

FAQ

CONTENTdm “quick start”

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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 manage the server hardware and software for you through 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.
 - With your CONTENTdm “quick start”, you will be permitted to use up to three Project Clients, which can be shared by anyone who is curating and building collections on your instance. You can also add items using the simple Web-based *add* function.
 - 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 photographs, 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 customisation implemented by OCLC staff, if/when you supply a logo and contact information.
 - A secure, controlled environment offering operational support and reliability.
 - A monthly e-mail that reports your resource utilisation (items and storage).
- **How long will it take to build and access our digital collection(s)?**
 - Organisations 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 sent an e-mail request to activate your CONTENTdm instance, you may attend the more in-depth *Getting Started with the 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 digitised, your collection can be accessed on the Web as soon as you load the content into CONTENTdm. Many organisations 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 organisations of all types and sizes have used 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 organisation that (1) has acquired an OCLC Library management system—including LBS, OLIB or SunRise, (2) has a subscription to OCLC FirstSearch Base Package, or (3) a full subscription to PiCarta 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 move to an alternative Library management system?
 - 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

- How do I activate CONTENTdm “quick start”?
 - Please e-mail uk@oclc.org with your contact information.
- What happens when I activate?
 - During the Orientation Training, you will hear about every step of the process in detail. First, you will receive a confirmation e-mail acknowledging your request, then after a few days you will receive an e-mail informing you that your hosted instance is ready to use and providing you will all necessary user credentials.

Training

- What will I learn at the Orientation session?
 - This live, free Web session will teach you how to build your first CONTENTdm collection using your desktop browser. This session also will provide more information about your CONTENTdm “quick start” instance. You’ll need a PC and an internet connection to attend. A question and answer period, along with a tour of the online help system, will follow the demonstration. To register for an upcoming session, please visit: www.oclc.org/contentdm/emea-offer/
- What will be covered at the Project Client session?
 - After your CONTENTdm instance is activated, you should attend a live, free 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. This session will be arranged directly with you, once you have agreed to activate.

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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 your organisation uses an OCLC Library management system, including LBS, OLIB or SunRise, or is an authorized user of the OCLC FirstSearch Base Package or PiCarta.
- **Are there any annual fees associated with CONTENTdm “quick start”?**
 - No, if you are an eligible organisation, there are no associated annual fees.
- **When do we need to upgrade?**
 - An organisation 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 organisation receive any credit toward purchase when we upgrade?**
 - If your organisation 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 Centre, participation in the listserv, invitations to on-site and Web user meetings and 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 for more information.

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

- **How does an individual organisation (or group) maximise discovery of our digital collections?**
 - Starting in July 2009, you will be able to quickly add your collections to WorldCat.org by using the Digital Collection Gateway. This new capability will be a self-service, Web-based interface that enables you to synchronize your CONTENTdm metadata with WorldCat and provide 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.

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