

# Beginners Guide to LibCentral

[ALI NAZARI-NOURI, TRAINING AND CONSULTING PARTNER]

[TRAINING@PROQUEST.COM](mailto:TRAINING@PROQUEST.COM)

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# Presenters



## **Jacqueline Stringer: Book Specialist and JISC contact**

Get in touch if you would like to order print and/or ebooks and I will put you in touch with the relevant person to get you started

Jacqueline.stringer@proquest.com



## **Ali Nazari-Nouri – Training and Consulting Partner**

training@proquest.com

# 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



# 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

A screenshot of the ProQuest LibCentral login interface. At the top left is the ProQuest LibCentral logo, which consists of a blue square with a white book icon and the text 'ProQuest LibCentral' to its right. Below the logo are two input fields: 'Username' and 'Password'. Under the 'Password' field is a 'Login' button. At the bottom of the form are two links: 'Forgot your username/password?' and 'Contact Support'. A large red arrow points from the right towards the 'Forgot your username/password?' link.

Contact your administrator or [support.proquest.com](https://support.proquest.com) if you need your site ID

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



# 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'

LibCentral Dashboard

Pending Requests

- 0 Account Requests
- 0 Patron Requests

Your Content

- 108 Owned Titles
- 149807 DDA Titles
- 153878 Subscribed Titles

Search Catalog

Advanced Search

Title, Author, Keyword, ISBN, Document ID

Popular Subjects

- Business/Management
- Engineering
- Literature
- Computer Science/IT
- Health
- Science
- Education
- Law
- Social Science

Latest News

- 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 26 November 2018
- Now Available: Ebook Central's Usability Enhancements 18 October 2017
- Invoice Portal is live; access from within LibCentral 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.

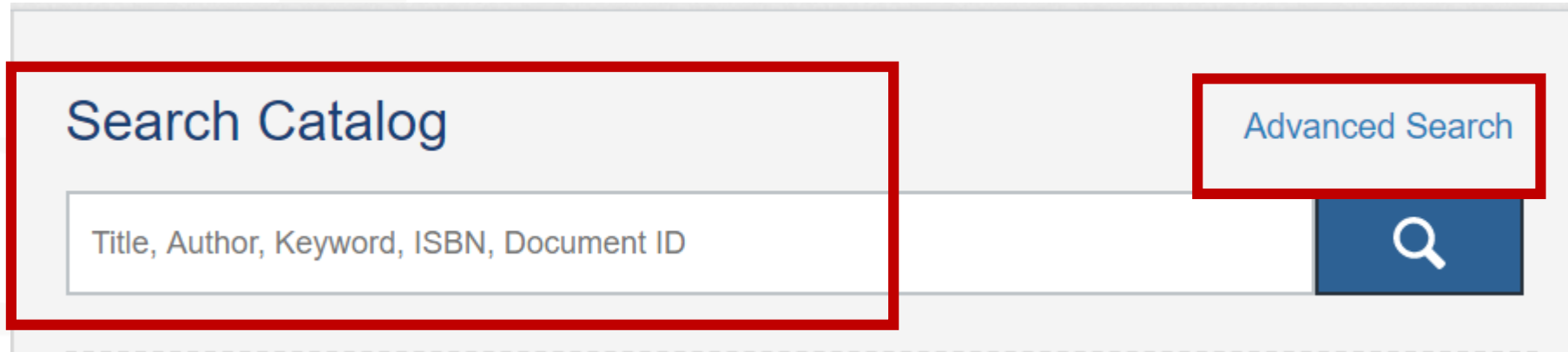




# Searching for books



# Searching for books



The image shows a search interface with two main options highlighted by red boxes. On the left, a box labeled "Search Catalog" contains a search input field with the placeholder text "Title, Author, Keyword, ISBN, Document ID" and a blue search button with a magnifying glass icon. On the right, a box labeled "Advanced Search" is also highlighted.

- 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



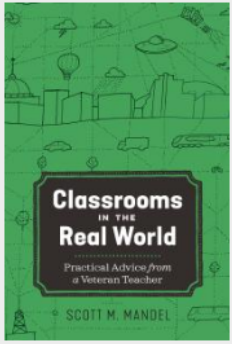


Purchasing or Upgrading titles

# 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

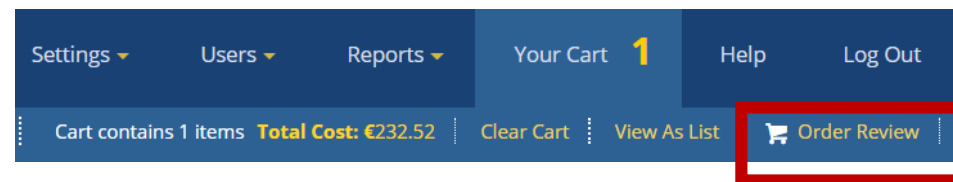
Short Term Loan Prices:

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

Sort By: Title

Titles Summary

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)

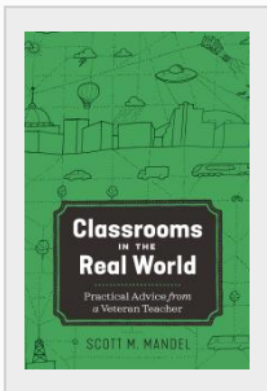
Modify Update



# 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}

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

## 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](#)

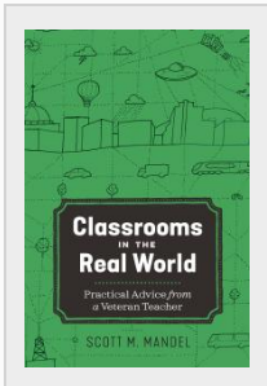


# Upgrading a title

## 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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ProQuest





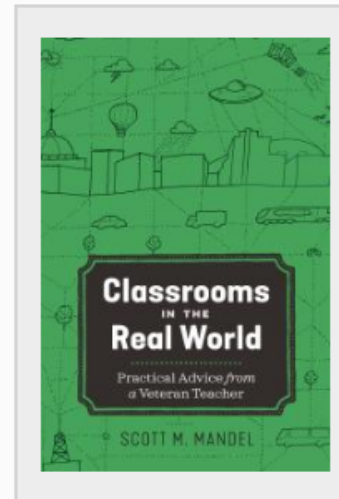
# MARC records



# 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
<b>€19.02</b>	<b>€25.37</b>	<b>€31.72</b>	<b>€47.57</b>

All prices are exclusive of any applicable tax



Better research. Better learning. Better insights.

**ProQuest**

# 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

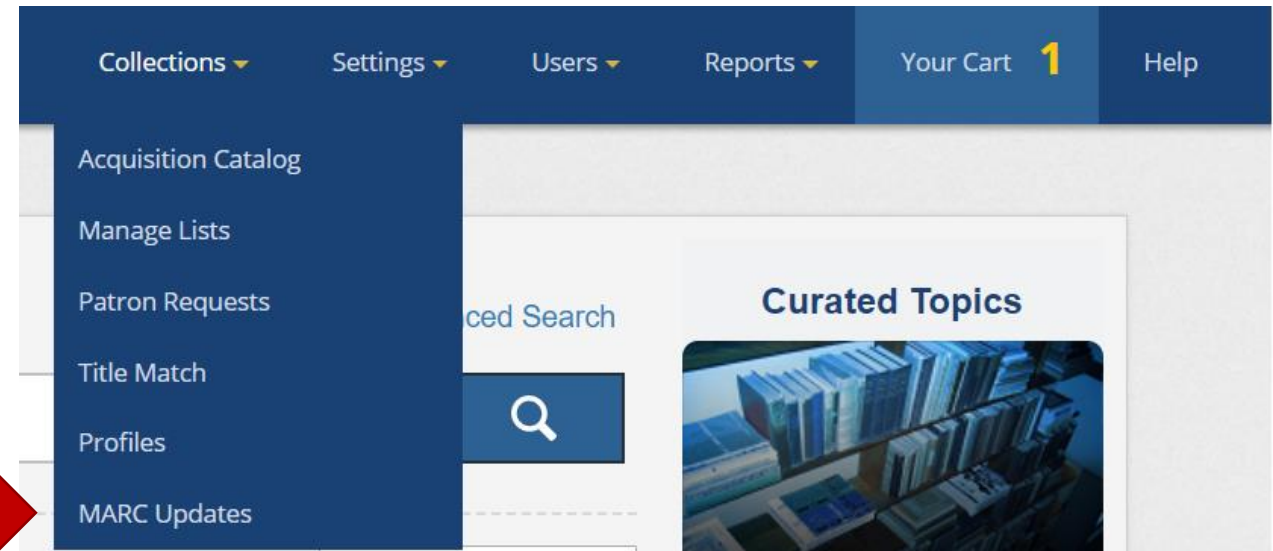
The information provided here will only be used to fulfill your request.

All prices are exclusive of any applicable tax



# 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

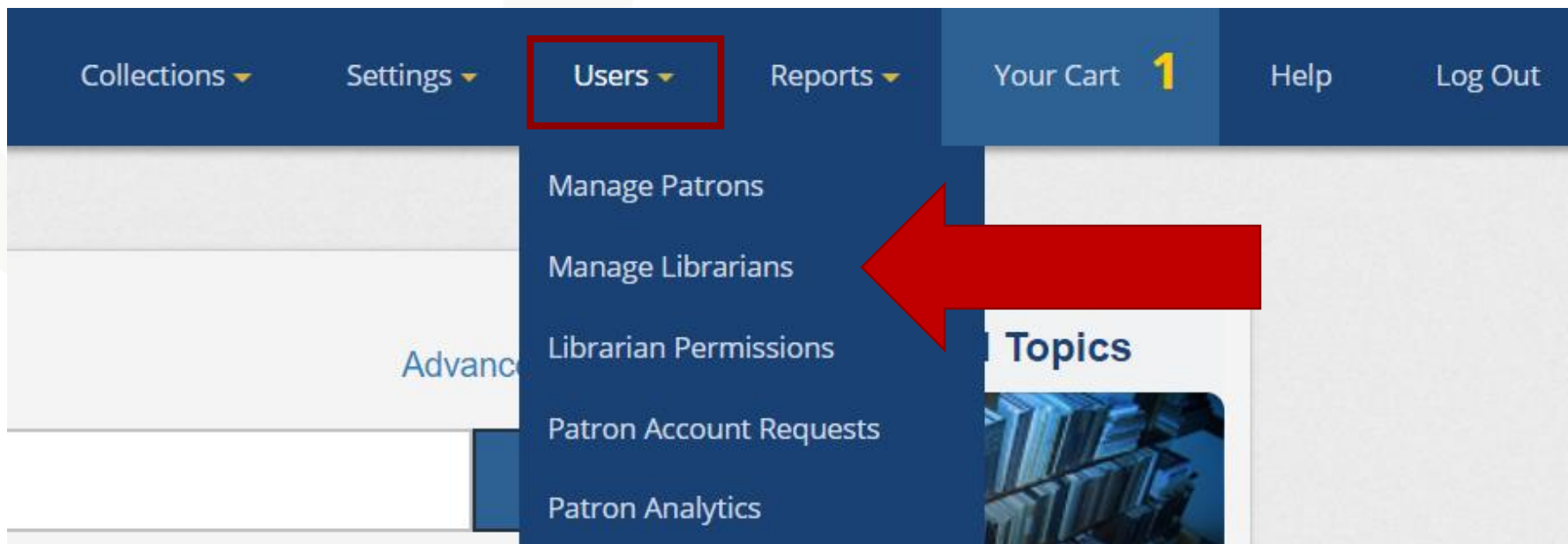
- New updates column indicates if you have new MARC records to download





# Librarian Accounts & Permissions

# Manage Librarian Accounts



# Manage Librarian Accounts

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.

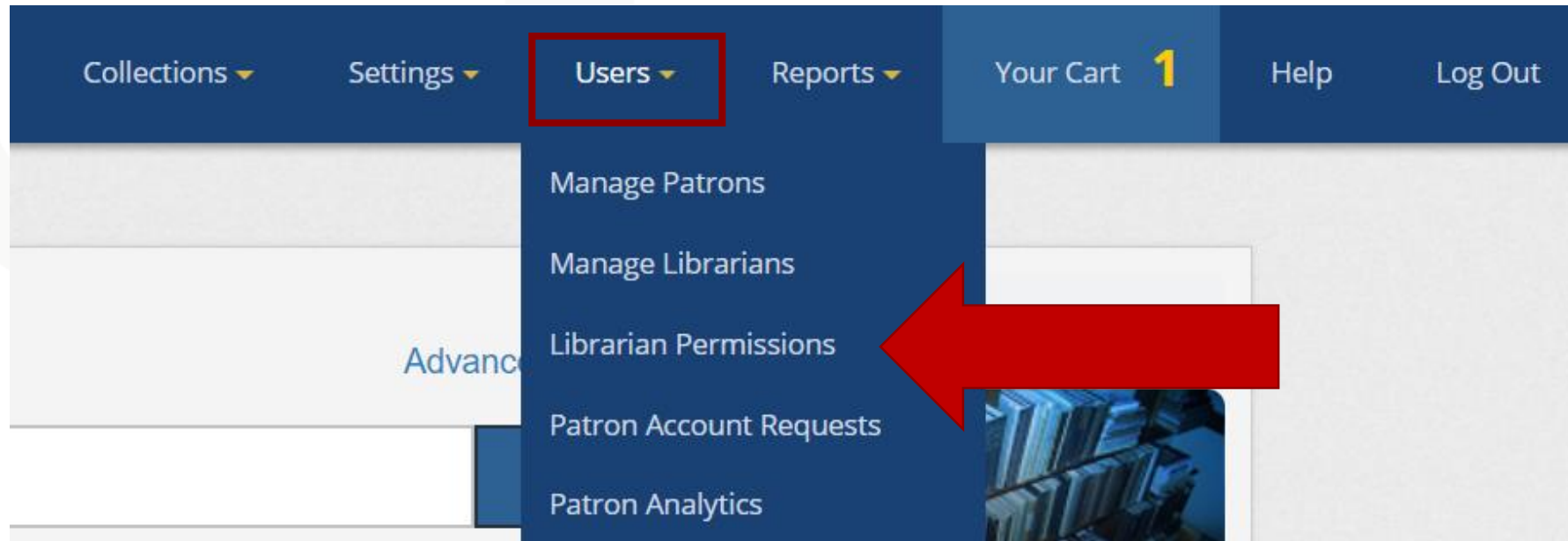
First Name	Last Name	Username	Email	Librarian Type	Last Login Date	Expire Date	Status	Delete
David	Ong	davidong	david.ong@accessdunia.com.my	Head Librarian	Never	Never	Active	<input type="checkbox"/>
Taani	Lin	taani.lin@proquest.com	taani.lin@proquest.com	Head Librarian	2018-12-06	Never	Active	<input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

Export:

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



# 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

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

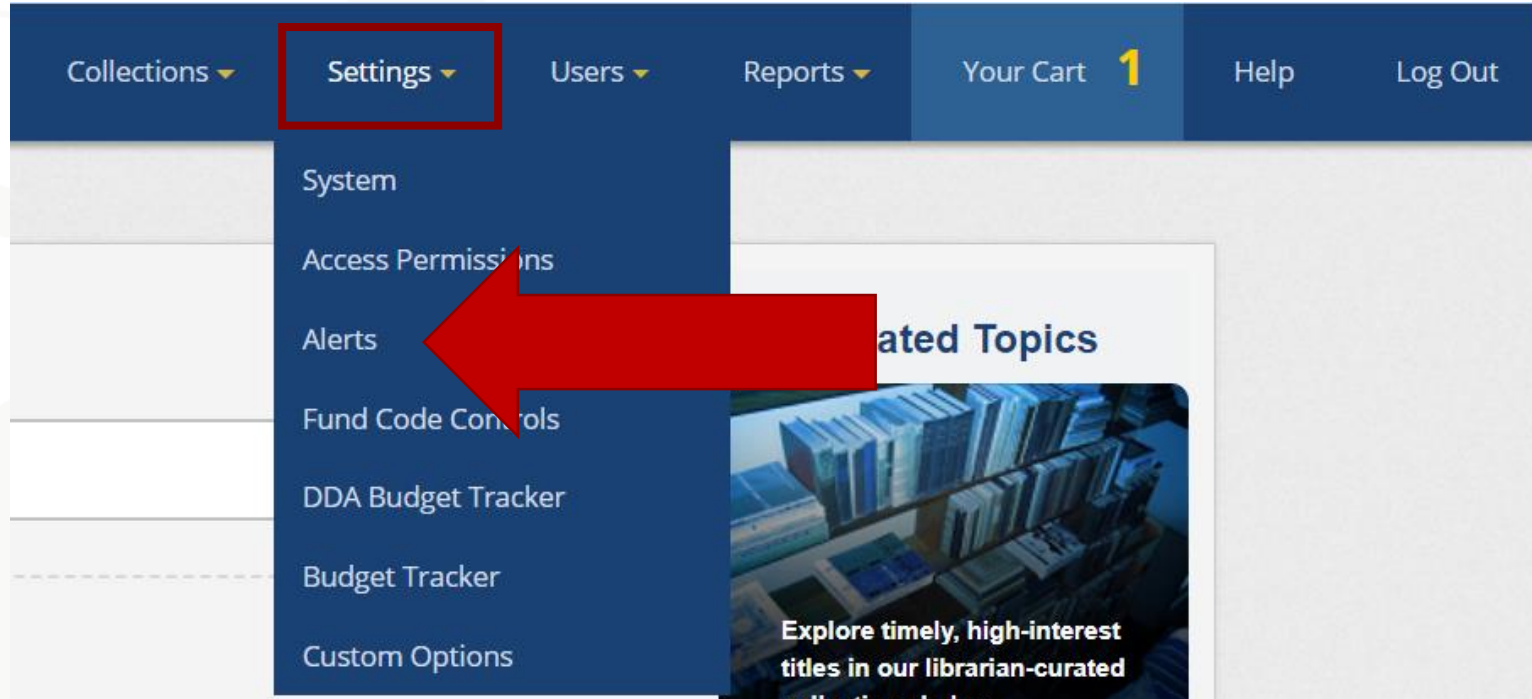
<b>Details</b>	<b>Profiles:</b>	<b>Patrons:</b>
Permission Name:	Can Submit Profile Changes:	Can Create Patron Account: <input checked="" type="radio"/> Yes <input type="radio"/> No
Acronym:		Can Delete Patron Account: <input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Acquisition:</b>	<b>Settings:</b>	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
<b>Mediate Requests:</b>	Can Modify IPs:	<b>Librarians:</b>
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 Requ	Can Modify Alerts:	Can Delete Librarian Account: <input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Lists:</b>	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:		<b>Reports:</b>
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
<a href="#">Order Confirmation</a>	Taani Lin	Sent when an ebook order is processed (not autopurchase).
<a href="#">Autopurchase Alert</a>		Sent when an autopurchase occurs.
<a href="#">Automatic Upgrade Alert</a>		Sent when an automatic upgrade has occurred.
<a href="#">Short Term Loan Alert</a>		Sent when the defined number of Short Term Loans have occurred for an ebook.
<a href="#">ATO Loan Alert</a>		Sent each time an ATO Loan has occurred for an ebook.
<a href="#">ATO Purchase Alert</a>		Sent each time an ATO Purchase has occurred for an ebook.
<a href="#">Mediated Request Alert</a>	Taani Lin	Sent when a patron has requested a STL or a purchase.
<a href="#">Loan Days Remaining Alert</a>	Taani Lin	Sent when the defined number of loan days remaining is reached for an ebook owned in the Non-Linear access model.
<a href="#">Turnaway Alert</a>	Taani Lin	Sent when a turnaway occurs.
<a href="#">Patron Account Request Alert</a>	Taani Lin	Sent when a patron requests a Ebook Central account.
<a href="#">New Patron Account Alert</a>		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
<a href="#">Join/Create Account</a>	Sent to patron when their patron account has been created.
<a href="#">Request Account approved</a>	Sent to patron when a patron account request is approved.
<a href="#">Request Account rejected</a>	
<a href="#">Request Book approved</a>	
<a href="#">Request Book rejected</a>	

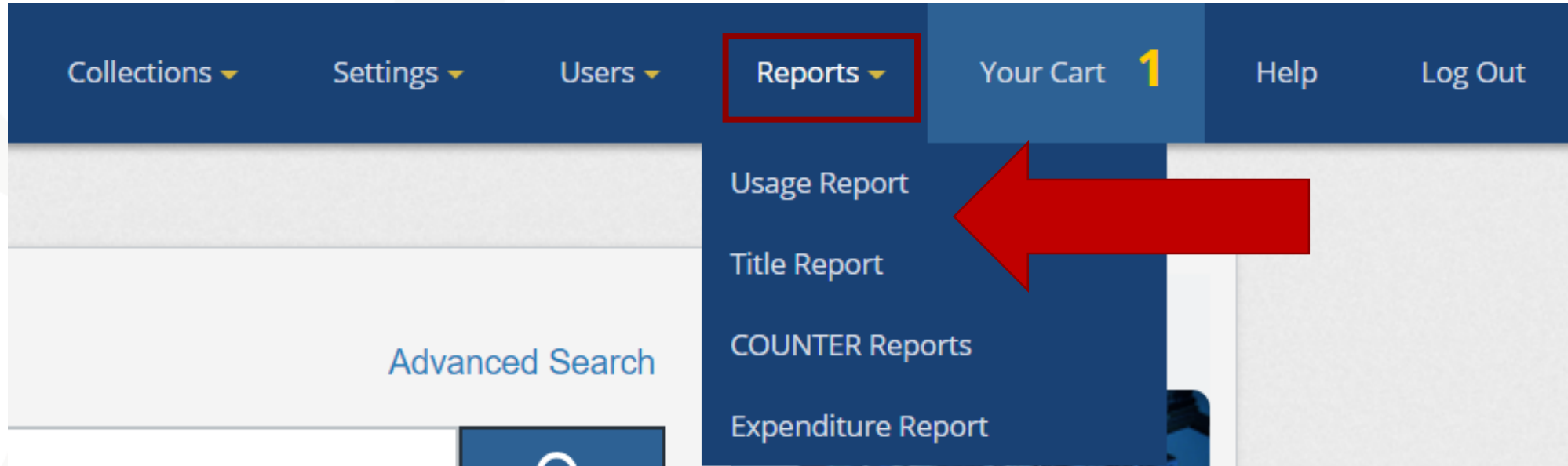


# Usage Reports





# Generating Reports



A screenshot of the ProQuest user interface showing the navigation menu. The 'Reports' menu item is highlighted with a red box, and a red arrow points to the 'Usage Report' option in the dropdown menu.

- Collections ▾
- Settings ▾
- Users ▾
- Reports ▾**
  - Usage Report
  - Title Report
  - COUNTER Reports
  - Expenditure Report
- Your Cart **1**
- Help
- Log Out

Advanced Search

# 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 shows a search interface with the following sections:

- Search**:
  - Title:  (dropdown: has all of)
  - Keyword:  (dropdown: has all of)
  - ISBN (multiple):  (Note: Use commas, semicolons or spaces to separate)
  - Document ID (multiple):  (Note: Use commas, semicolons or spaces to separate)
  - Username:
  - IP address:
  - List:  (dropdown: Select a list)
- Collection**:  (placeholder: Search...)
- Publisher**:  (placeholder: Search...)
- Subject**:  (placeholder: Select...)
- Publication Date**:
  - From:
  - 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	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

[View Summary](#) [Export](#)

# 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 Unique Users (Subscribed Usage): 2
Total STLs:	3	<b>Top 5 Most Used Titles</b>
Total ATO Loans:	0	Let Your Life Speak : Listening for the Voice of Vocation 19
Total NL Loans:	10	Extreme Teaming : Lessons in Complex, Cross-Sector Leadership 9
Total Unique Users:	7	Management Information Systems 8
Total Book Downloads:	33	Advanced Micro-Device Engineering IV 6
Total Unique Users (Book Downloads):	2	Inpatient Cardiovascular Medicine 4
Total Chapter Downloads:	10	<b>Top 5 Most Used Subjects</b>
Total DDA Uses:	17	Religion 32
Total Unique Users (DDA Usage):	1	Business/Management 22
Total Owned Titles:	13	Medicine 7
Total Unique Users (Owned Usage):	5	Engineering; Engineering: Electrical 6
Total Subscribed Titles:	23	Economics; Business/Management 3



Download Days

# Managing Download options

The screenshot displays a navigation bar with the following items: Collections, Settings (highlighted with a red box), Users, Reports, Your Cart 1, Help, and Log Out. A dropdown menu is open under Settings, listing the following options: System, Access Permissions (indicated by a red arrow), Alerts, Fund Code Controls, DDA Budget Tracker, Budget Tracker, and Custom Options. In the background, a 'Curated Topics' section is visible, featuring a bookshelf image and the text: 'Explore timely, high-interest titles in our librarian-curated collections below.'



# 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 Foskett , and Douglas Foskett

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**  Separate values with comma to set multiple days (eg:1, 7, 14)

Download Days: **Non-Linear**  **Unlimited**  **Subscription**

**3-user**

**1-user**

Preserve 3-user reader access for:

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**  **Unlimited**  **Subscription**

**3-user**  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

AUTHOR: Review, Harvard Business

LENGTH: 261 Pages

FILE SIZE: 1172K (1.1MB)

LOAN LENGTH: expires in 0 day(s) and 23 hour(s).

LOAD FORMAT: EPUB  PDF



Demo



# To Recap...

- You should be able to now:
  - Understand terminology used within LibCentral
  - Manage basic functionality of LibCentral and manipulate settings to suit your institution
  - Generate usage summaries and reports

# Help Documents

ProQuest<sup>®</sup> LibCentral

Collections ▾ Settings ▾ Users ▾ Reports ▾ Your Cart 3 Help

Home » Help

## LibCentral Help & Support

**FAQ**

- Collections
- Settings
- Users
- Reports
- Glossary
- Help Documents
- Support

### Frequently Asked Questions

[How are ebooks accessed?](#)

Ebook titles can be accessed through a library's OPAC using an 856 link in a catalog record or via a general URL to the catalog. Our titles are also indexed in most major federated search and discovery services.

Users can perform simple and advanced searches within the Patron interface, including full-text searches. Libraries control how patrons access owned and DDA titles.

See the [Access Permissions](#) guide for further information.

[Do library patrons need a username and password to access ebooks?](#)

# Additional Resources

- [Ebook Central LibGuide](#)
- [Ebook Central JISC FE LibGuide](#)
- [Technical Support](#)
- [Ebook Central Support Center](#)
- Contact [training@proquest.com](mailto:training@proquest.com) for customised sessions or special requests

# 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](mailto: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](mailto: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](mailto:ebooksupport@proquest.com)



Ali Nazari-Nouri

[training@proquest.com](mailto:training@proquest.com)