



Important Customer Announcement

9th July 2020

Supporting you to move your Print & eBook supply from Dawson Books

Following the information that supply has ceased from Dawson Books, we have received many requests asking how we can support your eBook and print supply and concerns raised that the Dawsonera eBook platform could be switched off and access and content not made accessible to users.

We are pleased to announce that we have agreed with the administrators to purchase the assets only for Dawson Books Dawsonera current catalogue. This will allow us to import the Dawsonera catalogue to our VLeBooks system to give a high degree of matches on VLeBooks to your institution's owned content. Whilst we cannot guarantee a 100% match we believe this will make the migration as seamless as possible for your users and ensure the maximum amount of content continues to be available through VLeBooks.

VleBooks, our Digital eBook Platform, is available through Browns Books for Students and Askews and Holts Library Services.

We have already started the process of importing the Dawsonera catalogue to safeguard the database and hope to complete this as soon as possible. We will shortly be in touch with customers, who have already been in contact with us, to begin making live the additional catalogue items.

Please note, we have no control over when the administrators will cease the Dawsonera platform and therefore it is very important that you take the following immediate actions to ensure continuity of access of your digital library to your users.

- Ensure you have a full and up to date list of the owned content you hold on Dawsonera so that we can match and transfer the licence details onto VLeBooks.
- Inform your users that any notes they've made and wish to keep, need to be immediately downloaded from Dawsonera and saved safely. We are unsure, at this time, whether these will be able to be re-instated on our own service.
- Contact either **Browns Books for Students** enquiries@brownsbfs.co.uk or **Askews and Holts Library Services** academic@askewsandholts.com to setup a FREE VleBooks platform account, if you don't have one already; and to confirm you have a Dawsonera account that you wish to migrate from.

How long will you have access to the live Dawsonera system for?

We do not know; this could be a few weeks or longer.

Technical Support with Dawsonera?

We are unable to provide maintenance or support any technical issues anyone may experience with Dawsonera or its content. We understand that the administrators are continuing to provide a limited amount of support for a short period only. Please note we cannot accept any liability for the Dawsonera content or experience during this period.

What will I need to do?

We need a current list of your owned content, including licence types, and available credits left for credit models that you have on Dawsonera; Go to dawsonera.com, click on Admin and log in with username and password. Click on e-book Collection and then on Download List.

You will need an account with Browns Books for Students or Askews and Holts Library Services. This is completely FREE and with no commitment required.

You will need to arrange with your IT provider for any deep links within reading lists, library management systems and other resources to be redirected to VLeBooks. Once we are ready to migrate, we will enable the content on your VleBooks platform and provide you with a MARC file with a direct link, to assist you in this process.

How long will it take?

Setting up an account on VLeBooks is straightforward and is usually completed within 48 hours once we know your preferred authentication service. These options include, Athens, Shibboleth, Google and Office 365, IP Address and EZProxy to name a few.

We are preparing for large numbers of requests and we have organised additional resources, in anticipation, to support you so that your catalogue can be made available on VLeBooks as quickly as possible.

What cannot be transferred?

There may be some withdrawn, corrupt or very old content that we are unable to access, however our eBook and technical teams are already working to find solutions to give access to as much content as possible from the Dawsonera platform.

N.B. If your users have annotations, notes comments or enhanced content in Dawsonera this probably cannot be transferred for technical reasons. We would highly recommend that your users download any notes that they wish to keep as soon as possible prior to the Dawsonera service being terminated.

How will Browns & Askews support me?

Our teams are available to get you up and running, provide technical and training support via phone and video conferencing, assisted with recent additions to the team who have joined from Dawson Books.

E-mail:- enquiries@brownsbfs.co.uk

E-mail:- academic@askewsandholts.com