



Proposal to

American Institute of Chemists

for

Online Publishing Services

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Part 1: Summary

1.1 Introduction

Ingenta welcomes the opportunity to submit a proposal to *American Institute of Chemists* for the preparation, hosting and online delivery of your publication.

AIC has an organizational site with indexing for the publication. Your goal is to deliver the full-text for your journal with publication branding, as well as global distribution and linking for your content.

Your journal fits very well into our newly redesigned, aggregated platform, www.ingentaconnect.com. The service disseminates your content to the worldwide community in a cost-effective manner while generating visibility and revenues for your publication and organization. With the largest data linking and distribution network of any online vendor, and as the only online vendor to provide a guaranteed global audience of over 17,000 research institutions, our service will help point traffic to your online publication. The *IngentaConnect* service carries out subscription and pay-per-view e-commerce transaction via an integrated delivery platform. Our service is fully supported with COUNTER-compliant statistics.

We have discussed how important global exposure is to you, and how you would like to build on your subscription base. With the service that we recommend, we deliver your publication to the global community through our aggregated site, including distribution of data and linking of references to the outside world.

This achieves two things. It offers your publication broad visibility to the global research community through *IngentaConnect* (our aggregated site) since as you already know, libraries and information service providers have a clear preference for accessing multiple titles through a standard interface. And it provides an easy method for subscribers to access your publication.

We deliver this multiple delivery option to you very cost-effectively, since once we have the journal digitized, linked and hosted, we can easily re-deliver content through a variety of 'windows.'

With Ingenta you are part of a very substantial global aggregation. You bear only a fraction of the costs (and none of the risk) for the new and continually updated technologies and services that deliver faithfully rendered and fully branded content, a global distribution network, the ability to reach content from wherever your readers start their search, and a platform that supports online authorizations and controlled access.

Specifically, the aggregated site, *IngentaConnect*:

- Creates *visibility and generates traffic* through distribution of header and descriptive content to third parties.
- Makes your content *findable* from wherever your readers begin their search, including *Google*.
- Delivers "live" PDFs with embedded citations that are hyperlinked to content throughout and outside the site.
- Supports *online authorization and access* for institutional, member and individual subscribers.
- Provides *fully searchable* metadata and full text for your publication with formats tailored towards reading and downloading.
- Carries out *e-commerce transactions* to support Pay Per View and subscription purchases.
- Supplies publisher administrative tools to track content loading, manage subscriptions, and monitor usage.

Users of the Ingenta site receive full email support through our customer service desk (located on two continents).

The *IngentaConnect* website is freely searchable by libraries and readers. The site manages subscription-based access for more than 6,600 scholarly, professional and reference journals, with approximately 17,000 institutions registered to use our services. More than 98% of US research libraries (ARL members) have registered to use our site.

The solution is also scalable and easily upgraded. If, at a later date, you wish to consider a branded solution with your logo and colors, you will have many options for a fully customized publication website through Ingenta.

While we are best known for our aggregated delivery site, one of Ingenta's unique capabilities lies in our ability to

input multiple types of content and data, filter them through one integrated platform, and to provide multiple delivery options.

To date Ingenta has delivered more than 250 separate websites for the delivery of reference and professional content. In addition to our aggregated platform, we have built sites for single publishers with diverse publication programs, including McGraw-Hill's Access Medicine and Access Science sites, the Oxford University Press's recently launched Oxford Scholarship Online site (<http://www.oxfordscholarship.com/oso/public/index.html>), and the World Bank e-publications site (<http://elibrary.worldbank.org/>).

Ingenta has a long record of creating web resources that are easier to use than their print originals, backed by flexible commerce models and a focused array of usable statistics.

We appreciate the opportunity to present this proposal to you.

1.2 Solution highlights

In this short section we highlight some of the places where Ingenta has special advantages and presents unique features.

Data linking, distributions of metadata and content syndication are key ways to drive readership and sales. As an industry-leading distributor of metadata, **Ingenta is well positioned to generate traffic** in several ways:

Ingenta Users The IngentaConnect aggregated site has 17,000 institutional registered users and roughly 25 million individual users overall.

Data Distribution Ingenta supplies header data to aggregators and indexing services. We have agreements with over 40 linking partners (including CrossRef). Data is supplied according to your business requirements and your agreements.

Reference Linking All citations in Ingenta are automatically linked to other citing articles in the Ingenta aggregation. Ingenta also resolves references to external sources, with a very high percentage of resolved links.

“Live” PDFs Enhanced PDFs are delivered from the Ingenta site, with live references embedded within the article itself, allowing readers to link to relevant online resources at any point in time, whether they're viewing the article from within the Ingenta platform or working from a downloaded article on their computer.

Meta search engines Ingenta exposes publisher metadata to metasearch engines, including Google.

Perhaps the most single important function for researchers once they reach the site is **search capability**. Ingenta has had a great deal of experience creating highly scalable, powerful full-text and fielded search facilities for researchers. In addition to simple keyword search Ingenta provides:

PDF Search Ingenta can implement full text search for PDF-only content, as well as for full-text content in more flexible formats.

Authentication of subscribers, access control, and enabling of revenue streams are important aspects of online publishing. Our model supports subscription and pay-per-view. The commerce models implemented for the Ingenta site have been tested in active use for years now.

Authentication Ingenta developed online authentication systems for subscribers to deal with multi-location institutions as well as individuals, and the system supports online authentication via IP address or user name/password, as well as proxy server.

- Pay per View** The ability to sell individual copies of articles is an additional opportunity to generate revenue, and also represents another way to recruit subscriptions from libraries, because statistics can then show where subscriptions would be more cost-effective than individual orders. Because many of Ingenta's registered libraries have existing deposit accounts, PPV is encouraged.
- Subscriptions** The ability to handle credit card transactions for individual subscription orders is built into the Ingenta e-commerce system.

Our **publisher administrative tools** provide control and transparency throughout the entire online publishing processing, from loading of content through the management of access, through the monitoring of usage.

- Content Tracker** This tool enables you to monitor content from the time of loading to the date your articles go live via a password-protected web form.
- WEBSAS** The ability to authorize and query access requests, as well as to view or extend lapsing or graced subscriptions ensures that you maintain control over your pricing and subscriptions models. The Ingenta web form also enables you download activity reports.
- Usage Statistics** Our service includes a full statistics package that collects usage data across your content by title and institution. You can use this system to understand which components are driving usage, and which areas need more attention. The statistics reporting system is supported by an intuitive graphic interface that requires minimum training.

Part 2: Pricing

This pricing assumes provision of approved PDFs. We will want to review a current issue and test it using our current tool-set, however our assumption for the moment is that there won't be any problems.

IngentaConnect with additional delivery through a web-integrated site off the Publisher organizational Site. Service includes full set-up, branding, content conversion, authentication and access, hosting, and website support. The second quote is for fullt integrating your content via IngentaConnect.

First Year Charges

Annual conversion, hosting, delivery and website support fee \$ 3,000

One-time fee for posting back issues @ \$350/issue (includes header extraction and reference linking) OR
One time fee for posting back issues @\$200/issue (includes either header extraction OR reference linking)

<u>Three-Year Detail w/out Web Integrated Service</u>	<u>Year One</u>	<u>Year Two</u>	<u>Year Three</u>	<u>Totals</u>
<u>Annual hosting, delivery and website support for JCB</u>	<u>\$3,000</u>	<u>\$3,000</u>	<u>3,000</u>	<u>9,000</u>
<u>Backfile Conversion fee</u>	<u>See above</u>	<u>0</u>	<u>0</u>	
<u>Totals</u>	<u>\$3,000</u>	<u>3,000</u>	<u>3,000</u>	<u>9,000</u>

Please Note:

- This terms and pricing for this proposal remain effective for a period of 60 days from the submission date.
- Prices are listing in U.S. dollars, and are exclusive of local taxes.
- All prices are subject to the backfile and current data conforming an Ingenta-approved DTD or PDF format that has been approved. Any deviations from supplied samples or from an agreed-upon DTD will be subject to additional charges.
- Annual fees are normally charged annually in advance of the calendar year (November of the year prior to the publication year), and are charged once only in advance upon written agreement to proceed.

Part 3: Services Behind the Website

3.1 Converting and Hosting your Content for Online Delivery

Working with your PDF files, Ingenta enhances your data so that your delivered content can be readily searched and downloaded, with 'live' embedded links within articles and enhanced header data that can be disseminated to Ingenta's broad range of distribution partners.

Here's how it works:

Essentially Ingenta takes the PDF you provide and we 'pull it apart,' extracting the header information, keywords, abstract and links. We deliver an enhanced, interactive, fully searchable full-text PDF that includes live, embedded links. In the process of extraction, we also create HTML tables of contents, HTML abstracts and SGML header data which is distributed to A & I services, other gateways, or any other partner of your choice.

The result:

The HTML table of contents and HTML abstract pages provide fast, intuitive and easy-to-use searching and viewing. The PDF delivery maintains the look and feel of your printed publication. And the persistent live links within the PDF allow readers to click on relevant online materials after downloading the PDF to their desktop.

Ingenta hosts the data on our network of high bandwidth servers.

3.2 Driving Traffic to your Content

Increased visibility increases the potential for article citation as well as the growth of pay-per-view and online subscription purchases. Ingenta offers a wide array of ways to drive traffic to your content.

Linking

Reference linking within the aggregation and to articles from the 'outside world' raises the number of 'eyeballs' that see your articles.

Our ability to generate **Digital Object Identifiers** for each of your articles through CrossRef gives each article a unique identifier that will allow its retrieval independent of the vagaries of URLs, site organization, web site design, or Web hosting vendor, as well as simplifying exchange of linking and article identification information with web-services outside Ingenta. Ingenta can manage all technical aspects of your participation in a DOI service at no extra charge to you.

Ingenta also offers a **forward citation** feature, which enables the reader of an article or chapter to follow links to more recently published material hosted on the Ingenta website that cites that article or chapter.

Ingenta's **related article linking** offers a link from the article's abstract page to a related article, suggested when a combination of keywords and rare words in the article title are scored with other articles in the Ingenta database.

Distribution of data to other information services

Ingenta has industry-leading expertise in establishing content relationships with information services – building relationships with over 40 partners including subscription agents, document delivery companies, abstracting and indexing companies, bibliographic services and more.

With your permission, we deliver SGML header information to the third parties listed below:

<i>Service Provider</i>	<i>Service Name</i>	<i>Type of Service</i>
CrossRef	CrossRef	Publisher reference linking service
EBSCO Online	EBSCOHost EJS	Subscription agent gateway
OCLC	FirstSearchECO	Abstracting & Indexing gateway
Swets Blackwell	SwetsWise	Subscription agent gateway
Infotrieve	Infotrieve	Document delivery service
Aries	Aries	Document delivery service
British Library	British Library	Document delivery service

Many of your users will be able to access online materials through their **library OPAC**, and Ingenta has excellent relationships with libraries around the globe which makes the task of adding URLs to Online Public Access Catalogues (OPACs) and other Web-based resources extremely straightforward.

Document Delivery

Document delivery suppliers retrieve the full text content of participating publishers' articles on the Ingenta site to increase the speed of the fulfillment service they offer to their end users.

Summary

Via the aggregation, we have the relationships in place to publicize STM and academic publications to almost anyone who is interested in using them and has access to a research library or the Internet.

3.3 Access and Authorization

The activation of online access needs to be straightforward and rapid for your subscribers and members while keeping the publisher administrative burden to a minimum. Ingenta's service includes a web-driven activation procedure that allows individual libraries, members and subscribers to activate their subscriptions online. With your permission you can allow subscription agent bulk uploading of activations.

Here's how it works:

Ingenta will host a copy of your subscription file, which we will check against when a user uses our web-based form to request access to a journal. If the details match, then access will be granted via IP range (for an institution) or user name and password. Ingenta's service accommodates many institutions' need for a large number of IP addresses and/or proxy servers.

If a match is not automatically found, an email will be sent to you, the Publisher, which will direct you to a secure area on Ingenta's website. Here you are provided with the details that will enable you to accept, reject, or request more information from the subscriber.

You may also elect to allow the subscription agents Swets Blackwell, EBSCO and Harrasowitz to submit bulk subscription requests for automatic set-up.

3.4 E-commerce

Within our e-commerce model, you will be able to sell individual articles to non-subscribers, offer the purchase of specific issues or volumes of a title, or sell subscriptions to individuals or members.

All fees collected from pay-per-view are forwarded to you less an administration charge, (normally \$10/article). For the purchase of specific issues, volumes or individual subscriptions, Ingenta takes a 20% share of the initial charge to the customer, with subsequent renewals being handled by you.

Part 4: The User Experience

The IngentaConnect site provides the standardized interface preferred by libraries and institutional information providers, with personalization options tailored to the needs of your individual readers.

4.1 Accessing the Content

All users can browse and search the header data on the current aggregated sites (<http://www.ingentaselect.com> or <http://www.ingenta.com> and soon to move to www.ingentaconnect.com), with the ability to view table of contents and individual abstracts. Subscribers and members can register online using an easy-to-use web form, logging-in at

any point after entering the site, with authentication by IP address, inter-site link, or username and password when they attempt to access a private area.

4.2 Search and Browse

The browse function enables searchers to choose by journal title or publisher. The search interface allows users to choose between a simple and advanced search option, which allows fielded searches of journal title, article title, author name, abstract and keyword, with full support for Boolean operators.

From the search results page, the reader can click through to the abstract or, if authorized, to the full text of the article.

Readers can store their searches in a 'Search History' section of the page, allowing them to re-run previous searches.

4.3 Journal Home Page Branding

When your users reach your journal home page, they will see your logo and an image of the journal's cover. They can click on 'related links' that appear to the right of the journal cover, links that connect them to information on your website.

4.4 Following Links and Downloading

Ingenta distributes holdings information to the top Abstracting and Indexing services, which provides a way for readers searching for research information to find your content. Users will be able to find your content from virtually wherever they start their search, whether they begin with Google, a subject-specific Abstracting & Indexing database, or a subscription gateway.

Reference Linking

As mentioned, all content in Ingenta is automatically linked to other citing articles in the Ingenta aggregation. This provides inbound and outbound linking for users, leading them to your content from a variety of primary and secondary sources.

By following links, users can view the abstract, and then either download the full-text or purchase the individual article, depending on their level of authorization.

Because the reference linking technology is dynamic, with continual polling of available web resources, links are continually updated without the need for re-engineering HTML reference pages or the document itself, and the frustration of broken or inactive links is minimized for your readers.

Downloads

Authorized users will be able to download full-text via PDF facsimile, preserving the look and feel of the printed materials.

4.5 E-commerce for Subscriptions and PPV

Although most institutional online journal purchasing continues flow through subscription agents, article pay-per-view continues to grow. PPV orders is especially easy for individuals coming through institutions with Ingenta deposit accounts, and additional purchases are facilitated because no monies change hands with each transaction.

Through the e-commerce facilities of Ingenta's access control system, user can purchase access online, using a credit card to buy individual articles, issues, or volumes of a title; a subscription; or a membership online.

4.6 Personalization Options

Once users log into the site they will be welcomed by name or institution. A "manage my ingenta" page reflects their personal details, and gives them the ability to easily make online changes to their name, email, or location; to manage their subscriptions; or to change their preferences for table of contents alerts and keyword/search alerts. Those with deposit accounts can review their payment details.

Table of content alerting is a particularly popular option for users. All readers (not just subscribers to a title) can register to receive the ToC for each new issue of a chosen title as soon as they are made available. Because non-subscribers see the ToC, non-core traffic is driven back to your publication.

Institutions with an alerting license have an administrator's page that allows them to manage their institution's alerting services, and to view and change (by name) individual alerts set up under the rubric of the institution.

4.7 User Support

The website provides screen help for novice searchers, although we find that our standard interface is relatively easy to use. End users will also have access to the Ingenta help desk, which provides email support for any questions that come up regarding registering for, accessing, and using the site. Ingenta provides help desk teams in both the USA and the UK.

Part 5: Publisher Support

5.1 Account Support

During the transition, you will be supported by an Ingenta team made up of a combination of myself, project management and technical personnel.

Once the sites are up and running, you will be supported by a U.S. – based client or account manager with oversight of your account needs, supported by a technical team.

This team is responsible for solving routine and emergency problems, whether they are data or technology – related.

5.2 The Publisher Forum

Twice a year Ingenta hosts a forum for its publishing clients. The forum serves as a place where the latest developments in e publishing are presented, with speakers from Ingenta and the industry at large. The forum is the place where publishers can exchange ideas, share problems, and network with publishing colleagues. One forum is held in Europe and the other in North America. The next forum is September 20th in Washington D.C., and as an incoming publisher you will have the opportunity to join many other new and longer-term publishers.

5.3 Statistics and Reporting

Where are your readers coming from?

Which abstracts and which articles are they viewing and downloading?

Which institutions have the heaviest usage?

Our service includes a full statistics package that collects usage data across your content by title and institution, and is COUNTER-compliant.

5.4 Other Administrative Tools

Ingenta also provides tools to help you track the loading of your content, to monitor and manage subscription access.

5.5 Marketing Support

Included within the IngentaConnect Service

When you join the Ingenta service, you will receive a welcome kit with marketing materials and support pieces, including templates you may wish to use in your own marketing literature or on your website.

Ingenta also carries out a variety of promotional activities on behalf of all our publisher clients:

- Materials distributed at major library and publisher-focused industry shows worldwide at which Ingenta exhibits
- Press releases of key publisher signings and project development to the industry press
- Regular and separate newsletters sent to the publishing and to the library communities which keep the communities up-to-date on new titles, new publishers, new developments at Ingenta and discount promotions

Available on a fee basis - PCG

PCG, a separately owned company of Ingenta, provides additional marketing services to publishers, including the negotiation of electronic licensing arrangements and helping publishers to promote sales of individual titles to library markets in the US and Europe.

Part 6: Website Support

Ingenta provides 24 hours a day, 7 days a week support. Through our network of geographically dispersed Internet

servers, we support load balancing and international demand management to optimize performance, and disaster recovery to protect your content.

Ingenta's facilities and hosting team are located in Oxford and Bath in the UK, and Providence RI in the USA. These individuals manage the operation of over 120 servers (including a strategically placed server in China) providing public Internet service and internal IT support operations including network infrastructure, desktop application support, firewalls and Internet security, wireless networking, mobile remote access, and backup and archiving.

All live web pages are hosted on a production server monitored by Ingenta's team of web server hosting professionals.

Digital Island's ITM (Integrated Traffic Management) system is used to route the end user to their nearest geographic server. This system provides a "local" access point for all users and an extremely reliable service. If a particular sector of the Internet becomes congested or if a server experiences temporary problems, the user is automatically routed to the next fastest server.

Part 7: Upgrades that are Available

Fast track publication, supplementary data and unlimited header distribution.

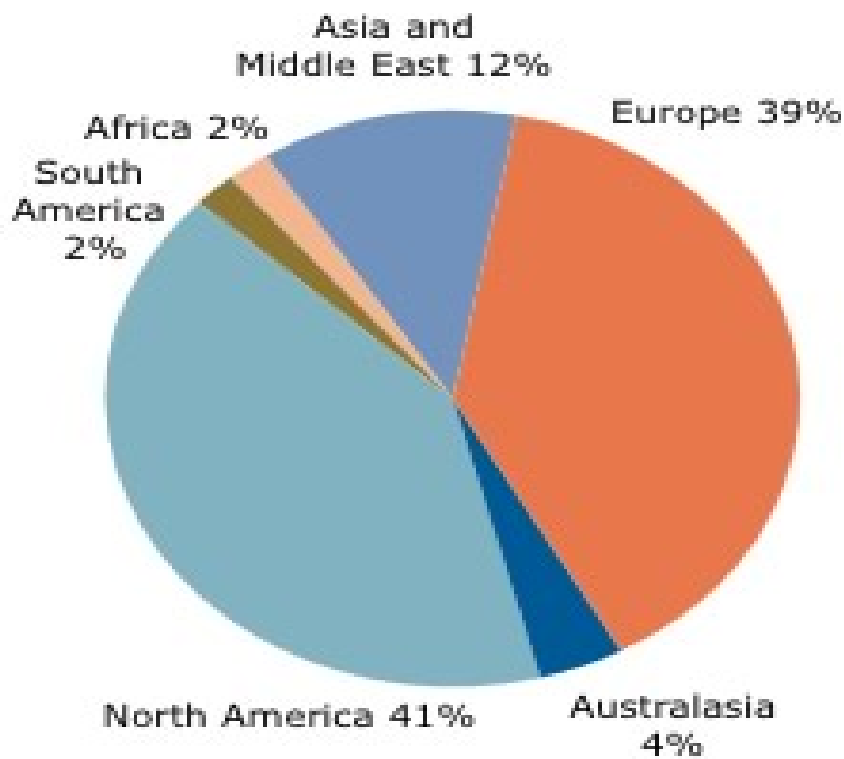
You can post approved refereed articles onto a 'fast track articles' area of your journal's homepage via a web interface, prior to full publication.

Branded Link Web Site.

You can have a solution with your colors and logo, with many options for a fully customized publication website through Ingenta.

Appendix I – Global Distribution Facts and Figures

Geographic distribution of institutions that have registered to use the Ingenta platform



Geographical distribution of registered ingenta.com institutions

Appendix II - Ingenta Experience

Ingenta was established in September 1998 from the Bath Information and Data Services (BIDS) unit at the University of Bath. Ingenta still maintains strong contact with the University, which retains a 9% shareholding in Ingenta.

Since 1998, Ingenta has extended its offerings through incremental growth and acquisition of a range of diverse leading companies: CatchWord, Publishers Communication Group, UnCover and most recently, HERON. Through these companies, Ingenta's diverse portfolio of services now encompasses: cutting edge electronic publishing solutions; publisher marketing services; paper and electronic document delivery to libraries and researchers; website design and build services; and the provision of online course packs to Higher Education Institutions in the U.K.

We currently work with 250+ publisher clients, providing access to the full text of 6,000+ academic journals. Ingenta's top customers include 7 out of the world's 8 largest scholarly journal publishers and 2 out of the top 3 reference publishers from both the commercial and not-for-profit sector including leading societies and university presses. Ingenta also specializes in providing solutions to leading NGO/IGOs such as the Organization for Economic Co-operation and Development (OECD), the International Labour Organization (ILO), the Pan-American Health Organization (PAHO), the World Tourism Organization, and the recent addition of the World Bank and Oxford University Press.

The Ingenta library aggregation websites are freely searchable for all librarians and users. Currently, 16,000+ institutions from around the world are registered to use our services. Our extensive customer service and fast, multi-server network have been the driving factors in registering more than 98% of U.S. research libraries (ARL members) and more than 98% of U.K. Higher Education Institutes. Our significant market penetration means we can promote your content to a potential readership of approximately 25 million users.

Proven Experience in Development and Management of Leading Online Solutions

Developed in response to user needs, Ingenta's ever-evolving functionalities ensure that our clients have the best Online Publishing Solutions from which to choose. Our diverse menu of options is made possible by a team of technical experts based in Providence, Rhode Island (U.S.), and in Bath and Oxford (U.K). Ingenta's capabilities encompass: content hosting, e-commerce, access control, authentication, reference linking, publisher branding and all-important usage statistics capabilities.

Ingenta Online Solutions include

(a) Journal Aggregation and Distribution – IngentaConnect and CustomConnect

We offer a comprehensive solution designed to meet publishers' needs of setting up, implementing and managing online access to their serial publications. We will put journals online in our research aggregation and host them on a network of servers worldwide; manage access for subscribers; set up e-commerce facilities for pay-per-view; enable reference linking; and promote content to a growing user base of existing and prospective customers.

(b) Specialist Web Publishing Solutions

We have built and maintained more than 60 websites for publishers, helping them centralize discipline-specific content in one place on the Web and better serve the needs of their subscribers and members. With each project, we combine our expert knowledge of Information Architecture and technology with an extensive understanding of publisher needs. The content we have worked with includes: A&I databases, journals, reports and online statistics, reference works, textbooks, monographs and other specialist content.

(c) Online Library Services for Academic and Corporate Customers

We offer a suite of specialist solutions for academic and corporate libraries to enable seamless access to publishers' content hosted by Ingenta, either via subscription or pay-per-view. E-commerce, deposit accounts and branded gateways are among the menu of options.

Data Management Expertise

The range of data types managed by the Ingenta team in the above services is diverse. Ingenta understands the nature of publisher data and how to optimize structure, metadata, and mark-up strategies in order to meet user and

business objectives. Ingenta has extensive experience with SGML, XML, and complex relational database publishing. Hosted data is served utilizing industry-standard hardware and software with 24x7 system monitoring.

Ingenta's portfolio of services also involves a vast amount of abstract and other specialist content, which is captured in a variety of formats. We hold more than 30 million items in a number of separate databases, including INSPEC, CAB Direct, PsychInfo, ERIC and a number of other leading international research datasets.

Appendix III – Ingenta Publisher/Client List

AB Academic	Canadian Political Science Association
Academy of Political Science	Canadian Society for the Study of Higher Education
Adis International	Central European Science Journals
Aerospace Medical Association	Channel View Publications
African Journal of Reproductive Health	Chartered Institute of Arbitrators
Agricultural Economics Society	Chartered Institute of Marketing
American Association of Gynecologic Laparoscopists	Clay Minerals Society, The
American Association of Neurological Surgeons	Clinical Ligand Assay Society
American Ceramics Society	Cognizant Communication Corporation
American College of Allergy, Asthma & Immunology	College of Occupational Therapists
American Congress on Surveying and Mapping	Cranfield University
American Dental Association	Commonwealth Scientific & Industrial Research Organization (CSIRO)
American Economic Association	
American Institute of Aeronautics and Astronautics	de Sitter Publications
American Institute of Biological Sciences Publishers	Diversity Group (The)
American Mineral Society	Duke University Press
American Pharmacists Association	
American Scientific Publishers	Eclipse Group Ltd.
American Society for Investigative Pathology	Edinburgh University Press
American Sociological Association	EDP Sciences
American Speech-Language Hearing Association	Elsevier Science
American Statistical Association	E-Med
Arizona Board of Regents	Emerald
Arnold	Entomological Society of America
Ashley Publications	European Respiratory Society
Association for Investment Management and Research	
Association for Laboratory Automation	Faculty of Actuaries and the Institute of Actuaries
Association of Applied Biologists	Faculty of General Dental Practitioners
Association of Learned and Professional Society Publishers	Faculty of Family Planning & Reproductive Health Care
Association of Schools of Allied Health Professions	FD Communications Inc
Australian Academic Press	Forefront Publishing Group
Australian Key Centre for Cultural & Media Policy	Fundacion Infancia y Aprendizaje
Australian Nursing Federation	
	Geological Society
British Association for Adoption & Fostering (BAAF)	Greenwich Medical Media
Beech Tree Publishing	
Bellwether Publishing	Henry Stewart Conferences & Publications Ltd
Bentham Science Publishers	Henry Stewart Publications with the Institute of Direct Marketing
Berg Publishers	Humana Press (USA)
Blackwell Publishing (inc. Blackwell Publishers, Blackwell Science, Futura, and Munksgaard)	
Brill Academic Publishers	Imprint Academic
British Editorial Society of Bone and Joint Surgery	Indiana University Press
British Institute of Radiology	Industrial Research Institute Insect Science and Its Application
British Menopause Society	Institute for Fiscal Studies
British Psychological Society	Institute of Development Studies Institute of Materials (now published by Maney Publishing)
British Trust for Ornithology	Institution of Mining and Metallurgy (now published by Maney Publishing)
British Veterinary Association	Institute of Occupational Safety and Health Institute of Physics Publishing Institute of Psychoanalysis
Bureau International des Poids et Mesures	IWM Business Services Ltd
CABI Publishing	
Cambridge Scientific Abstracts	
Canadian Journal of Nursing Research	

Institution of Chemical Engineers
Institution of Mining and Metallurgy
Intermediate Technology Development Group

International Association for Bridge and Structural Engineering
International Association for Food Protection
International Association for Plant Taxonomy
International Bee Research Association
International Food Information Science
International Glaciological Society
International Institute for Environmental Development
International Labour Organization (ILO)
International Life Sciences Institute (ILSI)
International Network for the Availability of Scientific Publications (INASP)
International Phenomenological Society
International Reading Association
International Union Against Tuberculosis & Lung Disease
IOS Publishers
IP Publishing Ltd
IRS

John Benjamins Publishing
John Wiley & Sons Ltd
Johnson Matthey
Jones & Bartlett Publishers
Journal of Horticultural Science & Biotechnology
Journal of Neurology
Journal of Neurosurgery

Karger AG
Kingston Press
Kluwer Academic Publishers

Lawrence Erlbaum Associates
Lawrence and Wishart
LibraPharm
LITC – South Bank University
Liverpool University Press
LSE and the University of Bath

M. E. Sharpe Inc.
Maney Publishing
Mary Ann Liebert Inc
McGraw-Hill
MCM Institute for Media Management
McMillan Scott/Royal College of Midwives
Millenium Publishing
Minerals, Metals & Materials Society (The)
Mineralogical Society of Great Britain & Ireland (The)
MIT Press
Modern Humanities Research Association
Modern Language Association
Multilingual Matters
Multimedia Information & Technology
Multiscience Publishing

National Association of Social Workers
National Inquiries Services Centre (South Africa)
National Institute of Adult Continuing Education
Neoplasia Press, Inc

New Zealand Veterinary Association
NRC Research Press
nRn Publications
NTC Economic & Financial Publishing

OceanSide Publications
oekem Verlag
Organisation for Economic Cooperation & Development
Oxfam
Oxford University Press

Palgrave
Pan American Health Organization (PAHO)
Parthenon Press
Pharmaceutical Press
Policy Press
Preston Publishers
Primary Research Group
Pro-Ed
Professional Engineering Publishing (IMEchE)
Psychonomic Society Publications

QinetiQ

Radcliffe Medical Press
Regional Studies Association
Reproductive BioMedicine
Rodopi
Royal College of General Practitioners
Royal College of Physicians
Royal College of Surgeons of England
Royal Institute of British Architects
Royal Meteorological Society
Royal Society for the Promotion of Health
Royal Society (London)
Royal Society of Edinburgh
Royal Society of Medicine

Sage Group
E. Schweizerbart'sche Verlagsbuchhandlung
Science and Technology Letters
Scientific Press Ltd
Selper Ltd
Sheffield Academic Press
Society for Applied Spectroscopy
Society of Glass Technology
Society for Scientific Exploration
Society for Technical Communication
Society of American Foresters
Society of Dyers and Colourists
Society of Naval Architects and Marine Engineers
Society of Vascular Technology
Statistical Society of Canada
Swiss Political Science Association
Swiss Society of Mineralogy and Petrology

Taylor & Francis (Bios Scientific Publishing, Brunner-Routledge, Carfax, E & F.N. Spon, Frank Cass Publishing, Gordon & Breach, Harwood Academic, ISIS Medical Media, Martin Dunitz, Psychology Press, Routledge, Scandinavian University Press, T&F Inc.)

TESOL

Transaction Publishers

United Kingdom Serials Group (UKSG)

University of California Press

University of Wales Institute (Cardiff)

University of Wales Press

University of Wisconsin Press

Urban & Fischer Verlag

VSP

Westburn Publishers Ltd

White Horse Press

World Bank

World of Information

World Scientific

World Tourism Organisation

Worldwide Hospitality and Tourism Trends Worldwide

Hospitality and Tourism Trends



Appendix IV – Praise from our Publisher Clients

"Before we went online with Ingenta, print sales for our publications were melting away. We were losing core book standing order clients and subscriptions at a rate of 5-10% a year. But in late 2000, we joined Ingenta's online aggregation, and a few months later, asked Ingenta to build us our own customized publication website, SourceOECD. Overnight, erosion stopped and we started winning back clients whom we had lost. Our user traffic has since skyrocketed, from 43,000 user sessions in April 2001 to a quarter of a million user sessions in April 2002. We are also upselling many customers, who previously only subscribed to one or two of our periodicals or standing order collections, but are now subscribing to our entire website.

We view our partnership with Ingenta as an ongoing collaboration. We are constantly refining our website, our capabilities, and our marketing strategy, with support from Ingenta. We now feel well-positioned to achieve our next goal — to penetrate markets in the developing world, where print publications are too expensive for most libraries and institutions."

-TOBY GREEN

Head of Marketing, OECD Publishing

Organisation for Economic Co-operation & Development, France

Our first issues are now online and we are pleased with the many additional services available to our subscribers. I look forward to our continued relationship with Ingenta."

-JUDY VORESS, PhD

Periodicals Director

PRO-ED, Inc., USA

"Our subscribers had been asking for online access for years, but we didn't have the time or staffing to handle their requests. Now, we simply send the files to Ingenta by FTP, and they take care of the rest. It's easier than we expected, and our subscribers can now access our journal from anywhere. We can also showcase the online version while at conferences and other meetings.

Our online version of the journal is ready weeks before the print version, which is helpful to subscribers who are eager to get the latest information. The Ingenta staff is helpful and very easy to work with. They reply quickly to requests from subscribers as well as to questions from me and the rest of the journal staff."

-KIMBERLEY TANNER ELLIOTT

Managing Editor

RADIOCARBON, USA