

Alma for Digital Resources 3-month offer: FAQ

June 2020

Q	How does Alma Digital support remote learning and serve institutions?
A	Due to the recent coronavirus situation, physical items are rarely accessible, while Alma Digital enhances the library's available online resources. Alma Digital allows customers to publish selected collections of digital material to patrons, for learning, research, or other needs.

Q	What are the terms of this offer regarding the content uploaded to Alma Digital?
A	Customers who register for the offer can create up to 1,000 digital titles and upload up to 0.5 TB of files to Alma storage.

Q	What will the process be once the 3-month period is over?
A	There are 2 possible options once the offering period ends: <ol style="list-style-type: none">1. The customer decides to subscribe and continue to use Alma Digital.2. The customer suspends their use of Alma Digital. In this case, Ex Libris will provide support as needed for the export of the data and digital content loaded to Alma Digital, after which time it will be deleted from Alma.



Q	Is there a limitation on the workflows or features of Alma Digital during the offer?
A	No, all Alma Digital workflows will be available for full usage.

Q	What will Ex Libris provide in order to facilitate a quick start using Alma Digital?
A	Ex Libris will provide a kit including training and documentation materials in addition to periodic webinars responding to customers' questions. Customers will have access to a dedicated listserv for posting questions on best practices and more.

Q	Will Ex Libris support be available for issues encountered throughout the offering period?
A	Subscribed customers will receive the same support as any standard Alma Digital subscribers, including Salesforce ticket handling.

Q	Will it be possible to migrate a previous system to Alma Digital?
A	The offering does not include professional services such as migration.