

CONTENTdm “quick start”

Frequently Asked Questions

Table of Contents

- *What is CONTENTdm “quick start”?*
- *Is my library/institution eligible?*
- *How do I get started? Activation*
- *Planning for growth*
- *Leverage your work*

What is CONTENTdm “quick start”?

CONTENTdm “quick start” is included with a subscription to WorldCat Discovery Services, WorldShare Management Services or OCLC Cataloging. CONTENTdm “quick start” provides what your library needs to take the first step in building your digital collections. It enables you to make your digital collections available on the Web quickly and easily, making them discoverable to people around the world. With CONTENTdm “quick start,” there’s no need to worry about managing servers or software, since it’s hosted at OCLC’s data centers around the world and completely supported by OCLC staff.

- **What kind of digital collection(s) will fit on our CONTENTdm instance?**
 - You can use your CONTENTdm “quick start” to build digital collections containing anything from images and documents to audio and video files.
 - Your items may include scanned files such as a photograph, pages of books, PDFs or postcards.
 - You may store and manage up to 100 items.
- **What do we receive as part of CONTENTdm “quick start”?**
 - A CONTENTdm website for your end users, which you can customize to meet your needs using the built-in CONTENTdm configuration tools
 - Upgrades to new releases of CONTENTdm
 - Daily backups of your hosted data and website customizations
 - 24 hours a day, every day monitoring of all system hardware
 - Proactive, automated website availability checks
- **How long will it take to build and access our digital collection(s)?**
 - Institutions 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 that you attend the free, online CONTENTdm Orientation session. You may register for an upcoming session, or listen to a previously recorded session, by visiting the CONTENTdm “quick start” webpage at: <https://www.oclc.org/contentdm/quickstart.en.html>.
 - Tutorials and best practice information are readily available on the CONTENTdm Support and Training page.
 - You are welcome to drop in to the online Office Hours.
 - Once items are digitized, your library’s collection can be accessed on the Web as soon as you load the content into CONTENTdm. Many institutions 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.

- **Do you have examples of what can be done with CONTENTdm?**
 - Yes, you can browse the *CONTENTdm in Action* page at <https://www.oclc.org/contentdm/collections.en.html> to see how institutions of all types and sizes are using CONTENTdm.
 - We also feature new CONTENTdm collections monthly on the CONTENTdm Community Center and the OCLC CONTENTdm website at <http://www.oclc.org/en-US/contentdm.html>.

Is my library/institution eligible?

- Every library that has a subscription to WorldCat Discovery Services, WorldShare Management Services or an OCLC Cataloging is eligible to have its own CONTENTdm “quick start” instance.
- **What happens if we do not renew our subscription to WorldCat Discovery Services, WorldShare Management Services or OCLC Cataloging 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

You can get started with CONTENTdm “quick start” by completing and submitting [the Activation Form](#). Upon receiving your form, OCLC will send you a welcome letter and instructions within one week.

- **Where do I find the CONTENTdm “quick start” activation form?**
 - The form is available on the CONTENTdm “quick start” webpage at: <https://www.oclc.org/forms/quickstart.en.html?urlm=24904>
- **What happens when I fill out the Activation Request form?**
 - After you fill out the online form, OCLC verifies your institution’s eligibility for the “quick start” program. If you’re eligible, then you will receive a welcome email. If not, we’ll be in touch to figure things out with you.
 - The welcome email will inform you that your library’s hosted instance is ready to use and will provide you with all necessary user credentials. This welcome email message should be saved for future reference and can be shared with appropriate members of your team.

Planning for growth

- **When do we need to upgrade?**
 - A library using CONTENTdm “quick start” will want to upgrade if more items are needed.
- **Don’t lose your work when you upgrade.**
 - Contact a [CONTENTdm sales team member](#) to learn how easy it is to transition to CONTENTdm.
- **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 Community Center, participation in the discussion lists, invitations to in-person and Web-based user meetings and OCLC customer support when needed via both email and telephone.

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

- **How does an individual library (or group) maximize discovery of its digital collections?**
 - You can add your collections to WorldCat by using the WorldCat Digital Collection Gateway—a tool

available free of charge. The Gateway is a self-service, Web-based interface that enables you to synchronize your CONTENTdm metadata with WorldCat. It also provides increased visibility of your CONTENTdm collections to end users through WorldCat. End users can search, discover and retrieve your digital items through WorldCat and view them in your CONTENTdm server.

- To get started with the Gateway, go to: <http://oclc.org/digital-gateway/gettingstarted.en.html>.