**RECEIVING MAGAZINES**

**Ebsco Subscription Service** was awarded the magazine bid for 2012-2013. Take time in August, September, and October to make sure you are getting what you ordered for this year. Check the mailing labels for expiration dates. It takes some time for subscriptions to finally lapse and so, even though a subscription was not renewed, you may continue to receive the magazine for several weeks or months into the new school year. Also, if the publisher doesn’t find the original subscription to renew, they often start a new one and so you may be receiving duplicates.

If subscriptions are not coming as they should, contact Vicki Kosmala, immediately. Please have all the information about your subscription problem. For duplicate subscription problems, you must mail, email or fax copies of the mailing labels to Vicki Kosmala, Media Services, Service Center. The fax number is 575-6960.

Information needed to make a claim includes:

1. Title of magazine

2. The type of claim:

Subscription has not started

Issues not being received (Will need specific issue dates)

Duplicates being received (After the end of September)

Please keep notes on problems with subscriptions to which you can refer if we have questions.