3M Cloud Library Introduces New Programs and Features at ALA

Guaranteed Satisfaction for new customers, and Private Cloud for consortium

3M Library Systems is giving libraries a powerful incentive to sign up with the [3M Cloud Library eBook Lending System](#) with a guaranteed satisfaction program for new customers. The program will be detailed at the American Library Association Annual Conference & Exhibition, June 27 – July 1 in Chicago.

"We know that our customer satisfaction is the highest in the industry and now we are backing it up," said Tom Mercer, marketing manager, 3M Cloud Library. "If a customer is unhappy with the Cloud Library at the end of their first year, we will refund their annual platform fee."

The terms of the program are simple: Once the new library signs up and completes the training process, 3M will purchase an opening day collection of popular titles, all of which expire within one year of purchase based on publisher terms. If at the end of the year the customer is unhappy, the titles simply expire and 3M will refund the annual platform fee.

Also at ALA, 3M will unveil the 3M Private Cloud, a new tool for individual libraries within a consortium to purchase content for their own library. With this tool, a member of a consortium can create a Private Cloud and purchase titles for their individual community, including titles not available to the consortium. The 3M Private Cloud helps libraries prioritize content specifically for their communities, and also makes it simple to track ownership of titles and manage hold lists. Patrons can easily see all of the content in the Private Cloud collection, as well as additional content in the consortium.

"The Private Cloud helps individual libraries better serve their patrons' needs," said Mercer. "Whether a library wants to add more content in a specific language or field of interest, this tool helps them easily build their own collection."

To learn more about the guaranteed satisfaction program or 3M Private Cloud, visit the 3M Library Systems booth, number 1636 at the ALA Exhibition, or visit [3M.com/cloud](#).

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About 3M Library Systems
The global leader in library innovation for more than 40 years, 3M is committed to helping libraries connect with the diverse and rapidly evolving communities they serve. 3M's eBook lending, security, and productivity solutions give librarians the flexibility to spend more time doing what they do best – helping people.
Visit [www.3M.com/us/library](#) and follow us on Twitter (@3MLibrary) and Facebook.

About 3M
3M captures the spark of new ideas and transforms them into thousands of ingenious products. Our culture of creative collaboration inspires a never-ending stream of powerful technologies that make life better. 3M is the innovation company that never stops inventing. With $30 billion in sales, 3M employs about 88,000 people worldwide and has operations in more than 70 countries. For more information, visit [www.3M.com](#) or follow [@3MNews](#) on Twitter.

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