

YOU WANT IT, WE'VE GOT IT – CUSTOMIZED SOLUTIONS AND FULL SERVICE

Our GetInfo service is able to handle the majority of requirements. For anything not covered by GetInfo, the TIB offers our Full Service.

We can source literature for you from other subject areas – worldwide from other document suppliers, research facilities and authors. As we are frequently asked to provide this service, we have standardised it using the GetInfo order form. It can now be selected very simply by any customer.

Special projects often require a special service. If this is the case for you then our Customized Solutions may be of interest. Our customer service team will be happy to suggest the right solution for your needs.

Examples of support which we are able to provide include:

- 48 hour turnaround time for normal orders
- sourcing extra-disciplinary literature from sources worldwide
- automatic reservation of literature currently on loan
- procuring purchasing suggestions
- fulfilling special requests

PRICES

The price depends largely on your customer group, the urgency of your enquiry or order, and your preferred delivery format and medium. You will find more detailed information on our website at www.tib-hannover.de under Document delivery - Conditions - Prices. Here you will find information on our basic charges and the surcharges which may apply to urgent deliveries, manual processing or sourcing extra-disciplinary documents, for example.

In addition, since the start of 2008 a licence fee may be payable due to changes in copyright law. For your convenience you will find an up to date list of publications affected on our website at:

www.tib-hannover.de/en/document-delivery-service/publisher-agreements

THIS IS WHERE YOU WILL FIND THE ANSWERS...

... to your questions concerning an order or delivery.

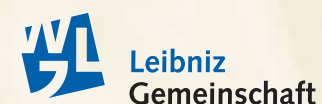
Our customer service team is available by telephone Mondays to Fridays from 9 am to 6 pm. You can also contact us outside of these times by fax or e-mail:

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30167 Hannover
Phone +49 (0) 511 762-8989
Fax +49 (0) 511 762-8998
E-Mail: customerservice@tib.uni-hannover.de

This also applies of course should you ever have any reason to complain. If this is the case please contact us straight away. We will do everything possible to resolve the problem. We are also pleased to receive any suggestions or ideas for improvements to our service.

TIB TECHNISCHE
INFORMATIONSBIBLIOTHEK

The TIB is a member of the



www.getinfo.de



Quality for science and technology

- Specialised information checked and approved by experts
- Globally unique and completely up-to-date stock
- Interdisciplinary and specific search functions
- Free research and results lists
- Copyright guarantee

GET KNOWLEDGE AND GET AHEAD

GetInfo

FIND THE WORLD OF
SCIENCE AND TECHNOLOGY

TIB – DRIVING KNOWLEDGE FORWARD FOR OVER 50 YEARS

The German National Library of Science and Technology (TIB) has been founded in 1959. For decades it has been an innovative and expert provider of services for specialist information on architecture, chemistry, computer science, mathematics, physics and engineering. It also covers all technical aspects of biotechnology, nutrition, earth sciences, agriculture and forestry, raw materials production, environmental issues, transport and water management.

Anyone using the TIB has access to a stock of technical and scientific specialist and research information which is unique in the world. Alongside the official specialist literature and journals you can also access special collections such as conference and research reports, research data, patents, dissertations, standards, grey literature and specialist Eastern European and East Asian literature.

You will find the specialist literature you want easily and reliably via GetInfo, the library's own specialist portal for science and engineering. On the order form you decide the delivery deadline and whether you would like to have the information delivered electronically as a full text or as a hard copy to your workplace.

THE TIB IN FIGURES

- Volumes and microforms	7,800,000
- Subject journals	16,000
- Patents, norms and standards	14,400,000
- Digital documents	1,000,000
- Audiovisual media	7,000

Tip
You can also use GetInfo to access quotable research data for your research paper.

THE WORLD OF INFORMATION IS WAITING FOR YOU

As well as our own databases and those of collaborating specialist information centres, the TIB integrates other related databases in order to make all subject-relevant information available to scientists, developers, information specialists and other interested parties via one single portal.

For this purpose the TIB provides access to the virtual specialist libraries of engineering (ViFaTec), physics (ViFaPhys) and mathematics (ViFaMath). These virtual specialist libraries are modular in construction:

- In the specialist information guides you will find a list of selected and continually updated information sources, a short description of the source and structure of the content based on discipline and type of information. Specialist bibliographical databases can also be found here and provide, for example, very specific specialist literature.

You will find databases here which are free of charge as well as those which carry a cost because we think it is important to bring together as much of the relevant information on a discipline for you as possible. You will also find fact databases, information from and about specialist associations and research facilities, research projects, conferences and software in these guides.

- Amongst other things, the virtual specialist libraries also display product catalogues and collaboration exchanges in subject specific databases and give information on finding experts because these resources are particularly important for engineers.

TIB operates the chemistry portal chem.de in partnership with the Gesellschaft Deutscher Chemiker (Association of German Chemists - GDCh) and the specialist information centre FIZ CHEMIE. Alongside the classic modules of a virtual specialist library this portal also contains a research guide where you will find information on researchers and their areas of work as well as training, conferences, exhibitions and job offers.

High quality and integrated specialist libraries like this help you to find the information you need quickly without having to spend a great deal of time searching. The entire stock of all of these libraries is accessible in GetInfo under the appropriate subject searches: engineering, chemistry, mathematics and physics.

Tip
GetInfo also lists high quality audiovisual media from all research areas - click on IWF in the database selection

GETINFO – ONE CLICK TO DRIVE YOUR KNOWLEDGE FORWARD

Fifty years ago it was difficult to get any kind of relevant information quickly. In the age of the Internet it is difficult to find the relevant information from amongst the enormous amount available without wasting a great deal of time.

This is where the specialist portal GetInfo comes into its own. GetInfo opens the door to the leading specialist databases, publishing lists and library catalogues, practically with a single click. The TIB's collaboration with specialist information centres FIZ Technik, FIZ Karlsruhe and FIZ CHEMIE means that you have access to all technical and scientific information on architecture, chemistry, computer science, mathematics, physics and engineering.

Six routes to the information you need

Whether you are just beginning a project and want to give yourself an overview or whether you are in the middle of a project and under great time pressure – GetInfo will help you find the information you need quickly thanks to the latest search engine technology and a wide range of filter options:

1 Collective Search will give you a good overview as it allows you to search across all disciplines in various databases. You are able to select the databases you prefer. To make the job easier the TIB databases – TIB-Catalogue Search, TIBscholar, conference proceedings and journal articles – are preselected.

2 Subject Search is the right approach if you want to research subject-specific questions. All subject-related databases are collected together here. The Subject Search enables you to search all TIB databases and subject-specific databases such as those of specialist information centres FIZ Technik, FIZ Karlsruhe and FIZ CHEMIE.

3 TIB-Catalogue Search provides access to all internal TIB stocks.

4 If you don't want to do the searching yourself, simply order full texts from the TIB via the „Order without searching“ tab. We will do the searching for you.

5 Using the **Full Service** option, the TIB can also provide literature for you from other subject areas - worldwide from other document suppliers and research facilities.

6 The special service provided by **Customized Solutions** tailors the complete information provision process to your needs.

The three free search methods – Collective Search, Subject Search and TIB-Catalogue Search – will give you a short title list and detail note. As a TIB customer you will also receive a short summary of the publication free of charge.

At the click of a button you can order the selected full texts from your list of hits for delivery to your place of work or download them yourself, depending on urgency. There is a charge for this service.

RETAIN AN OVERVIEW – WITH MYGETINFO

Conducting a status search in MyGetInfo will give you a quick overview. You can also easily save all your search results so far in a watch list so that you can access your most recent orders quickly. This avoids doubling up on searches, keeps you on schedule and allows you to export and print the data for statistical analysis according to a wide range of criteria.

In addition you can update your settings and details at any time, changing your password or billing address for example.

CLEAR CONDITIONS – THIS IS HOW THE PROCESS WORKS

Projects and methodologies vary, and therefore there are also different requirements for sourcing literature – sometimes a dissertation has to be handed in very quickly, sometimes you have no time for doing your own in-depth searches... The TIB and GetInfo support you in a variety of ways so that you can concentrate on your work. And so that you will always know in advance what you are letting yourself in for, there are clear and simple guidelines:

Four order options

You can order information in one of four different ways:

1 Direct access to electronic full texts

You can download published literature and grey literature directly as full texts via a preset GetInfo form. You will see the cost including any publishing license fees before making a decision to purchase.

2 Delivery to your place of work

After some in-depth research in leading databases on a specialist technological or scientific subject of your choice, you order the full texts that you require from the list of hits and have them delivered in your preferred format to your own workplace. Delivery within 3, 24 or 72 hours, depending on urgency.

3 Order without searching

If you choose this route our experts will handle the search for you using your criteria.

4 Order without the form

You can send orders to the TIB without using a form by letter, fax or e-mail. Please provide the full bibliographical details of the selected title as well as your delivery address, customer number and whether it is a standard or urgent order.

Tip
The TIB can also deliver your selected texts in colour.

THE CLOCK IS TICKING – FAST PROCESSING

You decide how quickly the information ordered is delivered to you - for postal deliveries the normal postal delivery times apply.

- **Very urgent orders are delivered within 3 hours.**
- **Urgent orders are with you within 24 hours.**
- **Standard delivery takes 72 hours.**

On Fridays we are only able to process your order for same day delivery if we receive it by 14.00 at the latest.

DOCUMENT DELIVERY OPTIONS

Information ordered is delivered to you in one of these five ways:

• Pay per View

You select delivery via download by clicking the link „go to the full text“ – a charge applies. If you are a subscriber to an electronic journal you have direct access to the selected article with no extra charge.

• E-mail

The TIB will first of all check that e-mail delivery is possible under the reformed copyright law. If this is not the case then we will deliver using your second choice delivery option.

• Post

With postal delivery the normal postal delivery times must be added to our processing times.

• Fax

You receive the documents at the fax number which you provide (PC-fax delivery also possible).

• Collection

You can also collect the documents ordered in person at the German National Library of Science and Technology (TIB) if you are able. We are open for this purpose from Mondays to Fridays from 9 am to 10 pm and on Saturdays from 9 am to 6 pm.

Tip
You will find information on the current delivery options at www.tib-hannover.de

GetInfo