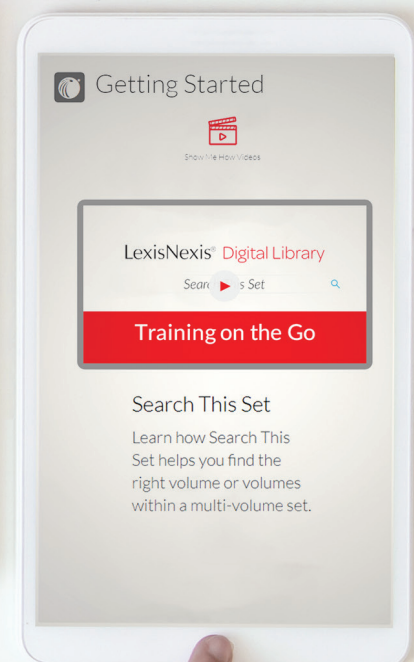




LexisNexis® Digital Library Launch Guide

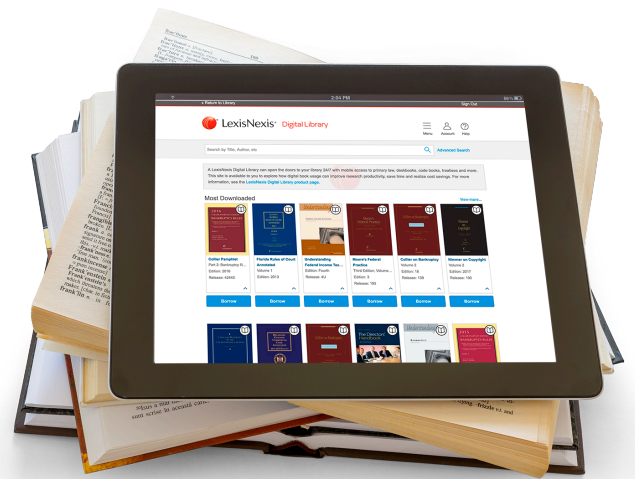
An efficiency guide for each
phase of implementation



Let's Launch Your New LexisNexis® Digital Library

Your LexisNexis® Digital Library gives your users 24/7 access to your complete eBook collection. Once your Digital Library is live, your users will be able to browse eBook titles and read them in their web browsers or eReaders on laptops or mobile devices.

This booklet serves as a guide for set-up, launch and support, and provides contacts to help at every step.



Introducing your LexisNexis® and OverDrive® account team

- Your **OverDrive Account Specialist** builds your customized Digital Library solution, conducts OverDrive Marketplace training/support and adds any other publisher materials available through OverDrive that you may subscribe to.
- Your **LexisNexis Digital Media Consultant (DMC)** helps with launch initiatives, shares resources to drive awareness and usage, notifies you of product enhancements and supports your training needs.
- Your **LexisNexis Client Manager (CM)** assists you with content needs, billing/invoicing questions and other account maintenance activities.

We look forward to helping you maximize the benefits of your new Digital Library.

1



SET-UP

Get account access and customize your Digital Library

2



PREPARATION

Training and access to marketing and support resources

3



LAUNCH YOUR LIBRARY

Get the word out to build a strong base of users with an effective communications plan

4



ONGOING PROMOTION

Stay well informed with the latest updates and efficiency strategies

1

WEEKS 1-3

Set-Up

Digital Library development will kick off with an implementation call to include your LexisNexis and OverDrive account team. Together, you will review expectations and agree on a timeline to meet implementation goals.

2

WEEKS 3-5

Preparation

Prepare for the release of your Digital Library by building user awareness through marketing support, viewing training materials for your organization and reviewing a preview of your new Digital Library website.

3

WEEKS 5-7

Launch Your Library

Promote your Digital Library! Outline a strong launch and ongoing training and communications plan—your DMC can help if needed. Your plan will need to consider things like how to promote new and existing links to your eBook collection, as well as how to include the Digital Library in training for your new employees.

4

Ongoing Promotion

As your Digital Library evolves, plan to inform your library staff and users of ongoing updates.

New product features and content—Your LexisNexis team will make sure you have necessary training and instructional materials to share enhancements with your users. Rely on them for answers to any questions.

Updates to existing content subscriptions—You will receive site updates and titles scheduled to be updated. Forward this communication to your library staff.

LexTalk® user group—Register to receive site updates and interact with other Digital Library customer administrators. Read the posts and share best practices and questions.



Monthly alerts regarding existing content will be sent by your CM.

Our goal is to provide the resources and support to create a successful Digital Library experience. Your account team continue to support you and your library staff in order to maintain a strong foundation of users. Here's how:

Your DMC will:

- Share links to resources available on our training site for your users to access 24/7
- Share an updated list of your Digital Library content links to include in internal communications and on your internal library site
- Reach out to provide other resources, demo new product features and functionality and answer any questions you may have

Your CM will:

- Follow up with additional content options based on your contract agreement and assist with account needs
- Review billing and invoicing with you
- Reach out to see if you have additional questions or support needs

Your OverDrive Account Specialist will:

- Reach out with an advanced review of the OverDrive Marketplace to ensure your understanding of the collection management tools for circulation insight

GLOSSARY OF TERMS

LexisNexis Digital Library User Group (LexTalk): An online community of existing Digital Library customers that allows for the sharing of support materials such as product news, best practices, case studies and, most importantly, a place where you can go and ask questions at any time and from any place. Help grow the use of your Digital Library and learn from others by staying connected via the user group.

OverDrive Marketplace: Website that allows administrator-level access to view insightful analytics, perform support functions and make purchases from the largest online database of digital content from thousands of major and independent publishers.

STILL NEED ASSISTANCE? YOU CAN ALWAYS:

Contact your DMC with additional questions.

Contact customer support for general questions or technical difficulties:

- **877.516.8256** (M–F, 8 A.M. – 8 P.M. ET)
- Email: **DigitalLibrarySupport@lexisnexis.com**

Bookmark the **LexisNexis® Digital Library Support & Training site** (lexisnexis.com/GoDL) for the most current resources including videos, instructional flyers, case studies and launch support materials.

Disclaimer: The LexisNexis Launch Guide will assist you as you work with your LexisNexis and OverDrive team. Each account is created based on your organization's needs and is adjusted accordingly. As you work through your website construction and live site, your implementation timing may vary. Advanced technical requirements may require additional set-up time. But rest assured, you will receive full support through all touch points outlined, regardless of the time it takes to fully develop your Digital Library.



advancing
what's possible >