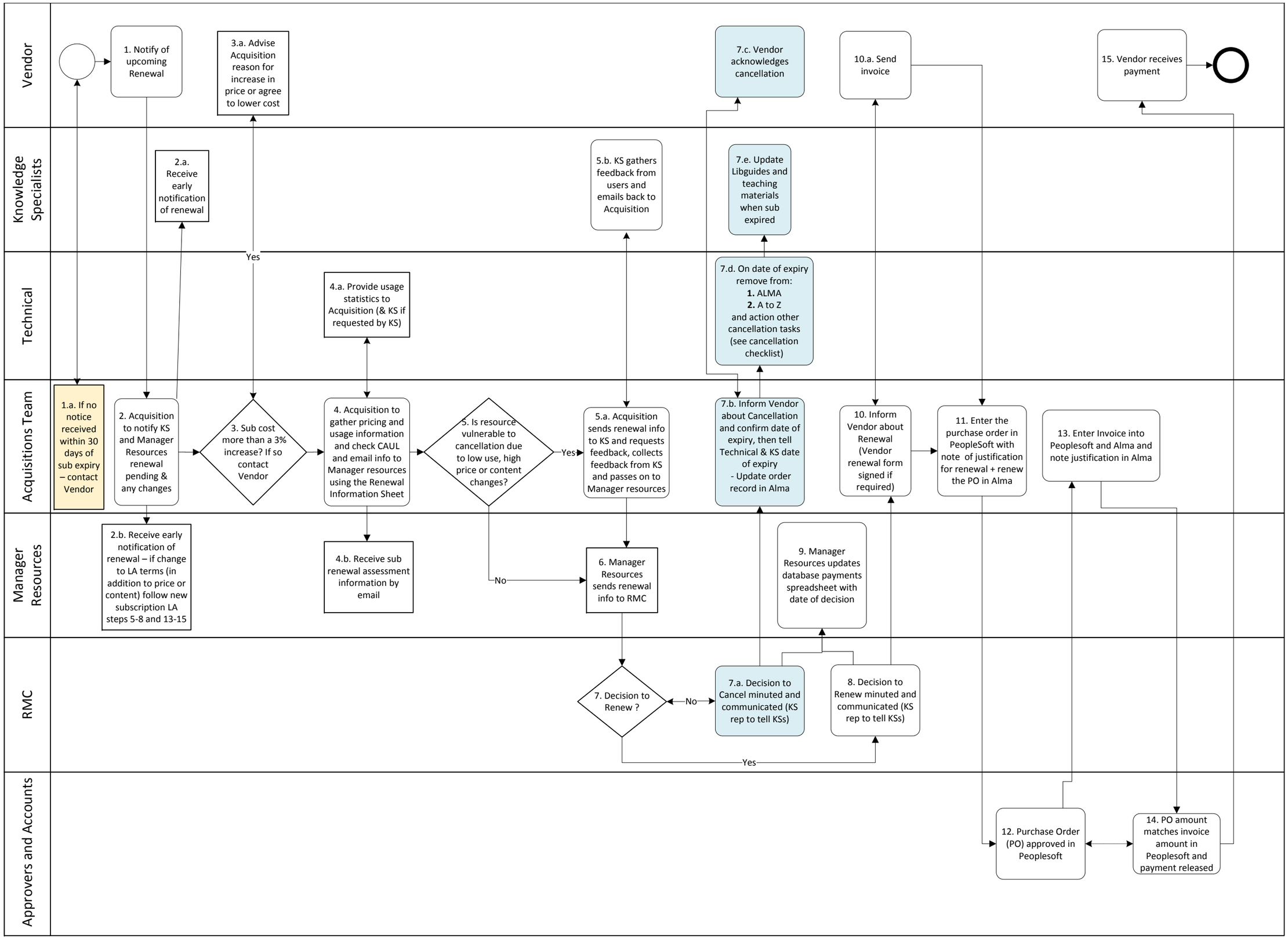E-resource Subscription Renewal and Cancellation process – final version as at 14/6/16