

Dear Customer,

We are hearing some questions in the market about our recent announcement and the long-term preservation of owned content on Ebook Central. I am reaching out today to clarify, restate our commitments and share a few updates with the community.

Questions we've heard recently:

1. Will libraries lose access to any purchased titles on Ebook Central?

Absolutely not; we remain unequivocally committed to preserving perpetual access to any purchased Ebook Central titles. The ebooks that you own on Ebook Central will remain yours, and access to them on Ebook Central remains in perpetuity.

2. Will libraries be able to upgrade licenses on Ebook Central?

Absolutely, yes. After consulting with our community, we will enable license upgrades, including automated upgrades to perpetual purchases on Ebook Central, indefinitely. This means that libraries can upgrade owned ebook titles on LibCentral or Rialto, even after June 30, 2026.

3. What is Clarivate's plan for long-term preservation of libraries' owned ebooks?

We understand that digital preservation is of great importance for libraries. Based on feedback from the community we are pleased to be adding Portico, in addition to our solution SAFE, to further demonstrate our commitment to preserving your owned content.

4. Will Clarivate continue to invest in the Ebook Central platform?

Absolutely, yes. We are firmly committed to the Ebook Central platform and expanding our investments with several enhancements and innovations to support today's researchers and students. We invite you to read our [latest blog post](#) to learn more about these enhancements, including:

- **Ebook Central Research Assistant**, a responsibly developed academic AI tool designed to help students evaluate, analyze, and explore ideas while building critical thinking and research skills.
- **Ebook Central Reader app**, designed to meet researchers and students where they are with secure, on-the-go access. The new mobile app will provide users with an easy way to download and read ebooks from their library and will offer improved accessibility.
- **Digital accessibility**: ProQuest is committed to providing a user-friendly experience, with various accessibility features and assistive technologies to support all students' academic success. The Ebook Central Platform is ASPIRE verified and accredited four years in a row, and we will soon introduce our EPUB Preferred initiative to support evolving accessibility legislation around the world.

I hope this helps clarify our commitments, but please visit our [support center](#) and reach out to us if you have any questions.

We appreciate all the input and guidance we've received so far from customers. We

will continue to engage and consult with you and our Customer Advisory Boards, councils and user groups, as well as communicating with the community through our customer portals, websites, blogs and webinars.

Jeff Anusbigian

Vice President, Product Management

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