

HE Licence Quick Guide

Programme of Account Management and Review

Summary

Our Programme of Account Management and Review takes a holistic approach that enables us to engage with HEIs - at their premises where possible, or alternatively remotely - on a mutually-constructive basis, with positive support across a broad range of topics. There is minimal preparation required, and meetings can be tailored according to the needs of the HEI in question. Engagement by HEIs is not obligatory, but strongly encouraged.

Selection

Our Education and Public Sector Team works closely with other teams at CLA, especially those responsible for product development and data collection, to ensure a balanced level of engagement across the sector. We would normally expect to visit the person or people responsible for co-ordination of the Licence at your HEI plus any additional staff who are involved with or impacted by the Licence.

Outline

Below is an example template of a visit from us under the Programme - but please note that it can be tailored according to the needs of your HEI. We would expect a visit to last 1-2 hours on average.

1. Introductions
2. Licence understanding and implementation
 - academic, library, e-learning staff
 - explore full potential of licence
 - any workflow issues
3. High-level review of:
 - new/related products (e.g. Digital Content Store, EHSS, Second Extract Permissions Service)
 - NLA Licence
4. Address any outstanding areas of concern
5. AOB

If you have any questions about the Programme, or would like to request a meeting, please contact Sarah Brear, Development Manager - Higher Education, at sarah.brear@cla.co.uk