



information delivery

FINLAND

LM Information Delivery
Tel. +358 (0)9 5424 6600
Fax +358 (0)9 753 3468
E-mail: info@LMinfo.fi
Address: Teollisuuskatu 21,
B.O. Box 16, 00510 Helsinki, Finland
www.LMinfo.fi



informationstjänst

SWEDEN

LM Informationstjänst Sverige AB
Tfn. +46 (0)8 522 95 880
E-mail: info@LMinfo.se
Address: Svetsarvägen 15 2tr
17141 Solna, Sweden
www.LMinfo.se



informasjonstjenester

NORWAY

LM Informasjonstjenester
Tlf. +358 (0)44 515 5259
Fax +358 (0)9 753 3468
ePost: info@LMinfo.no
Adresse: PB 1020 Sentrum,
0104 Oslo, Norway
www.LMinfo.no



information delivery

ESTONIA

LM Information Delivery
Tel. +358 (0) 9 5424 6600
Fax +358 (0)9 753 3468
E-mail: info@LMinfo.fi
Address: kesk-Ameerika 7-1
10122 Tallinn, Estonia
www.LMinfo.ee



information delivery

- Subscription Management Services
- eResource Access and Management Services
- eBook Services
- Database Services



information delivery

LM Information Delivery – the leading subscription and information services provider in the Nordic countries

LM Information Delivery is the leading subscription and information services provider in the Nordic and Baltic countries. We provide Subscription Management Services, eResource Access and Management Services, eBook services, and Database Services. Our clients are from various market segments: they include university and research libraries, hospitals and medical libraries, public libraries, governmental and non-governmental organizations and corporate information centers.

Established in 1972, LM Information Delivery is a family business emphasizing traditional values and long-term commitment to our clients, the information industry service and company personnel. The cornerstone of our business is professional customer services together with cutting edge technology. LM Information Delivery complies with the ISO 9001:2000 standard. Dun & Bradstreet has given LM Information Delivery their highest rating (AAA).

LM Information Delivery has offices in Finland, Sweden, Norway and Estonia.



Our services

LM Information Delivery offers cost-efficient and time-saving solutions in subscription management and provides smooth access to electronic journals and databases. We provide Subscription Management Services, eResource Access and Management Services, eBook services, and Database Services.

We have developed easy-to-use online tools for our customers and they can rely on our professional customer service. The efficient subscription acquisition and claiming processes as well as the reporting tools guarantee fast and reliable delivery of both electronic and printed journals. LM Information Delivery makes acquisition, access and management easy for the whole lifecycle of subscriptions.

Our clients

Academic libraries

We serve academic and research libraries with a wide range of professional and technological services for information acquisition and management. Our services are developed continuously to provide matching tools to the specific needs of academic and research libraries. We organise seminars on a regular basis for academic, scientific and research libraries as a part of our service within subscription management solutions and services. LM Information Delivery actively participates in different international developing projects together with scientific libraries and publishers.

Medical libraries

The services of LM Information Delivery offered to medical libraries are designed to suit hospital libraries, research and educational establishments and universities. Our solutions facilitate and add value to the use and management of electronic and print journals, for example by integrating the use of additional features such as PubMed into our tools. We organise seminars regularly in order to improve and enhance the transfer of medical information.

Public libraries and the public sector

LM Information Delivery provides public libraries and the public sector with Subscription Management Services, eResource Access and Management Services, eBook services, and Database Services. We serve both individual libraries and larger consortias. We develop our complete services by cooperating actively with other service providers within our field, such as library system providers.

Corporations

LM Information Delivery provides services for corporate customers and information centers. We support our customers in matters related to control, acquisition and management of journals, newspapers and e-resources. We are familiar with the e-procurement processes and can provide innovative solutions for internal information usage. Our information and web services are well suited for management solutions for all kinds of companies, big or small. We have carried out several e-procurement solutions for corporate customers, e.g. SAP, ARIBA and IBX, making subscription management easier. Other services include e.g. system integration and electronic invoicing to support the whole procurement processes.



Subscription Management Services

Services for journal subscription and management

LM Information Delivery provides innovative services for electronic and printed material – together with a complete family of solutions for e-resource data, access, management, and assessment. We offer comprehensive services that cover e-journals, databases and digital newspapers as well as printed journals. Our customers are supported by our personal customer service and online tools designed for electronic and printed collections.

Our services are developed to suit academic and research libraries, public libraries, corporations, information intensive organisations and consortias. We help our customers to focus on more qualified assignments instead of being tied up with routine processes.

Benefits

- Cost-efficient solutions for electronic and print journal acquisition and management
- Centralised management and consolidated invoicing saves time and money
- Complete range of services; journal search, subscriptions, journal check-in, circulation lists, claims, renewal of subscriptions, reports, license information for e-journals, cost follow-up etc.
- Bibliographic information covering more than 330,000 journals
- Technical support for e-journal registration and licensing
- Consultancy service for e-journals
- Sample issues available via our service
- Trainings and webinars to support the acquisition and use of technical solutions

Services for consortia

For libraries and organisations acquiring content or specific journal collections together as a consortium LM Information Delivery offers several services for the various stages of material acquisition, for example:

- One customer service contact handling the consortia
- Negotiations with publishers and other information providers on behalf of our customers
- Collection of acquisition reports and usage statistics
- Simplified invoicing procedures



Subscription Management Services



LibNet® subscription management tool for electronic and printed journals

- Web-based tool designed to accommodate the complete management of our customers' electronic and printed journal subscriptions
- Suitable for libraries, organisations and corporations of all sizes
- Available in English, Swedish, Norwegian and Finnish
- Bibliographic data for more than 330,000 titles
- All functions related to subscription management, including publication search, subscription holdings, journal check-in, circulation lists, claims, renewals, reports, budget tools etc.
- Connection to local and external databases; e.g. Library of Congress and PubMed
- Technical support and training for users

LibLicence® license service for e-journals

- Integrated part of LibNet- subscription management tool
- Up-to-date license and user rights information for thousands of e-journals
- All the information is in a standardised format and therefore easy to use and analyze
- All the license information can be gathered into different kinds of reports according to customer needs



LibConnect[®] connecting information systems

- Connects our customers' library and procurement system with LM Information Delivery's back-end information system
- Integration service makes information transfer efficient, fast and accurate
- Ability to subscribe, update publication data and claim directly from the library system
- OCI interfaces for procurement systems such as SAP, ARIBA and IBX

LibLogistics[®] consolidation service for printed journals

- Library receives journals prepared with plastic covers and equipped with bar code and alarm stickers
- Arrival monitoring is carried out on behalf of the library
- Journal acquisition and delivery costs are lower than usual
- Service not only helps to save and control costs, it also provides the staff with more time for personal customer service, training and guidance of the clients

LibInfo[®] information service for libraries

- Web-based, constantly updated news forum for libraries and information services
- News about journal and publisher specific changes
- News as RSS-feed straight to your own computer

TOC-article service

- Service provides easy access to – and copyright compliant global delivery of – journal and magazine articles, conference papers, case studies, and book chapters published anywhere in the world
- Easy to use: search and discovery tools plus web based order submission, tracking, and delivery tools
- Possibility to order articles from 54,000 publications
- Ability to set e-mail alerts to table of contents of new publications
- Multiple delivery options: receive documents by email, Ariel, fax, mail, or courier





"The challenge in information and subscription management is to deliver the right information exactly as needed. We utilize state-of-art technology but the most valuable asset is our expertise."



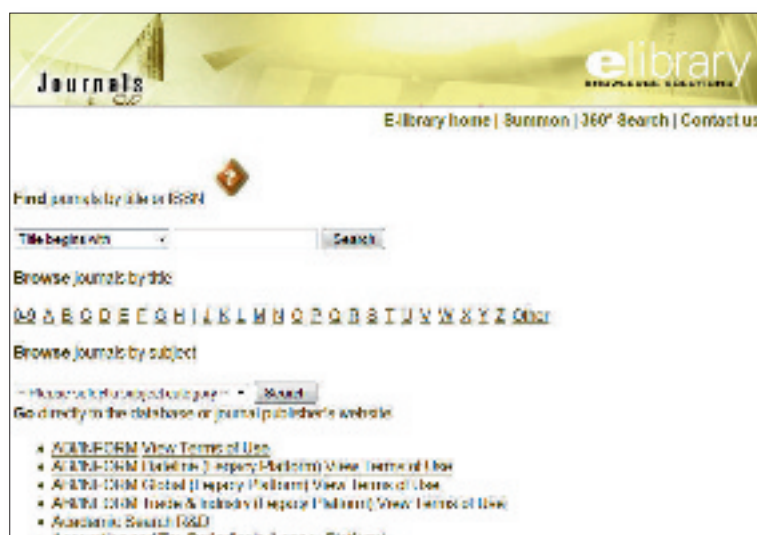
eResource Access and Management Services

We provide customers with a comprehensive service and technical solutions for e-resource access, management and use. Our services facilitate the use of electronic collections, including the acquisition, management and assessment processes. We provide professional service and tools for our customers in the decision-making and evaluation process of their e-collections.



eResource Management Services

360 e-Discovery and e-Management Services



360 Core e-Journal Portal

- Comprehensive foundation portal for the 360 access, management, and assessment services
- Advanced search features: title name, subject browsing or ISSN-number
- Links to OPAC, search engines and document delivery services
- Browse e-serials in your collection within specific subject areas using over 700 subject headings
- User statistics in holding, journal, database and provider levels
- Original A-to-Z title list, including all the e-resources acquired by the organisation
- The service is easy to customise according to library requirements



360 Search Federated Search Service

- User-friendly federated search service
- A single query combs all resources and databases your organisation holds in one step
- Analyze usage data and statistics to create the best possible search experience for library patrons
- Results Clustering
- Helps patrons find answers faster by eliminating information overload; provides a quick, intuitive path to citations that share common topics, dates, journals, and authors



360 Link openURL Link Resolver

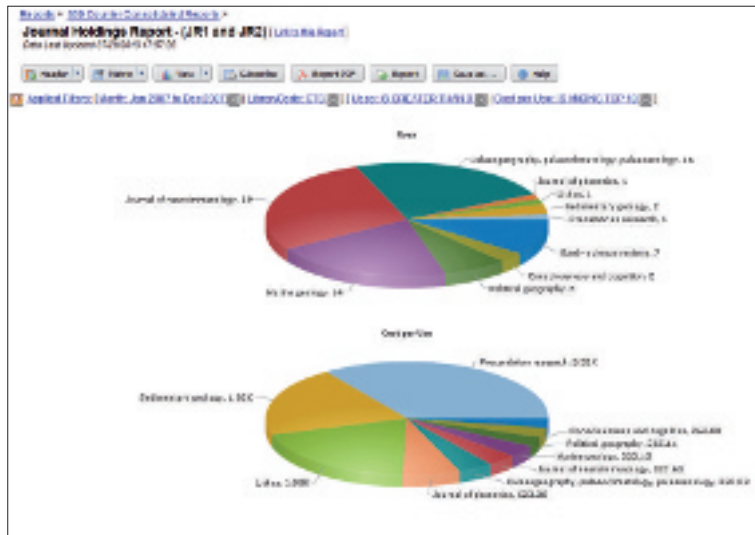
- Links the user from citations, references and other sources to full-text e-journals wherever they are located
- One-Click to Article-function enables users to link from citation directly to full-text, bypassing the results page
- Easy to integrate with other solutions for complete access
- Incorporates more than 1,000 databases and resources (e.g. Google Scholar and Windows Live Academic)
- Deduplication of resolved links enables simple search results
- Printed journals and collections can be included in the search

360 MARC Updates openURL Link Resolver

- The service maintains the MARC records and OPAC automatically up-to-date
- Management of e-collections is more efficient and the search results improved
- With MARC21 records you can include all of your electronic content into library OPAC
- Easy-to-use search engine for the library's end users and efficient collection management for the library's personnel

360 Resource Manager e-Resource Management Service

- E-journal and e-license management service
- Enables the consolidation of subscription, license, and holdings data to manage the entire lifecycle of e-resources
- All information in one place
- Efficient tool to develop the library's collections and to save money and resources in e-journal acquisition and management
- The system provides the user with accurate data information and several search and evaluation tools. These tools include e.g. Overlap Analysis (acquired material duplication analysis), E-Catalog (to discover e-journals across multiple databases), Benchmarking (service to predict the use of the acquired material) and the Cost and Collection management (to manage cost estimates and journal collections)



360 Counter e-Resource Assessment Service

- View your e-collections' journal usage and gather all the statistics in one place
- When using the service, user statistic reporting and downloading is automatic
- View and print reports regarding journal usage across titles and providers
- The only comprehensive and highly automated user-statistics service that can be integrated with the library's other linking and registration services



Summon Metadata Discovery Service

- Web-scale metadata discovery service, which makes it easy and fast to search, discover and access reliable and credible library e-contents
- Provides a Google-like search experience, allowing researchers to use one search box to discover credible and reliable library content
- Incorporates the comprehensive knowledge of your library's holdings so that researchers can access their results including full-text of electronic articles
- The Summon™ service is provided as a hosted service, making it an easy application to support with very little impact on library staff
- The Summon™ service provides time-efficient research for the busy student by allowing results set to be limited to items immediately available in full text online
- Easily export citations to bibliographic management software applications such as EndNote, RefWorks and ProCite

eBook Services

Literature is growingly published exclusively in a digital format. Our eBook Service has a large selection of e-book packages, series and individual titles from various disciplines of science and different publishers. LM Information Delivery offers an extensive interdisciplinary e-book selection, takes care of license negotiations with the publishers and helps the customers with the initial access to the material. eBook Services are aimed especially for academic, research and medical libraries.

Benefits

- Comprehensive selection: tens of thousands of e-books from various subjects
- Affordable pricing through joint procurement
- Several acquisition options, such as annual license and one-off purchase
- E-resource management tools and services that are easy to use
- Unlimited concurrent users' license
- MARC records for cataloging and Counter compliant-user statistics to facilitate the usage monitoring and analyzing
- Remote access
- Reduced need for physical storage space

Our eBook collection includes e.g. the collections of the following publishers

- Elsevier
- Ovid
- Wiley-Blackwell
- Karger
- Taylor & Francis
- SAGE
- BMJ Group
- Springer
- Thieme
- ProQuest
- IGI Global
- Greenwood Publishing Group
- Verlag Walter De Gruyeter
- World Scientific
- RSC (The Royal Society of Chemistry) Publishing
- Oxford University Press



eBook Services

Database Services

LM Information Delivery offers academic and research libraries an extensive selection of interdisciplinary full-text databases and reference databases from the world's leading publishers. The selection includes databases from hundreds of publishers, including the leading Ovid medical research databases and the Greenwood Publishing Group literary databases.

LM Information Delivery has also launched the ePress newspaper service which allows customers to subscribe for electronic editions of newspapers. The Database Services are targeted especially for academic and research libraries, hospitals, medical libraries, schools and public libraries.

Benefits

- Widest selection in the market: thousands of databases from different subject areas
- Databases are available in different types; e.g. reference and full-text databases
- Licenses will be negotiated on behalf of the customers
- Trialing possibility before the purchase is possible
- Remote access is usually possible
- Material usage statistics are sent to the customer

Our Database collection includes thousands of databases, from e.g. the following disciplines

- Science
- Social Sciences
- Medical Sciences
- Technology
- Music
- Art
- Sports and Health



Database Services



Electronic Resource Consulting (ERC)

ERC-consulting service is designed to assist our customers in all matters related to e-journals (e.g. usage and licensing issues). With the help of ERC our customers can utilise their e-resources more efficiently and increase their own knowledge related to e-journal acquisition and management. The service covers all the technical and user support to guarantee the smooth acquisition, implementation, use, management and evaluation of e-journals and e-collections. LM Information Delivery also provides various seminars and trainings, including the end-user trainings for e-resource tools.

- Starting point survey and guidance for the best solutions
- Excellence in information of publishers, information providers, terms of acquisition etc.
- Implementation, linking, activation and evaluation of electronic collections
- Technical support and training
- Trial possibility of different e-collections and access & management tools

LM Information Delivery is a member of e.g. following organizations:

- ASA (Association of Subscription Agents and Intermediaries)
- EDItEUR
- EUSIDIC (The European Association of Information Services)
- STM (International Association of Scientific, Technical and Medical Publishers)
- UKSG (United Kingdom Serials Group)
- Norsk Bibliotekforening
- NFF (Norsk fagbibliotekforening)
- BMF (Bibliothecarii Medicinae Fenniae)
- FSBF (Finlands svenska biblioteksforening)
- Finnish Library Association
- Finnish Information Specialists
- Finnish Research Library Association