



Learning Center FAQs

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Web address: <http://www.exlibrisgroup.com>

Q. What is the Learning Center? What is it used for?

A. The Learning Center is an online resource that provides our customers with continual access to a wide range of lessons on different aspects of the Ex Libris product suite, augmenting onsite, or Web-based sessions that customer organizations receive upon implementing a new Ex Libris solution. In response to demand from our customer community, the Learning Center provides access to Ex Libris training lessons at your convenience.

Q. What kind of lessons will I find on the Learning Center?

A. The Learning Center includes recorded e-Learning courses of various types:

- Initial courses pertinent to new installations of a particular product
- More advanced and ongoing refresher training for experienced users
- How To's—short lessons focusing on one issue or situation frequently raised by customers
- "What's New" sessions which deal with new features delivered in service packs and the deltas between versions.
- General courses which provide overviews of product capabilities

Q. How can I see the system and try it out?

A. When you go to the [The Learning Center](#), you are able to access the complete course catalog and view some courses that are available for guests. You can also access the free lessons from [The Learning Center Landing Page](#) from the Ex Libris Web site.

Q. How can we stay updated about new offerings of the Learning Center?

A. New courses added in the last month are always highlighted on [The Learning Center](#) homepage.

Q. Is the Learning Center geared toward system librarians or general library staff?

A. There is a good mix of sessions for different staff members. The intended audience is indicated for each course.

Q. What information will be posted to the Documentation Center and what will be put into the Learning Center?

A. The Learning Center does not duplicate or replace the Documentation Center. The Learning Center contains e-learning courses: official documentation is still found on the Documentation Center.

Q. Will the Learning Center replace the free corporate Webinars presented on specific subjects?

A. No, Ex Libris will continue to present Webinars on new products, product versions, and the annual roadmap as usual. The recorded versions of these Webinars will be distributed to registered participants.

Q. Are the lessons only in English?

A. All lessons are currently in English with the exception of Alephino training material, as the majority of Alephino customers are located in German-speaking countries.

Q. Has the system been tested by customers?

A. Yes, a beta testing process was performed by customers reflecting the varied character of the Ex Libris customer community. The feedback received from the beta testers was implemented in to the Learning Center.

Q. How can we register to become Learning Center users?

A. Registration is handled through a form on the [Ex Libris Website](#). Customers will be asked to indicate the names and e-mails of the institutional users. The licenses will be created by the Learning Center administrator.

Q. Why are you giving 6 months free access to the Learning Center for sites that have implemented a new Ex Libris solution?

A. Customers implementing new products always receive initial training as part of their implementation package. The lessons on the Ex Libris Learning Center augment this training.

Q. Can I share my username/password with my colleagues?

A. Each licensed username is associated with a specific e-mail address. The owner of this e-mail address should be the only person to use this license.

Q. Can my institution upgrade to a higher subscription tier and benefit from a lower price for each license?

A. Yes, the price per license will be calculated as per the lower figure.

Q. Is access to the materials on the Learning Center unlimited? Can I take a course more than once?

A. Yes, the courses can be viewed as often as needed while you are a licensed user.

Q. Is special pricing available for consortia?

A. The subscription packages, described on our [Web site](#), are geared towards consortia. The consortium can buy the number of licenses deemed necessary and allocate the appropriate number of licenses to each institution as needed. The specific e-mail addresses of the users should be indicated in the "Create Users" Excel.

Q. Is there a discount for National User Group members who subscribe?

A. No additional discount is available for National User Group members. The subscription packages are discounted as the number of license purchased increase and free access is given to sites implementing new Ex Libris products.

Q. What are the system requirements for viewing the lessons?

A. The Learning Center is web-based and is viewable from common browsers. The lessons of the Learning Center are mostly Flash-based. In some cases, downloadable PDF-based materials are associated with the lessons. There are a few lessons that require the installation of the [AT&T Connect Participant application](#). The plan is to convert these lessons to Flash.

Q. Where can I find more information about the Learning Center?

A. <http://www.exlibrisgroup.com/category/LearningCenter>