



## Ebook Central 50% off Upgrade Discount Program FAQ (July 1, 2020)

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### What is an ebook upgrade?

- An ebook upgrade refers to upgrading or increasing, your owned ebook license to a higher available access model.
- Ebook access model availability is determined by the publisher on a title by title basis. You can easily see what access models are available per title in LibCentral – providing more choice and flexibility to meet your needs.
- Upgrade example, a 1-user title could be upgraded to:
  - 3-user license
  - Non-Linear license
  - Unlimited Access license

### What content is eligible for 50% off upgrades?

- Many of our publishing partners are offering a special 50% off title upgrade through August 31, 2020. A list of publishers participating in the discount program [can be found here](#).
- 50% off upgrades apply to all upgrades; not just upgrades to unlimited access licenses.

### How do I determine how much an upgrade is going to cost?

- Upgrade pricing is determined by the following formula: Price of desired model [minus] amount originally paid for current model.
- The average cost to upgrade a 1-user license to unlimited access license ranges from \$30 to \$65.

### Can I request a usage report to help me determine which titles to upgrade?

- Yes, you can request a custom usage report by emailing your ProQuest representative at [ebookcentral@proquest.com](mailto:ebookcentral@proquest.com).

### How do I upgrade access for a title in Ebook Central?

- Librarians should use LibCentral, the administrative and acquisitions site for Ebook Central, to upgrade an ebook's access model. Upgrades cannot be completed in GOBI or OASIS, but are eligible to be billed using GOBI or OASIS.
- Title-by-title upgrades can be made in LibCentral; titles eligible for the discount will adjust in price after you place your order (on order confirmation page). [Step-by-step instructions can be found here](#).
- For multiple or bulk upgrades, we can help! Please reach out to your ProQuest representative at [ebookcentral@proquest.com](mailto:ebookcentral@proquest.com)
- If you need help logging into LibCentral go here: <https://www.proquest.com/go/libcentral-login>



### Does this discount apply to new purchases?

- Yes, new purchases are eligible for 50% upgrade discount. For example, if you purchase a 1-user title today and decide later (by August 31, 2020) that you'd like to upgrade to Unlimited Access you can do that and receive 50% off the upgrade from 1-user to Unlimited Access license.

### If I don't upgrade to unlimited access, is there anything I can do to prevent patron turnaways when the program ends?

- Consider enabling extended access (or turnaway prevention). Extended access can be set to enable the owned license, trigger a short-term loan or purchase another copy – and the process is seamless for the patron. If you would like to discuss extended access, please contact our Collection & Workflow Consultant (CWC) team at [CWCsupport@proquest.com](mailto:CWCsupport@proquest.com).

### Do I need to adjust my DDA profile on Ebook Central?

- Your DDA profile does not need to be adjusted unless you would like to make changes to the way you purchase new content.

### How does this effect my extended access settings in LibCentral?

- Extended access will work as usual for automatic upgrades. Titles eligible for 50% off upgrades are automatically updated in LibCentral. There is no action required for you to get the discount from participating publishers.

### Does this impact other Ebook Central subscriptions (e.g., Academic Complete)?

- There is no impact on subscriptions, including Academic Complete, College Complete and Public Library Complete.

### Do I need to update my discovery service?

- No additional steps are needed for your discovery service. For new titles purchased or upgraded, follow the same steps as you normally would.