

## Frequently Asked Questions

### CONTENTdm “quick start” for FirstSearch Base Package subscribers

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#### **What is CONTENTdm “quick start”?**

- CONTENTdm “quick start” provides you with the full functionality of CONTENTdm Digital Collection Management Software. OCLC staff manages the server hardware and software for you on our Hosting Services in Dublin, Ohio.
- Using CONTENTdm “quick start”, you can design and build your own digital collections.
- **What kind of digital collection(s) will fit on our CONTENTdm instance?**
  - You can use your CONTENTdm “quick start” to build all kinds of digital collections containing anything from images and documents to audio and video files.
  - You may present up to 3,000 items and use up to 10 GB of storage space. Your items may include scanned files such as a photograph, pages of books, PDFs or postcards. (Note that objects with multiple scanned files also include an item for the object itself; for example, a 100-page book counts as 101 items).
  - If you have questions about CONTENTdm “quick start”, the free [Orientation](#) session will provide an opportunity for you to ask questions of all kinds.
- **What do we receive as part of OCLC Hosting Services?**
  - Basic site customizations implemented by OCLC staff, if/when you supply a logo and contact information.
  - A secure, controlled environment offering operational support and reliability.
  - A monthly email that reports your resource utilization (items and storage).
- **How long will it take to build and access our digital collection(s)?**
  - Organizations have completed online collections in a few weeks or a few months, depending on preparation and resource availability.
  - To help you get off to a good start, we recommend attending the free [Orientation](#) training session.
  - After you have attended the Orientation and completed the Web form to activate your CONTENTdm instance, you may attend the more in-depth [Project Client](#) training session. This free Web session provides additional education about collection building with this powerful desktop application.
  - Tutorials and best practice information are readily available on the CONTENTdm User Support Center.
  - Once items are digitized, your collection can be accessed on the Web as soon as you load the content into CONTENTdm. Many organizations choose to build collections as “test” only, restricting public access until they are ready to go live on the Web. During this time, they often work on metadata guidelines and test workflow processes.

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- Do you have examples of what can be done with CONTENTdm?
  - Yes, you can browse the [Collection of Collections](#) to see how organizations of all types and sizes are using CONTENTdm.
  - We also [feature four CONTENTdm collections](#) each month and this information is posted to our user listserv so you can stay in touch with new projects.

## Am I Eligible?

- Every organization covered by the FirstSearch Base Package subscription is eligible to have its own CONTENTdm “quick start” license. You should carefully review the resource requirements, and consider whether the existing local and regional digital collection programs may help you decide how and when to use your own CONTENTdm “quick start.”
- What if we already have a CONTENTdm license?
  - You are eligible for a hosted CONTENTdm “quick start” instance and you may elect to use this for a project or department that is outside the scope of your mainstream CONTENTdm collections.
- What happens if we do not renew our FirstSearch Base Package subscription next year?
  - Contact OCLC to determine the options for continuing your use of CONTENTdm. If discontinuance is necessary, the collection content will be returned upon request.

## How do I get started? Activation

- Where do I find the CONTENTdm “quick start” activation form?
  - The form is available on the [CONTENTdm “quick start” for FirstSearch Base Package subscribers Web page](#).
- What happens when I fill out the Activation Request form?
  - During the Orientation Training, you will hear about every step of the process in detail. Briefly, after you fill out the online form you will receive an e-mail in 3 - 5 business days informing you that your hosted instance is ready to use and providing you with all necessary user credentials. This e-mail message should be saved for future reference and can be shared with appropriate members of your team.

## Training

- What will I learn at the Orientation session?
  - This live, free Web session will provide examples of how CONTENTdm is being used and teach you how to build your first CONTENTdm collection with your desktop browser, using the simple Web-based *add* function. This session also will provide more information about your CONTENTdm “quick start” instance. A question and answer period, along with a tour of the online help system, will follow the demonstration. All you need is a PC and an internet connection to attend. To register for an upcoming session, please visit the [CONTENTdm “quick start” for FirstSearch Base Package subscribers Web page](#).
- What will be covered at the Project Client session?
  - With your CONTENTdm “quick start”, you also will be permitted to use up to three copies of the CONTENTdm *Project Client*, software which can be shared by anyone who is curating and building collections on your instance.

- After your CONTENTdm instance is activated, you should attend this live, free Web session to learn how to use the powerful client application to load batches of digital items, as well as more complex objects such as postcards, documents and books. To register for an upcoming session, please visit the [CONTENTdm “quick start” for FirstSearch Base Package subscribers Web page](#).
- What if I miss a training session or want other members of my staff to attend?
  - All members of your team are welcome to attend or re-attend the monthly training sessions at any time.
  - You may also request a link to a recorded session by sending an e-mail request to [CONTENTdm@oclc.org](mailto:CONTENTdm@oclc.org).

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## **Planning for growth**

- How long will CONTENTdm “quick start” be free?
  - The CONTENTdm Quick Start option will be free as long as you subscribe to the FirstSearch Base Package.
- Are there any annual fees associated with CONTENTdm “quick start”?
  - No, not while you are a FirstSearch Base Package subscriber.
- When do we need to upgrade?
  - An organization using CONTENTdm “quick start” will want to upgrade if: (1) more Project Clients are needed; (2) more storage is needed; or (3) more items are needed. Upgrade prices will be at the currently published CONTENTdm price list and Hosting Services may be continued for an additional annual fee (a Hosting Services set-up fee will not be charged).
- Does our organization receive any credit toward purchase when we upgrade?
  - If your organization upgrades, you may receive two benefits: (1) The AMA (Annual Maintenance Agreement) fee will not be due for one year from time of upgrade. (2) You may continue Hosting Services, but you won't have to pay the standard setup fee.
- Do CONTENTdm “quick start” users receive full OCLC support?
  - Yes, you will receive full OCLC support, which includes a wealth of materials on the CONTENTdm User Support Center, participation in the listserv, invitations to on-site and Web-based user meetings and to OCLC customer support when needed (7:00 am - 9:00 pm U.S. Eastern Time).
- Are there any options I can add to my CONTENTdm “quick start” instance?
  - You may purchase OCR (Optical Character Recognition) Project Clients, which enable you to integrate OCR with your collection building. Please contact your OCLC Representative or e-mail [contentdm@oclc.org](mailto:contentdm@oclc.org) for more information.

## **Leverage your work! As an option, you may expose your collections globally**

- How does an individual organization (or group) maximize discovery of our digital collections?
  - You can add your collections quickly to WorldCat.org by using the Digital Collection Gateway. The Gateway is a self-service, Web-based interface that enables you to synchronize your CONTENTdm metadata with WorldCat and provides increased visibility of your CONTENTdm collections to end users through WorldCat.org. End users can search, discover and retrieve your digital items through WorldCat.org (and all the places where WorldCat appears) and view them in your CONTENTdm server. There is no fee for

CONTENTdm users to upload metadata with the Gateway. To learn more about the Gateway go to: [www.oclc.org/gateway](http://www.oclc.org/gateway)

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