LEXISNEXIS® DIGITAL LIBRARY LAUNCH GUIDE
AN EFFICIENCY GUIDE TO TAKE YOU FROM COUNT DOWN TO BLAST OFF
Let’s Launch Your New LexisNexis® Digital Library

Your LexisNexis® Digital Library is a custom website that gives your users 24/7 access to your complete Digital Library collection. Once your website is live, your users will be able to browse the digital collection, borrow eBook titles and access them from their web browsers, eReaders or mobile devices.

This booklet serves as a guide for set-up, launch and support, including each phase of the process and contacts to provide help and support every step of the way.

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 KICKOFF
Set up your account and retrieve access to your Digital Library certification site for review

2 PREPARATION
Training and access to marketing and support resources

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

4 OPTIMIZE
Stay well informed with the latest updates and efficiency strategies
PRELAUNCH

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

INTRODUCTION AND SET-UP

Get your new LexisNexis Digital Library off the ground with an implementation meeting. Your LexisNexis and OverDrive account management team will work with you to set up your account and begin building the site to meet your library goal.

BLAST OFF! LAUNCH YOUR LIBRARY

Spread the word: your new Digital Library is in orbit! Use marketing materials to raise awareness and promote usage through customized content links for newsletters, email updates and internal communications.

ONGOING DISCOVERY AND EXPLORATION

Your LexisNexis Digital Library will be continuously evolving and growing as it takes flight.

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.

Updated content alerts happen five business days before the update.
Our goal is to provide the resources and support to create a successful Digital Library experience. Your account team will stay on board to support and assist throughout the journey to ensure 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

Expect to receive a survey from LexisNexis to confirm how things are going. We look forward to hearing your feedback and ensuring your satisfaction is met.

**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 [Digital Library Training on the Go site](https://lexisnexis.com/GoDL) for the most current resources including videos, instructional flyers, case studies and launch support materials.

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**GLOSSARY OF TERMS**

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<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>LexisNexis Digital Library User Group (LexTalk)</td>
<td>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.</td>
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<tr>
<td>OverDrive Marketplace</td>
<td>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.</td>
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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.