

CONTENTdm Implementation Services

Speed the installation of your new CONTENTdm[®] Digital Collection Management Software and the delivery of your first digital collection to the Web. Get the expertise, resources and tools you need to guide you through key decisions and tasks and to reach your project's goals. With OCLC[®] Implementation Services, you'll achieve results for your organization and users more quickly.

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Services to help launch your digital collections more quickly

CONTENTdm software is easy to use, but if your institution is new to digitization, short on resources or needs help planning a digitization project—you can count on OCLC CONTENTdm Implementation Services.

Our Implementation Services are designed to leverage your time, resources and knowledge most effectively. We'll help you move your project along—ensuring that your first CONTENTdm collection is a quick success.

First, we'll assign an implementation manager. Our implementation managers not only have an understanding of the CONTENTdm software, but, just as importantly, they have an understanding of digitization and digital collection management.

Working closely with you, your implementation manager will help you to define goals, objectives and schedules. Your manager also will provide a set of resources—such as task lists and CONTENTdm routines—that can be used to “jump start” your digital project.

The final result? With OCLC CONTENTdm Implementation Services, you'll demonstrate success by quickly making your first digital collections available to your users via the Web.

Step-by-step support

A dedicated implementation manager will lead you step-by-step through your digital collection project. The manager will help you set milestones, define key tasks and develop your digital collection processes and routines. If any technical issues should arise during the implementation, they'll coordinate with the appropriate technical support staff to resolve them.

Key Advantages

Speed the implementation of your new digital collection management software to achieve results for your library and users more quickly.

Create a complete digitization project plan that will help you lay the foundation for your digital library program.

Develop CONTENTdm workflows and procedures to maximize value to your organization's staff.

As part of Implementation Services, you'll also receive:

- **Proven best practices, tools and resources** to help you quickly get up-to-speed using CONTENTdm. We bring the experience gained from previous successful CONTENTdm projects.
- **An implementation plan** based on your unique digital collection goals and objectives. This plan will consider:
 - The CONTENTdm components you plan to implement (e.g., the OCR Extension, custom queries, Web-based add, etc.).
 - The experience and availability of your staff. We'll base schedules and learning plans on your specific resources and needs.
- **Personal learning plans** that analyze skill gaps, identify available resources and help your staff become more proficient with CONTENTdm, as well as knowledgeable about digital collections.

Key activities

The Implementation Service consists of seven key activities. The scope of these activities will depend on the needs of your organization.

1. Project Launch

We work together to define the goals, objectives, scope and schedules for implementing your digital collections using CONTENTdm. This provides a common understanding among the team members.

2. Work Plan Development

We begin with a starter list of key activities, which we customize based on your unique objectives for your digital collections. This clearly defines responsibilities and timeframes for everyone involved.

3. Creation of Processes and Routines

To develop your CONTENTdm digital collections, we'll work with you to create the appropriate processes and routines. We'll also work together to decide specifications such as file formats, display resolutions and metadata elements.

4. Product Demonstration

We conduct a demonstration of the CONTENTdm Project Client for your staff. This provides an understanding of its functionality and identifies any additional decisions that need to be made.

5. Education Needs Identification

To help educate and build the skills of your staff in the areas of digital collections, we offer a wide variety of resources. We work with you to identify the best combination and timing of educational resources for your staff (e.g., Web sessions, documentation, online tutorials, etc.). We also can schedule additional training.

6. Communication Plan Development

We work with you to devise a complete communication strategy, including the details of tactics and tools used to deliver the strategy. The plan includes activities to promote awareness of your new digital collections to your users, funding sources and your local community.

7. Testing Approach Development

We validate that your CONTENTdm software and hardware are ready and that they're performing as required. We'll test the capture, storage and backup routines for all formats, as well as test the build and import processes. Finally, we'll help make sure that the search and browse Web screens are working as you'd like.

For more information

To discuss OCLC CONTENTdm Implementation Services and your organization's unique situation, please contact your OCLC representative or email contentdm@oclc.org

To learn more about CONTENTdm, visit www.oclc.org/contentdm/