as we could be?" In our effort to improve reader, author and customer experience we continue to invest in enabling technology to increase efficiency and effectiveness in content and customer acquisition, servicing and management. We continually benchmark against others and against our own standards.

**“From an admin point of view I have found the support side very helpful and queries are answered quickly. The usability of the resource – colleagues inform me that the new look is a great improvement. The new students take to it quickly. It’s user-friendly and the technical reliability has improved.”**

Christine Hayes, Electronic Journals Administrator/  
Licence Co-Ordinator, University of Greenwich, UK

## How are we doing?

We value and encourage feedback on how we can improve our service and invite suggestions on this to:  
[emerald@emeraldinsight.com](mailto:emerald@emeraldinsight.com)

## Service

Our in-house Customer Operations team is responsible for processing and servicing orders and payments; handling queries and managing the relationships that we have with subscription agents. To help identify when issues will be available, a schedule is available online at:

<http://info.emeraldinsight.com/products/subs/dispatch.htm>

## Support

Customer support staff are based in our UK, US and Malaysia offices to provide customers with technical assistance. Please contact:

**T** +44 (0)1274 785278

**F** +44 (0)1274 785204

**E** [support@emeraldinsight.com](mailto:support@emeraldinsight.com)

## Customer training

To enable customers to benefit fully from our online products, we provide the following information and guidance:

- **Brief online guides** explaining how to use Emerald’s browse and search functionality. These can be found at:  
<http://info.emeraldinsight.com/help/user/guides.htm>
- **Step-by-step guides** – available in many different languages including Arabic, Spanish and Chinese. These are available online at:  
<http://info.emeraldinsight.com/help/librarian/index.htm>
- **Marketing your library** – everyone recognizes the importance of promoting the use of the library’s resources and maximizing the role that the library plays in the university. This section presents key articles on marketing your library’s services. Marketing your library is available to Emerald for Librarians members and subscribers. Membership access is user-friendly and easy to arrange – just fill out our free membership form at: <http://info.emeraldinsight.com/librarians/marketing/index.htm>
- Contact your local representative to discuss further user training options (see page 223).

For more information about all the support resources available from Emerald visit: [www.emeraldinsight.com/help](http://www.emeraldinsight.com/help)

# Contact us

For more information on any of the products and services featured in this portfolio or to discuss publishing or collaboration opportunities please contact Emerald, either at our UK Head Office or one of our regional offices and representatives in Australia, Brazil, Canada, China, Czech Republic, India, Japan, Mexico, Poland, South Africa, South East Asia, South Korea, Taiwan, Turkey, UAE and the USA.. For further details of our regional contacts please visit [www.emeraldinsight.com/offices](http://www.emeraldinsight.com/offices)

General enquiries: UK Head Office  
Emerald Group Publishing Limited  
Howard House, Wagon Lane  
Bingley BD16 1WA  
United Kingdom  
T +44 (0) 1274 777700  
F +44 (0) 1274 785201  
E [emerald@emeraldinsight.com](mailto:emerald@emeraldinsight.com)

