



Trusted Partners for Every Step of Your Journey

Meet your ProQuest Consultant and Training Teams

Collection Development Support for Every Library Need

Our goal is simple: to ensure libraries succeed in providing the right content, to the right users, at the right time. And we're here to help you get there.

When you design your collection with ProQuest, a team of librarians and product experts will help you get access to the content, workflow and support that your librarians and patrons deserve.

CONTENT

We'll do the heavy lifting to deliver curated title lists and collections in a range of interdisciplinary subject areas to meet the needs of your patrons



WORKFLOW

We'll ensure your entire workflow – including selection, acquisition, activation, and discovery – is seamless and effective for your staff and patrons



SUPPORT

Get 24/7 support from partners who understand your needs better than anyone else



Whether you're new to ProQuest or a longtime customer, a ProQuest Books partner will be there to support you every step of the way.

Meet Our Teams

Content and Workflow Strategy

Who are we?

The Content and Workflow Strategy Consultants provide a range of services to libraries that have collection development programs with ProQuest. We are deeply committed to libraries and their missions. Through strategic partnership, we will help you achieve your short-term and long-term collection development goals no matter what they may be.

Librarians, for librarians.

Our team includes librarians with backgrounds in acquisitions, collection development, electronic resources and more. They have a deep knowledge in collection development practices and expertise in acquisitions workflows.

Collection building with social impact.

We collaborate with libraries to build collections and workflows that are environmentally sound, economically feasible, and socially equitable.

Helping you make data-driven decisions.

Weighing upcoming purchases? Adjusting your approval plans? Need to understand gaps or identify duplicates in your collection? We are here to help you make rapid, accurate and data-driven decisions.

Want to make the most of your investments? We can help.

Our Content and Workflow Strategy team is here to help you:

Save time.

Collection development doesn't have to be time-consuming for libraries. We can automate as much of the practice of collecting books as desired. From title notifications all the way to automated approvals and DDA, we work with libraries and connect them with the right programs for their needs.

Maximize your budget.

We work closely with libraries to help guide purchasing, access, and expenditure decisions to meet your goals and budgets. We'll help you establish smart workflows and best utilize the tools and technology available. We'll also help you create and maintain programs that work with your budgets – from DDA, to approvals, to EBA and more.

Level up your collection.

We empower librarians with self-service collection programs that help you take control of budgets and content selection.

Expert services to ease your workload.

Here are some of the many services we offer to libraries working with ProQuest:

- Consultation to identify tools and services that fit with targeted collection strategies
- Creation and maintenance of ongoing programs (DDA, Approvals, Title Alerts, Selection Plans, EBA, etc.)
- Program performance assessment and review
- Custom title lists
- Specialized collections
- Opening day collections
- Collection assessment services
- Targeted collection gap filling
- Onboarding new users to programs
- Custom training for selectors on new features and programs

"I help librarians craft and maintain profiles to build their collection and make sure their patrons have access to the content they need for classes and research. I love working with them to find a solution that helps them achieve their goals."



– Diana Snyder
Content and Workflow Strategy Consultant

Want to learn more? Contact your Content and Workflow Strategy Consultant today.

Meet Our Teams

Customer Education Trainers

Who are we?

We are your product education and workflow experts.

Our Customer Education Trainers (CETs) provide account support and an array of customer product education and workflow consulting services. We partner with our customers to deliver education that assists end users, faculty, and library staff in utilizing ProQuest resources and content to drive academic research. Our goal is to ensure you are maximizing the investment you've made in your collections.

Our team will work with you to develop customized training solutions and programs based on your needs and goals. We listen, problem-solve, share best practices, and provide guidance to assist you with your collection.

Want to make the most of your investments in ProQuest Resources? We can help.

Training Sessions

We provide product-based, knowledge-sharing sessions on a range of solutions to help maximize your investments.

LibGuides

We have hundreds of product LibGuides with thousands of self-serve resources: e-learning, training materials, recorded webinars and links to technical documentation articles.

Product Consultations

We can assist you with analyzing usage data, facilitating product access and discovery optimization to ensure your ProQuest products are available to your end-users.

Expert services to ease your workload.

Our Customer Education Trainers can help in a variety of areas:

- **Onboarding of new library staff** so you spend less time on training
- **Customized Training Plans** that address your institutional learning needs to help you be more efficient and productive
- **Product Optimization Consultations**, including Access & Discovery Configurations, Content & Holdings, and Usage
- **Discovery** – Access URLs, MARC Records, Discovery Tools, and Widgets
- **Usage & ROI**, including strategies for increasing access and usage

"I like being a coach for users of our products on all levels. In the past, I worked as a librarian (often as a trainer), so at Clarivate I'm continuing my work supporting students, researchers and fellow librarians. I love seeing their joy when discovering new tools or content that will help them achieve their goals."



– Björn Olofsson
Senior Customer Education Trainer



Want to learn more? Contact us today: training@proquest.com



about.proquest.com

To talk to the sales department, contact us at
1-800-779-0137 or sales@proquest.com.