

Beginners Guide to LibCentral

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Session Objectives

At the end of the session, you will be able to

- Understand terminology used within LibCentral
- Manage basic functionality of LibCentral and manipulate settings to suit your institution
- Generate usage summaries and reports



JISC Support

- Jisc e-books for FE support site: <https://support.ebooksforfe.jisc.ac.uk/>
- Jisc e-books support email: content.feandskills@jisc.ac.uk

Who to contact with e-books queries

- For all queries regarding content, usage statistics, please contact Jisc at content.feandskills@jisc.ac.uk
- For all queries regarding account information, updating usernames and passwords, availability of MARC records, updating merger information please contact ebooksupport@proquest.com

What is LibCentral

LibCentral saves librarians' time by combining the process of finding and selecting ebooks with evaluating usage and budget practices into one, productive experience.



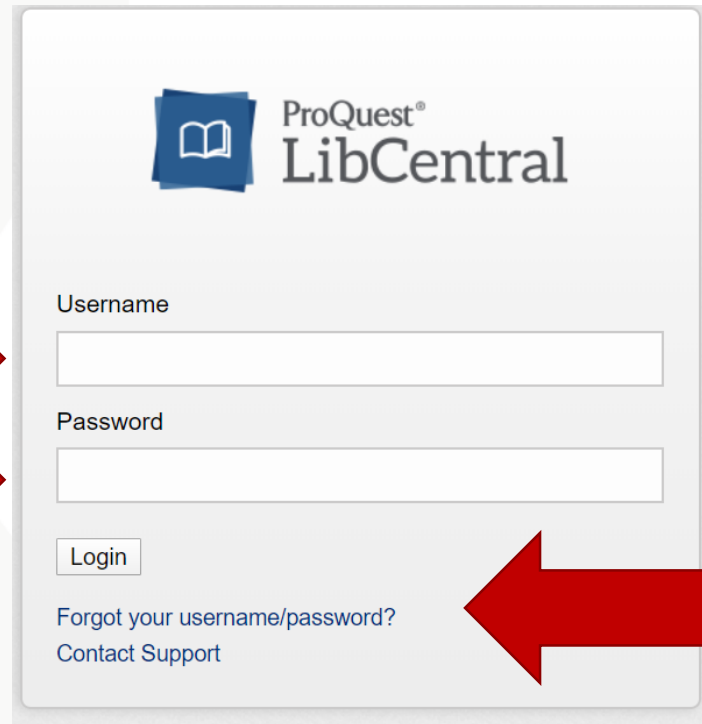
LibCentral is the admin portal of Ebook Central. Librarians can use any combination of acquisition models to choose from more than one million titles from hundreds of publishers on dozens of subjects, assign access to those ebooks, and run reports to determine what's working and what isn't.



Login to LibCentral

- Login to your own LibCentral using this URL (don't forget to add your own site ID)
- <https://<site-id>.ebookcentral.proquest.com/libcentral/>

Insert your username and password here



Contact your administrator or support.proquest.com if you need your site ID

You can click this link if you have forgotten your username or password



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LibCentral Dashboard

- Tabs across the top to access all workflows in LibCentral
- Patron account requests or requests for item purchases appear here for librarian approval
- All of the library's holdings are accessed here under 'Your Content'

The screenshot shows the LibCentral Dashboard interface. A red box highlights the top navigation bar containing tabs: Collections, Settings, Users, Reports, Your Cart (with a red badge showing '3'), Help, and Log Out. Another red box highlights the left sidebar, which includes the LibCentral logo, a 'Pending Requests' section with '0 Account Requests' and '0 Patron Requests', and a 'Your Content' section showing '108 Owned Titles', '149807 DDA Titles', and '153878 Subscribed Titles'. Below this are social media icons for Twitter, Facebook, and WordPress. A third red box highlights the main content area, which features a 'Search Catalog' section with a search bar and a magnifying glass icon, a 'Popular Subjects' section with a dropdown menu set to 'All Subjects' and a grid of subject categories (Business/Management, Engineering, Literature, Computer Science/IT, Health, Science, Education, Law, Social Science), and a 'Latest News' section with several news items including 'Get the latest DRM Free title list', 'Got an idea for improving the LibCentral or patron experience? Share it in the new Idea Exchange', 'Simon & Schuster titles no longer available for DDA as of December 1, 2018. Learn more', 'Updated STL Publisher prices & restrictions, effective December 1, 2018' (dated 26 November 2018), 'Now Available: Ebook Central's Usability Enhancements' (dated 18 October 2017), and 'Invoice Portal is live; access from within LibCentral' (dated 17 August 2017).





Glossary

Glossary of terms

- ISBN – International **S**tandard **B**ook **N**umber is a unique number assigned to each separate title (including each edition or variation)
- eISBN – **e**lectronic International **S**tandard **B**ook **N**umber is an ISBN assigned to ebooks
- Document ID – the unique number assigned to each item in Ebook Central
- DRM or DRM-free – **D**igital **R**ights **M**anagement is a digital lock which assists in copyright management while DRM-free does not have the digital limits and can be distributed as needed
- MARC – **M**achine-**R**eadable **C**atalogue are a set of digital formats for the description of items catalogued by libraries



Glossary of terms – Access Models

Non-Linear (NL) access model

Under this model, titles are not restricted to linear distribution - one patron at a time - but rather they can be lent to any number of patrons concurrently. The number of days used for each loan instance is subtracted from the total number of annual loan days set for the title - usually 325.

For example, if four patrons each trigger a ten day loan for the same title, 40 days are deducted from the title's 325 loan days.

The combined number of loan days cannot exceed the annual loan days in a year. Loan days renew on the anniversary of purchase, at no additional cost. The library is able to control patron access to titles with expired loan days. Automatic email alerts can be configured to notify the library when a Non-Linear title has a limited number of loan days are remaining.

1-user (1U) access model

One person can access the ebook at a time. Librarians are provided with options such as reserving an online access by setting download days to zero for individual 1-user titles that are in high demand. Chapter Download is always available, even if full Download has been disabled.

3-user (3U) access model

The 3-user access model restricts access to three concurrent users. A user is a patron accessing the title in the Online Reader or with an active download of the title.

Access to 3-user titles can be managed by preserving Online Reader access for one, two or all users.

If a library owns multiple copies of a 3-user title, the number concurrent users is multiplied accordingly. For example, if the library owns two copies of a 3-user title, six patrons can access the title concurrently.

Unlimited (UA) access model

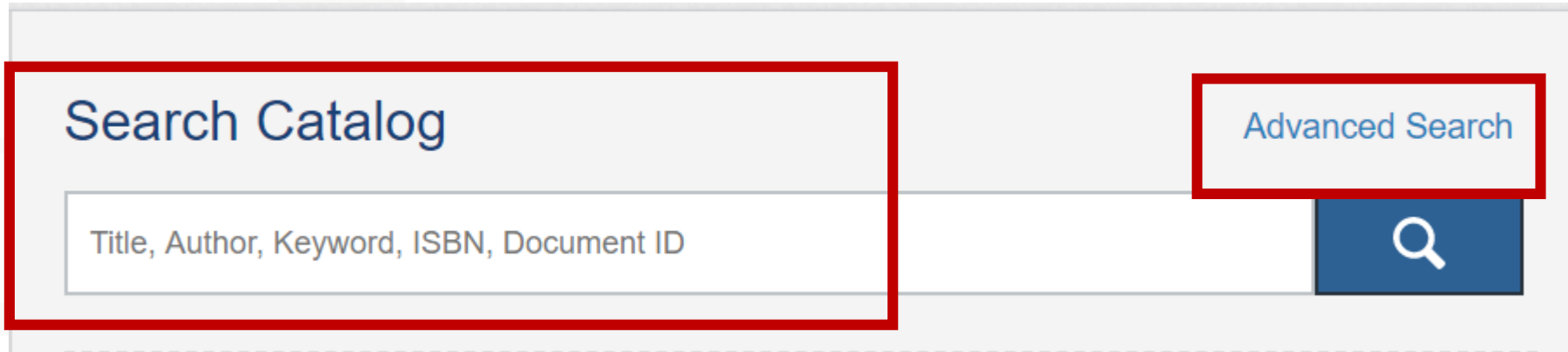
This access model allows titles to be available on an unlimited access basis. Any number of patrons can access Unlimited titles concurrently for any number of days per year, according to the download options set by the library. The pricing of this model reflects the unlimited access of the model.





Searching for books

Searching for books



The image shows a search interface with two main options: 'Search Catalog' and 'Advanced Search'. The 'Search Catalog' option is highlighted with a red box and includes a search input field with placeholder text 'Title, Author, Keyword, ISBN, Document ID' and a blue search button with a magnifying glass icon. The 'Advanced Search' option is also highlighted with a red box.

- Search can take place from the dashboard or from the Advanced Search page
- Search using Title, Author, Keyword, ISBN, Publisher, Subject, Publication Date fields; by Price; or by License Model



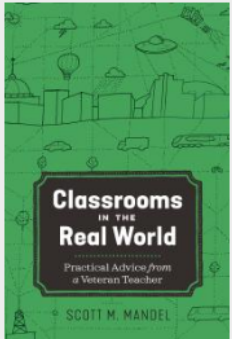


Purchasing or Upgrading titles

Purchasing a title – Add to Cart

Purchase an item by clicking on 'Add to Cart' or 'Quick Purchase' next to the relevant licence type.

Classrooms in the Real World : Practical Advice from a
Mandel, Scott



[Preview](#) | [Table of Contents](#)
Document ID: **6012550**
Full Download: **PDF**
Perpetual/STL Allowances: Print: **40%** Copy: **20%**
ATO: **Frontlist**
Document Type: **Book**
MARC: [Full Marc](#), [Express Marc](#) [Export MARC](#)
Price:
NL: € {325 days} [Add to Cart](#) [Quick Purchase](#)
UA: € {Unlimited} [Add to Cart](#) [Quick Purchase](#)
3U: € {3 users} [Add to Cart](#) [Quick Purchase](#)
1U: € {1 user} [Add to Cart](#) [Quick Purchase](#)
Short Term Loan Prices:

| 1 day STL | 7 day STL | 2 week STL | 4 week STL |
|-----------|-----------|------------|------------|
| € | € | € | € |

All prices are exclusive of any applicable tax

Add to Cart

Will add the item to your cart and you can purchase as you would on Amazon or any online retailer. Click 'Order Review' to see the Cart and finalise your order.

[Settings](#) [Users](#) [Reports](#) [Your Cart 1](#) [Help](#) [Log Out](#)

[Cart contains 1 items](#) **Total Cost: €232.52** [Clear Cart](#) [View As List](#) [Order Review](#)

Home » Order Review

Order Review

Titles Summary

Sort By: [Title](#)

Cart Contains 1 Items 1 x Non-Linear

[Clear Cart](#) [Export](#)

| Title | Fund Code | Quantity | Price |
|---|-----------|----------|--------|
| Contemporary Climate Change Debates : A Student Primer Routledge 2019 eISBN: 9780429821158 | | 1 | € (NL) |

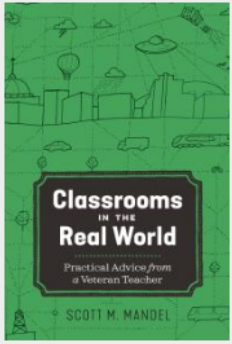
[Modify](#) [Update](#)



Purchasing a title – Quick Purchase

Purchase an item by clicking on 'Add to Cart' or 'Quick Purchase' next to the relevant licence type.

Classrooms in the Real World : Practical Advice from a
Mandel, Scott



[Add to List](#)

[Preview](#) | [Table of Contents](#)

Document ID: **6012550**
Full Download: **PDF**
Perpetual/STL Allowances: Print: **40%** Copy: **20%**
ATO: **Frontlist**
Document Type: **Book**
MARC: **Full Marc**, **Express Marc** [Export MARC](#)

Price:

| | | | |
|-------|-------------|-----------------------------|--------------------------------|
| NL: € | {325 days} | Add to Cart | Quick Purchase |
| UA: € | {Unlimited} | Add to Cart | Quick Purchase |
| 3U: € | {3 users} | Add to Cart | Quick Purchase |
| 1U: € | {1 user} | Add to Cart | Quick Purchase |

Short Term Loan Prices:

| 1 day STL | 7 day STL | 2 week STL | 4 week STL |
|-----------|-----------|------------|------------|
| €. | € | € | € |

All prices are exclusive of any applicable tax

Quick Purchase

This will bring up a box to allow you to purchase immediately.
The fund code box is optional.

You are about to purchase this title.

Fund Code:

Purchase

Cancel

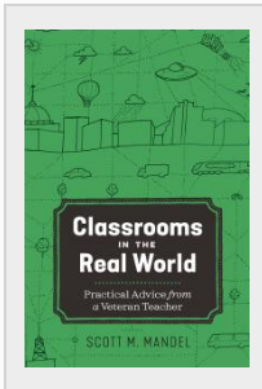


Upgrading a title

Upgrading a title

You can upgrade a title by using the 'Add to Cart' and 'Quick Purchase' options. You will pay the difference between your current licence and the upgraded licence.

Classrooms in the Real World : Practical Advice from a
Mandel, Scott



[Add to List](#)

[Preview](#) | [Table of Contents](#)

Document ID: 6012550

Full Download: **PDF**

Perpetual/STL Allowances: Print: 40% Copy: 20%

ATO: **Frontlist**

Document Type: **Book**

MARC: [Full Marc](#), [Express Marc](#) [Export MARC](#)

Price:

NL: € {325 days}

UA: € {Unlimited}

3U: € {3 users}

1U: € {1 user}

[Add to Cart](#) [Quick Purchase](#)

[Add to Cart](#) [Quick Purchase](#)

[Add to Cart](#) [Quick Purchase](#)

[Add to Cart](#) [Quick Purchase](#)

Short Term Loan Prices:

1 day STL

7 day STL

2 week STL

4 week STL

€.

€

€

€

All prices are exclusive of any applicable tax

Your library owns a copy of this title.

You can purchase an additional copy or upgrade to this access model.

Upgrade price: €17.49

Upgrade fee: €0.00

Fund Code:

[Upgrade](#)

[Purchase](#)

[Cancel](#)



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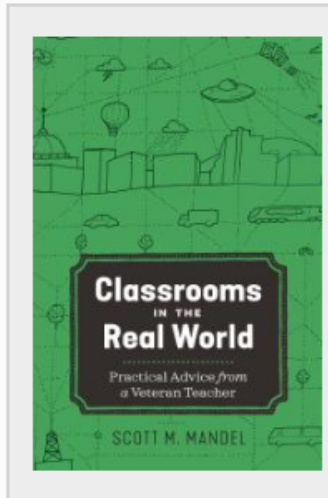


MARC records

MARC records – individual downloads

- Available in individual item detail pages
- Click on 'Export MARC'
- Choose your preferred MARC format
- Either Download, or send to a designated email address

Classrooms in the Real World : Practical Advice from a
Mandel, Scott



[Add to List](#)

[Preview](#) | [Table of Contents](#)

Document ID: **6012550**

Full Download: **PDF**

Perpetual/STL Allowances: Print: **40%** Copy: **20%**

ATO: **Frontlist**

Document Type: **Book**

MARC: **Full Marc, Express Marc**

[Export MARC](#)

Price:

NL: €63.43 {325 days}

[Add to Cart](#) [Quick Purchase](#)

UA: €95.14 {Unlimited}

[Add to Cart](#) [Quick Purchase](#)

3U: €79.29 {3 users}

[Add to Cart](#) [Quick Purchase](#)

1U: €63.43 {1 user}

[Add to Cart](#) [Quick Purchase](#)

Short Term Loan Prices:

| 1 day STL | 7 day STL | 2 week STL | 4 week STL |
|---------------|---------------|---------------|---------------|
| €19.02 | €25.37 | €31.72 | €47.57 |

All prices are exclusive of any applicable tax



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MARC records – individual downloads

- Available in individual item detail pages
- Click on 'Export MARC'
- Choose your preferred MARC format
- Either Download, or send to a designated email address

Classrooms in the Real World : Practical Advice from a
Mandel, Scott

MARC Export

Doc ID: 6012550

File Type:

- ☐ Full MARC (MARC8)
(Express MARC8 supplied when Full MARC not available.)
☐ Express MARC (UTF-8)
☐ Express MARC (MARC8)
☐ Express MARC (XML)
☐ .CSV

Delivery:

☐ Download ☒ Email

The information provided here will only be used to fulfill your request.

Export

All prices are exclusive of any applicable tax

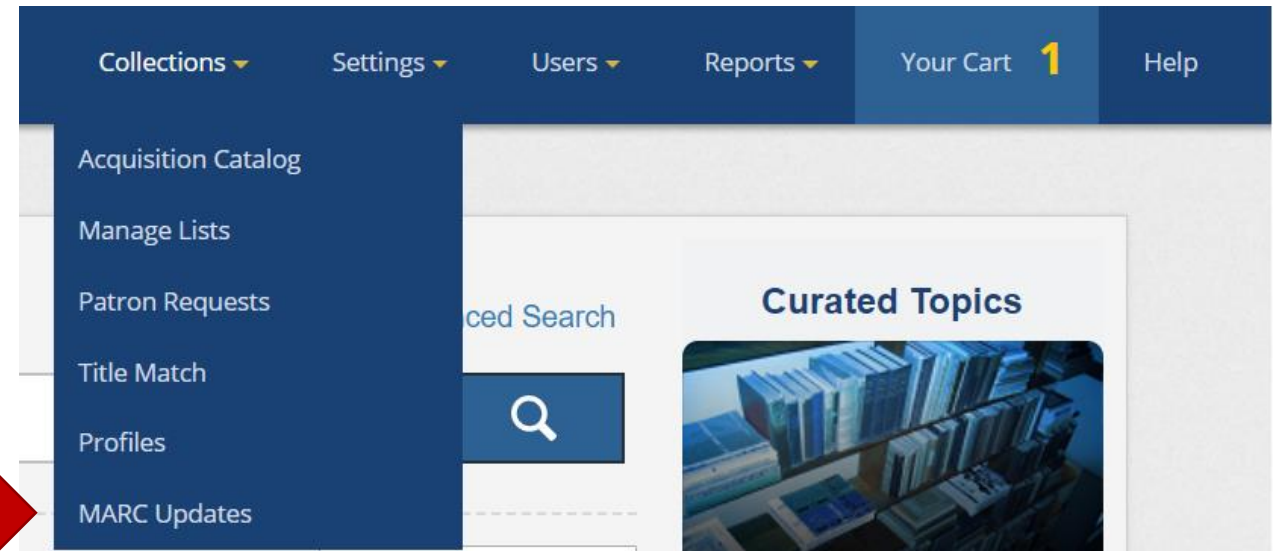


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MARC records - updates

- Collections tab -> MARC Updates



| MARC Record Set | Update Frequency | Last Update | Next Update | New Updates |
|-------------------------|------------------|-------------|-------------|-------------|
| Subscribed and/or Owned | Monthly | 2020-02-28 | 2020-03-28 | Yes |

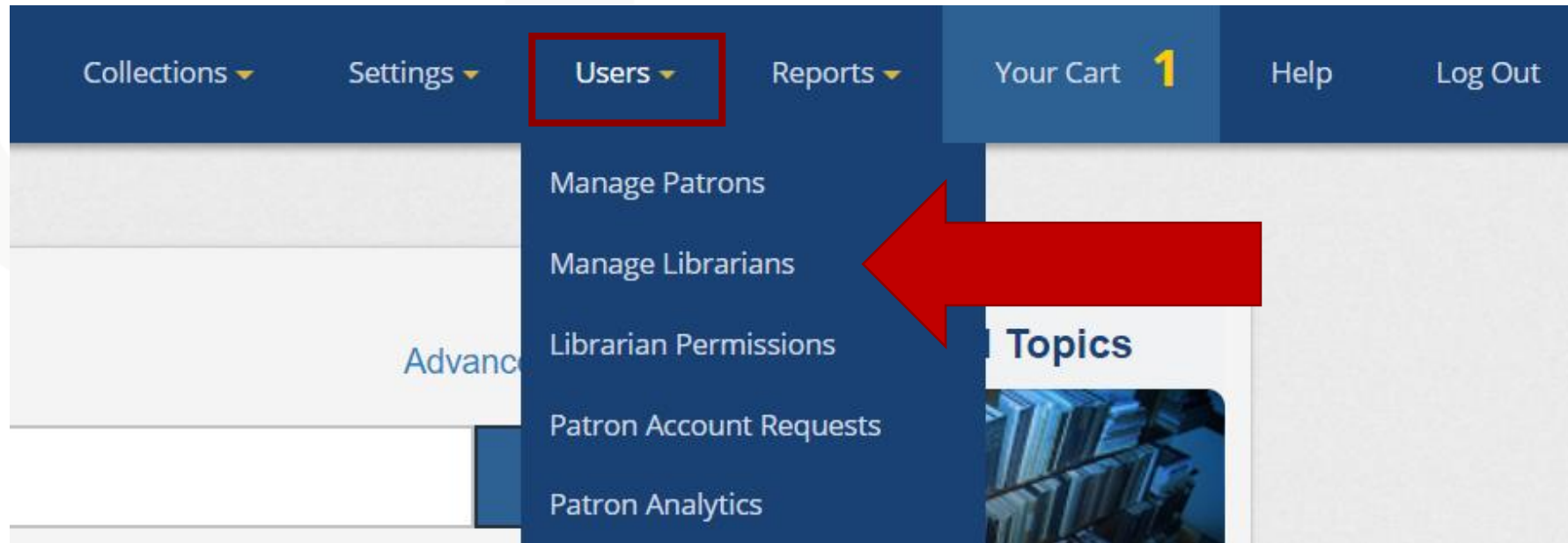
- New updates column indicates if you have new MARC records to download





Librarian Accounts & Permissions

Manage Librarian Accounts



Manage Librarian Accounts

- Add or delete librarian accounts
- Login details are not automatically sent to the recipient, so be sure to record these details

Manage Librarians

[Manage Patrons](#)
[Manage Librarians](#)
[Librarian Permissions](#)
[Patron Account Requests](#)

Search:

Last Login Date: --

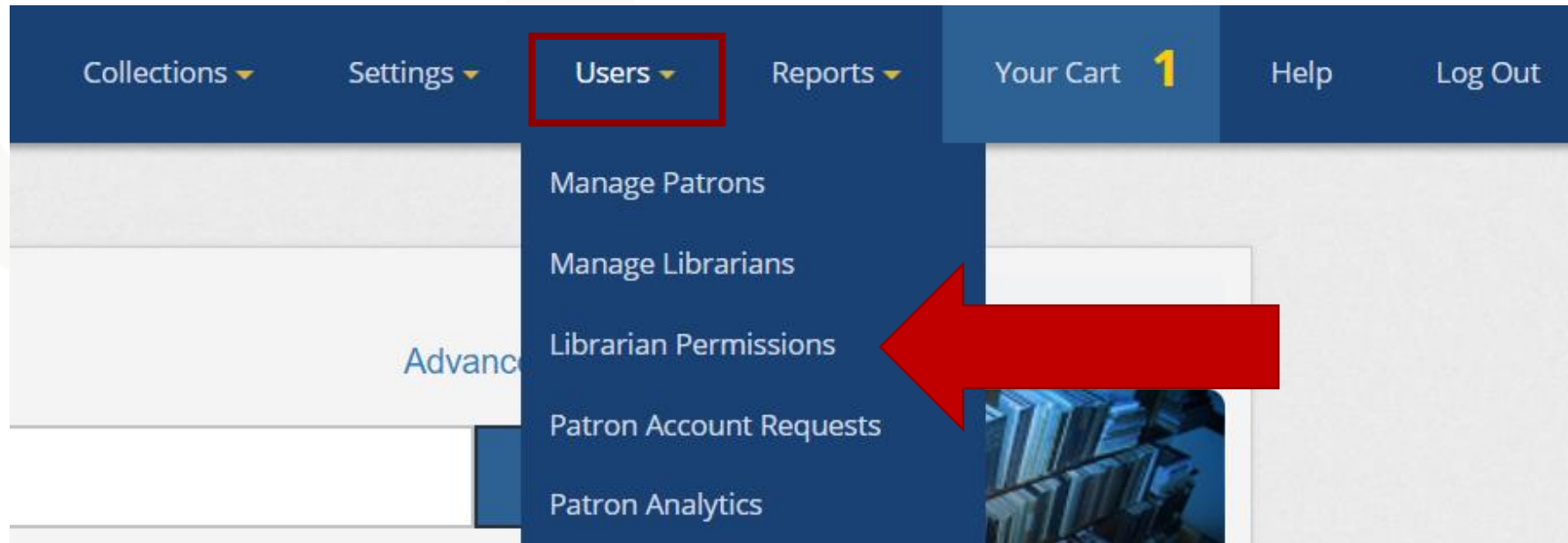
View Status: View Admin: Display: results

Displaying results 1 to 3 of 3 librarians.

| First Name | Last Name | Username | Email | Librarian Type | Last Login Date | Expire Date | Status | Delete |
|---------------|-----------|------------------------|--|----------------|-----------------|-------------|--------|---------------------------------|
| David | Ong | davidong | david.ong@accessdunia.com.my | Head Librarian | Never | Never | Active | <input type="checkbox"/> |
| Taani | Lin | taani.lin@proquest.com | taani.lin@proquest.com | Head Librarian | 2018-12-06 | Never | Active | <input type="checkbox"/> |
| Ebook Central | Support | demo-tlin | RSC-Ebrary-TechnicalSupport@proquest.com | Head Librarian | 2017-10-09 | Never | Active | Cannot delete default librarian |

Export:

Manage Librarian Accounts



Librarian Accounts & Permissions

- Users tab -> Librarian Permissions
- A librarian account must be associated with a set of permissions
- Permissions allow different librarians to have different access options to LibCentral

| | | | | Add Permission | Delete Selected |
|----------------------------|-----------------|--------|--------------------------------------|----------------|-----------------|
| Permission ID | Permission Type | Status | Delete | | |
| HD Lib | Head Librarian | Active | Cannot delete default librarian type | | |
| Sub | Sub | Active | <input type="checkbox"/> | | |
| order-only | Ordering only | Active | Cannot delete default librarian type | | |

Editing Librarian Permissions

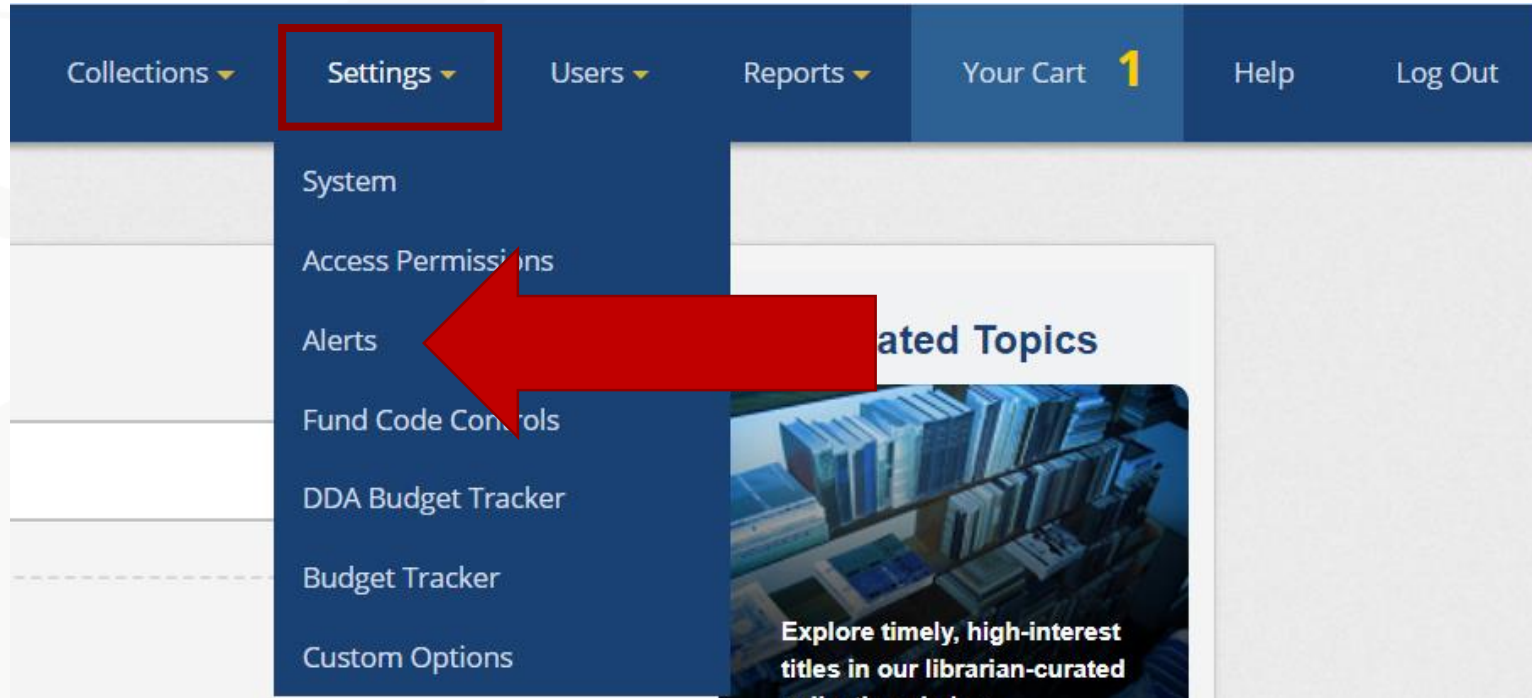
- Create permissions based on different librarian workflows and positions
- Permissions that are set to “No” provides “View Only” access

| | | |
|--------------------------------------|--------------------------------------|--|
| Details | Profiles: | Patrons: |
| Permission Name: | Can Submit Profile Changes: | Can Create Patron Account: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Acronym: | | Can Delete Patron Account: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Acquisition: | Settings: | Can Edit Patron Account: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Can Add to Cart: | Can Update Ebook Visibility: | Can Approve/Reject Account Request: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Can Place Orders: | Can Modify System Settings: | Can Modify Patron Analytics Settings: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Mediate Requests: | Can Modify IPs: | Librarians: |
| Can Approve/Reject STL Request: | Can Create/Modify Access Permissions | Can Create Librarian Account: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Can Approve/Reject Purchase Request: | Can Modify Alerts: | Can Delete Librarian Account: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Lists: | Can Add Fund Code: | Can Edit Librarian Account: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Can Create Lists: | Can Modify Fund Code: | Can Create/Edit Librarian Permissions: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Can Add to Lists: | Can Modify Custom Text: | Can Change Librarian Password: <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Can Delete Lists: | | Reports: |
| Can Modify Lists: | Can Archive Ebook: | Can access all Reports: <input checked="" type="radio"/> Yes <input type="radio"/> No |



Alerts

Generating Alerts



Generating Alerts

- Librarians can be alerted on a number of workflows
- Alerts are sent to the registered email address associated with LibCentral account
- Patrons can also be set up to receive alerts

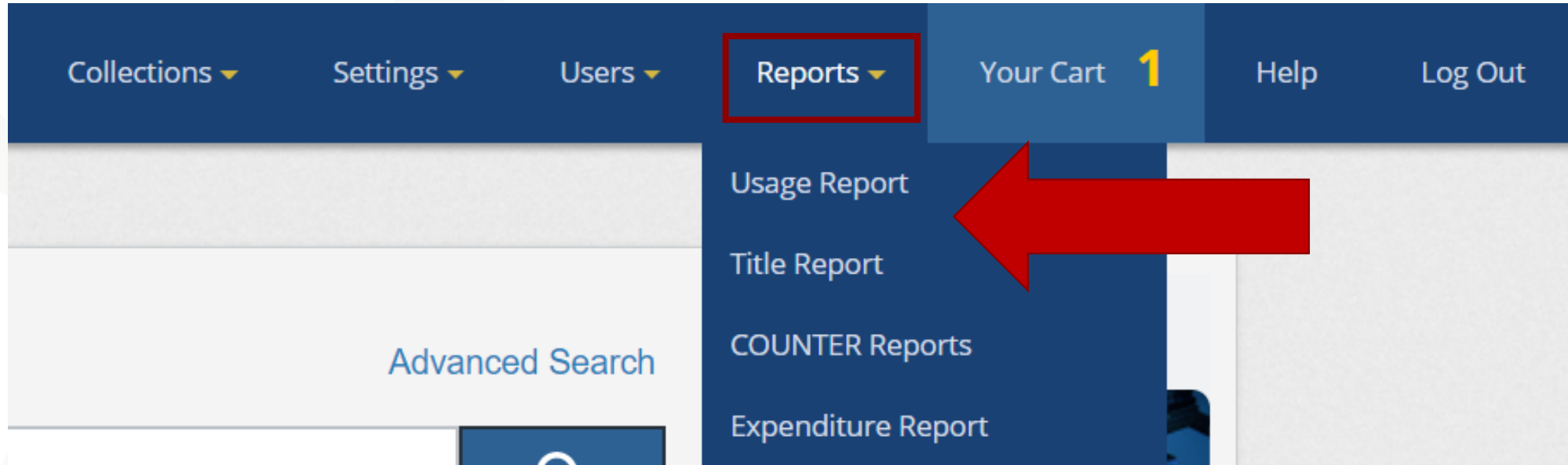
| Library Alerts | | |
|--|------------|--|
| View/Edit Alert | Recipients | Details |
| Order Confirmation | Taani Lin | Sent when an ebook order is processed (not autopurchase). |
| Autopurchase Alert | | Sent when an autopurchase occurs. |
| Automatic Upgrade Alert | | Sent when an automatic upgrade has occurred. |
| Short Term Loan Alert | | Sent when the defined number of Short Term Loans have occurred for an ebook. |
| ATO Loan Alert | | Sent each time an ATO Loan has occurred for an ebook. |
| ATO Purchase Alert | | Sent each time an ATO Purchase has occurred for an ebook. |
| Mediated Request Alert | Taani Lin | Sent when a patron has requested a STL or a purchase. |
| Loan Days Remaining Alert | Taani Lin | Sent when the defined number of loan days remaining is reached for an ebook owned in the Non-Linear access model. |
| Turnaway Alert | Taani Lin | Sent when a turnaway occurs. |
| Patron Account Request Alert | Taani Lin | Sent when a patron requests a Ebook Central account. |
| New Patron Account Alert | | Sent when a patron creates an Ebook Central patron account. (Only available when library permits patrons to create accounts) |

| Patron Alerts | |
|--|--|
| View/Edit Alert | Details |
| Join/Create Account | Sent to patron when their patron account has been created. |
| Request Account approved | Sent to patron when a patron account request is approved. |
| Request Account rejected | |
| Request Book approved | |
| Request Book rejected | |



Usage Reports

Generating Reports



Generating Usage Reports

- There are 2 types of LibCentral usage reports:
 - 1) The Title Report
 - 2) The Usage Report
- Title and Usage Reports have some overlap

The screenshot displays the LibCentral usage report generation interface. It features several sections for filtering data:

- Search**: Includes fields for Title, Keyword, ISBN (multiple), Document ID (multiple), Username, and IP address. Each field has a dropdown menu with "has all of" selected. The ISBN and Document ID fields include a note: "Use commas, semicolons or spaces to separate". There is also a "List:" dropdown with "Select a list" chosen.
- Collection**: A search field labeled "Search..."
- Publisher**: A search field labeled "Search..."
- Subject**: A dropdown menu labeled "Select..."
- Publication Date**: Fields for "From:" and "To:"

The Usage Report

- Enter usage dates and leave other fields as default to generate a basic usage report

Usage Date

From: To:

Purchase Type (at the time of use)

☒ Show All ☐ Autopurchase ☐ STL ☐ Upgrade ☐ Ebook (firm orders) ☐ Subscription ☐ ATO Loan ☐ ATO Purchase

Access Model (at time of use)

☒ Show All ☐ 1-user ☐ 3-user ☐ Non-Linear ☐ Unlimited ☐ DDA (not owned)

Use Type

☒ Show All ☐ Non-Linear Loan ☐ Non-Mediated STL ☐ Mediated STL ☐ Free Viewing ☐ Non-Mediated ATO Loan ☐ Mediated ATO Loan

Trigger Events

☒ Show All ☐ View Time ☐ Copy ☐ Print ☐ Chapter Download ☐ Book Download

Filters

☐ Visible titles only ☐ Reader use only ☐ Trigger Events Only ☐ DRM Free Use Only

The Usage Report

- For a more comprehensive report, export to an excel spreadsheet
- Generate a usage summary for additional information from the usage report

Usage Report

Please Note: Recent usage can take up to 5 minutes to appear in this report.

126 results found | Now showing page 1 of 13 | [New Search](#) | [Modify Search](#)

Time Zone: UTC+10

Display: 10 Results

| Usage Date | Document ID | Title | Publisher | PubDate | eISBN13 | Subject | Visible | Trigger Event | Usage Cost | Purchase Type | Access Mode | End Reader Duration | Username |
|------------------|-------------|---|------------------------|------------|---------------|--|---------|---------------|------------|---------------|--------------|---------------------|----------|
| 2018-10-17 11:10 | 3041006 | Education | Walter de Gruyter GmbH | 1992-01-01 | 9783110970890 | Library Science | | | | Subscription | Subscription | 00:06:47 | Patron |
| 2018-10-05 11:13 | 775390 | African Anarchism : The History of a Movement | See Sharp Press | 2011-05-01 | 9781884365959 | Social Science; Political Science | | | | Subscription | Subscription | 00:00:02 | Patron |
| 2018-10-05 11:12 | 3041006 | Education | Walter de Gruyter GmbH | 1992-01-01 | 9783110970890 | Library Science | | | | Subscription | Subscription | 00:00:19 | Patron |
| 2018-08-07 13:29 | 5476959 | Environmental Chemical Analysis | Chapman and Hall/CRC | 2018-07-27 | 9780429857034 | Engineering; Environmental; Science; Engineering; Science; Biology/Natural History | Yes | | | | | 00:00:04 | Patron |
| 2018-08-07 12:59 | 5475786 | Refractory Technology : Fundamentals and Applications | Chapman and Hall/CRC | 2016-11-03 | 9781498754262 | Engineering; General; Engineering; Engineering; Chemical | | | | | Free View | 00:00:00 | Patron |
| 2018-08-07 12:36 | 5475786 | Refractory Technology : Fundamentals and Applications | Chapman and Hall/CRC | 2016-11-03 | 9781498754262 | Engineering; General; Engineering; Engineering; Chemical | | | | | Free View | 00:00:00 | Patron |

The Usage Summary

- Usage Summary provides additional information to the usage report and can also be exported to Excel
- Top 5 Most Used Titles provides additional insight to user behaviour

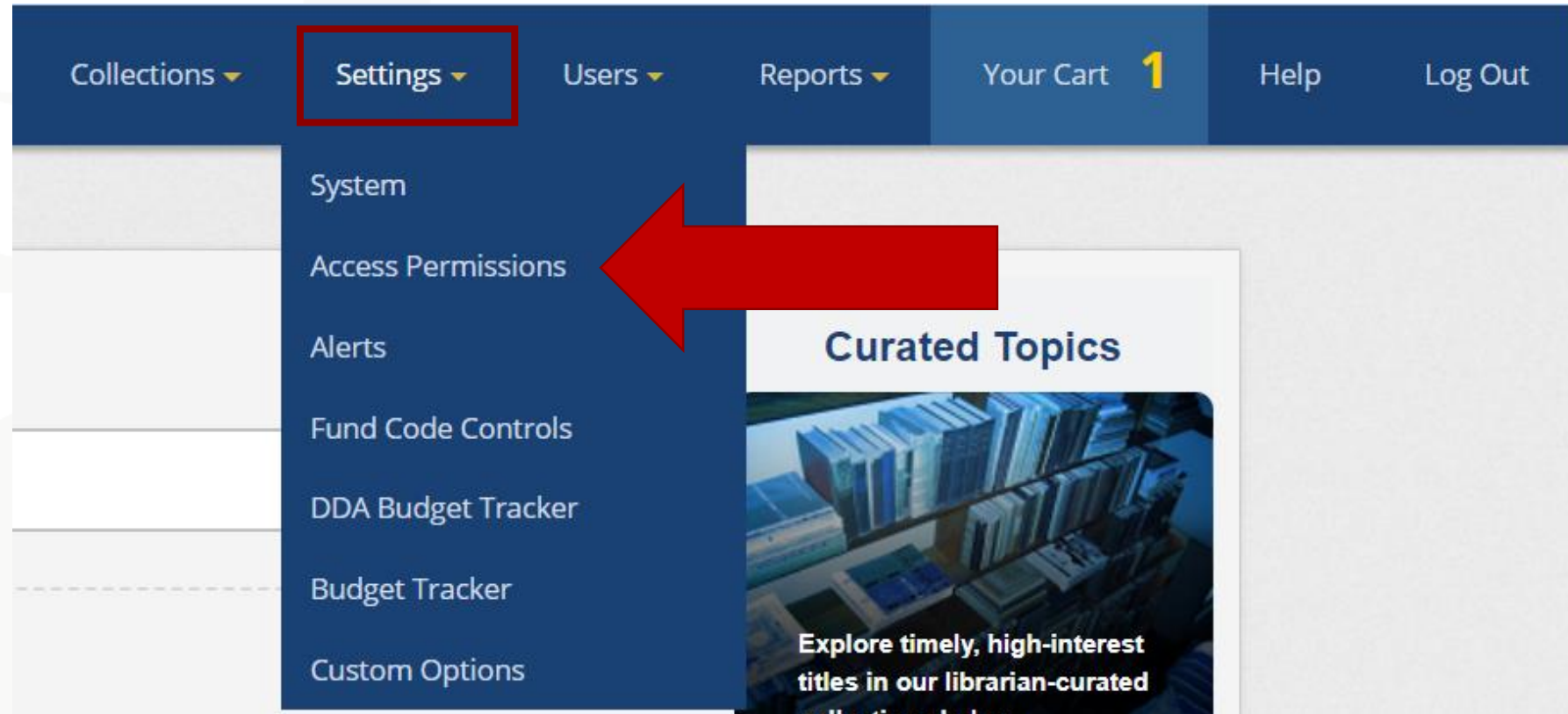
| Usage Summary | | Export |
|--------------------------------------|----|--------|
| Total Titles Used: | 45 | |
| Total STLs: | 3 | |
| Total ATO Loans: | 0 | |
| Total NL Loans: | 10 | |
| Total Unique Users: | 7 | |
| Total Book Downloads: | 33 | |
| Total Unique Users (Book Downloads): | 2 | |
| Total Chapter Downloads: | 10 | |
| Total DDA Uses: | 17 | |
| Total Unique Users (DDA Usage): | 1 | |
| Total Owned Titles: | 13 | |
| Total Unique Users (Owned Usage): | 5 | |
| Total Subscribed Titles: | 23 | |

| | |
|---|----|
| Total Unique Users (Subscribed Usage): | 2 |
| Top 5 Most Used Titles | |
| Let Your Life Speak : Listening for the Voice of Vocation | 19 |
| Extreme Teaming : Lessons in Complex, Cross-Sector Leadership | 9 |
| Management Information Systems | 8 |
| Advanced Micro-Device Engineering IV | 6 |
| Inpatient Cardiovascular Medicine | 4 |
| Top 5 Most Used Subjects | |
| Religion | 32 |
| Business/Management | 22 |
| Medicine | 7 |
| Engineering; Engineering: Electrical | 6 |
| Economics; Business/Management | 3 |



Download Days

Managing Download options



Review Download Day Options

3.download

- The number of days a patron can download to Adobe Digital Editions can be customised in “Access Permissions”
- Preserve online only copies for 3U and 1U titles, effectively creating a “reserve copy” in the online library

Education



Author: Joy Fosskett , and Douglas Fosskett

Length:108 pages

File Size: 2790K (2.7MB)

DOWNLOAD PERIOD:

DOWNLOAD FORMAT:

Download Your Book

Need Help?

Select...

Select...

1 day

7 days

14 days

21 days

General Owned DDA

Online Reader Loan Days: Non-Linear 1 Separate values with comma to set multiple days (eg:1, 7, 14)

Download Days: Non-Linear 1,2,3,7 Unlimited 1,7,14,21 Subscription 1,7,14,21

3-user 1,2,3,7

1-user 1

Preserve 3-user reader access for: 1 User

☒ Preserve reader access for one user if multiple copies of a 1-user title are owned

☐ Do not allow downloads when only one copy of a 1-user title is owned

Non Linear Online Reader Loan Days

- Non-Linear titles will trigger a loan after 5+ minutes viewing, copy/print or a chapter/full download
- In example: after any of the trigger events, the patron will take out a 1 day loan
- Online reader trigger is recorded because a non-linear title needs to count down loan days

General Owned DDA

Online Reader Loan Days: **Non-Linear** Separate values with comma to set multiple days (eg:1, 7, 14)

Download Days:

| | | | | | |
|-------------------|--------------------------------------|---|--|---------------------|--|
| Non-Linear | <input type="text" value="1,2,3,7"/> | Unlimited | <input type="text" value="1,7,14,21"/> | Subscription | <input type="text" value="1,7,14,21"/> |
| 3-user | <input type="text" value="1,2,3,7"/> | Preserve 3-user reader access for: <input type="text" value="1 User"/> | | | |
| 1-user | <input type="text" value="1"/> | <input checked="" type="checkbox"/> Preserve reader access for one user if multiple copies of a 1-user title are owned <input type="checkbox"/> Do not allow downloads when only one copy of a 1-user title is owned | | | |

AUTHOR: Review, Harvard Business

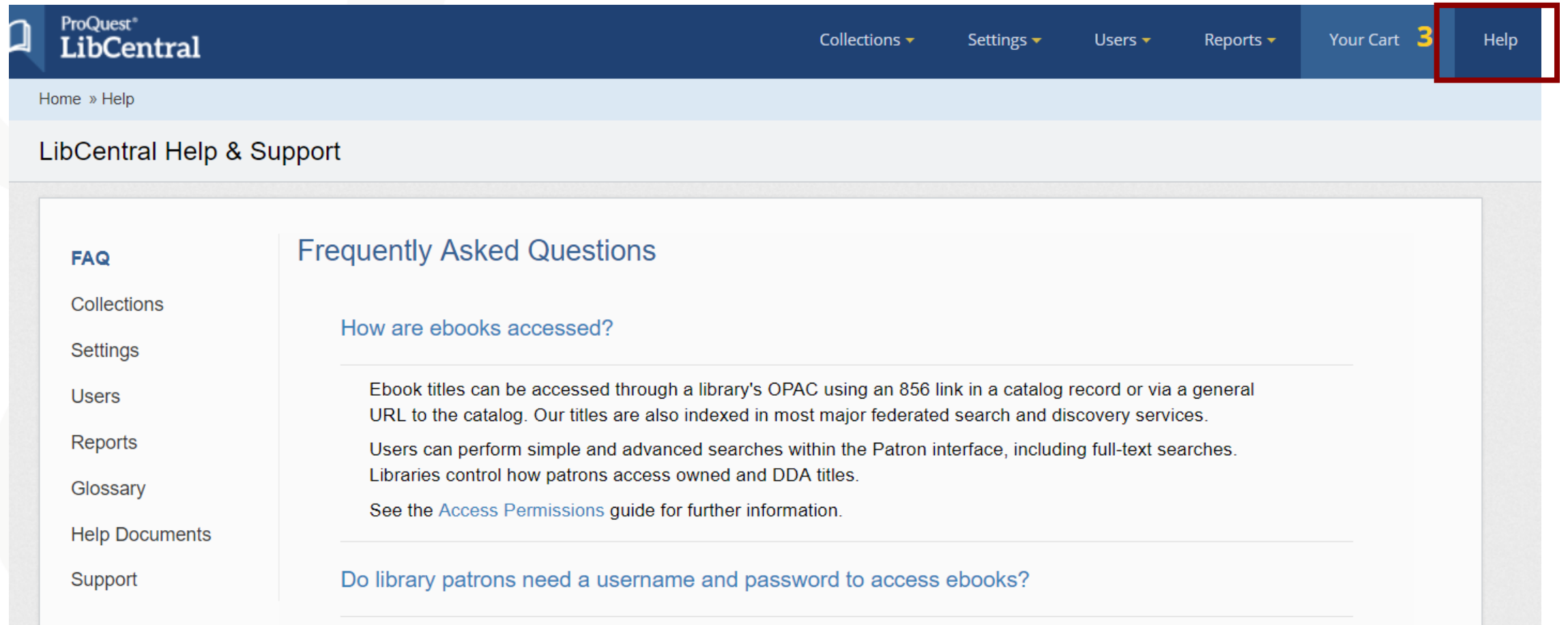
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