SUPPORTING YOU AND YOUR STUDENTS DURING THE COVID-19 CRISIS

Dear Dawson Customers – With effect from 1 April 2020

With unprecedented levels of uncertainty caused by the coronavirus crisis, we are taking some short-term measures to help sustain service delivery to our customers in the future.

While measures were undertaken to safeguard the spread of coronavirus across the 7 different locations in which we operate including contactless deliveries with our logistics partners, the risk is proving too great.

We therefore closed Dawson Books temporarily with effect from 1 April 2020 for print book orders**, while our digital eBook business continues.**

New and emerging information will guide us through the coming weeks and months, and we will be in touch as soon as we can with information about resuming services and meeting the future need of our customers and book readers. We have added below some further detailed responses to some of the questions we have received.

Finally, we'd like to thank you for your understanding during such difficult times.

Best regards

Dawson Books

Catalogue records

- Print books – records will not be supplied as orders for physical books are being held.
- Ebooks – You can continue to order ebooks but we will not be operating a new Cataloguing service until Dawson Books returns to normal.
  - We will only supply ebooks records where we already hold at least a CIP level record.
  - If the record we hold is of a lower level, no record will be supplied.
  - As a minimum you will receive an 856 tag with the URL to the purchased resource as part of your order confirmation so you can make immediate use of the purchased ebook.
  - This change will automatically be applied to accounts who currently receive enhanced or standard level records from Dawson.
  - If we make this change to your account, any records we do supply will be sent free of charge.
  - We will log all of the orders affected, and provide full records, free of charge, once Dawson Books returns to normal operation.
  - All invoicing is already automated and will continue as normal

PDA
All existing PDA will remain and be supported – any new or modification requests will be reviewed upon Dawson books resuming normal operations.

Claims / cancellations / credit notes / returns
We will be unable to action any claims, cancellations, credit notes, or returns until Dawson Books returns to normal operation.

Dawsonenter

Will remain available. You can continue to place orders and these will be processed when it is safe for our business to resume normal operation.

Dawsonera

dawsonera admin and reader portals will remain available

- Over 240 publishers have agreed to removing the cap on usage of credit and concurrent user access titles.
- Please logon to dawsonenter for further information and the latest publisher list.

Orders

- Print books – these will be held until Dawson Books returns to normal. The orders will be kept in our system but will not be transmitted to suppliers as they are unlikely to be able to fulfil them.
- No orders for print books will be shipped from our warehouse to customers until Dawson Books returns to normal operations.
- Ebooks – orders for ebooks will be processed as normal as a reminder utilising the correct information in EDI will make the process more real-time as it automatically transacts the requirements.

Proposals / EDI Quotes / embedded order data /9XX

Files of records for Proposals / EDI Quotes / embedded order data / 9XX will be created as normal.

Reports / price queries / price letters

- These will be generated as normal and sent via email / EDI.
- Please note, if you have manual arrangements in place with us to edit these reports before they are sent out, these will be temporarily suspended.

Technical queries

We will respond to these on a best endeavours' basis. Please be aware that we may not be able to respond immediately.

Any technical queries should be emailed to servicedesk@bertrams.com – there are however a few items we would like to bring to the attention of users below:

1. Where we have customers ordering multiple copies of Dawson ERA ebooks, we have discovered that the Exlibris Alma Library management System (LMS) ignores the order quantity and always puts 1 in the EDI message. We encourage Alma users to get this checked out with Exlibris. In the meantime, we recommend Alma users order multiple copies on separate order lines or orders one copy at a time.

2. We have noticed that several customers are still using the Dawson ERA Admin portal to purchase ebooks. We advise customers to use Dawson Enter for all their e-book and print book ordering. Dawson Enter shows all the available license / model types for ebooks whereas the ERA Admin portal only shows the default option. Customers have been advised that purchasing via ERA is to be retired in the next major release of ERA.
   a. We mention this as we have noticed a high incident rate of orders from ERA going into our manual order review process whereas orders from Enter are processed automatically in real-time.

Example of issue raised and completed through service desk

Discussion held within faculty about a specific book

Re this book, it is only available as a 1 user. We have 2 copies from Ebook Central and one should be read online. I have been hit with over 40 turnaways for it. It is now only available as a 1 user from Dawson for £51.11. Do you think it would be a good idea to purchase another 2 copies from Dawson and make one read online if possible?

Discussion held within faculty about a specific book

Yes, please order as you suggest: purchase another 2 copies from Dawson and make one read online if possible

I've copied xxxxx for info as it would be her students trying to access this I assume.

Thanks

Email to Covid19 email

I have just placed an order for 2 copies of the above book which is available as a 1 user. Is it possible to make one of the copies read online only please?
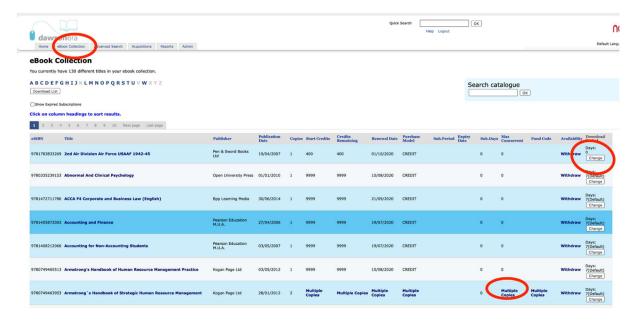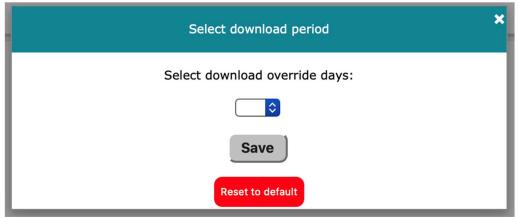
Many thanks

Response from Service desk

Thanks for getting in touch. If you have any Dawson ERA eBook problems during the Covid-19 lockdown please email ServiceDesk@Bertrams.com and we'll get back to you as quickly as possible.

We updated the Dawson ERA Admin portal a few releases back to give Administrators full control over the download limits, down to individual license level.

To control the minimum and maximum allowed download periods through the Dawson ERA Admin Portal. Login in and then select eBook Collection. You will then see a list of all the ebook licenses you own. For titles where you have more than one license you will see "Multiple Copies", if you click on this you will see each license. Against these you can press the Change button:

If you set the download days to zero it will disable downloads on that copy / license.

I hope this is clear and makes sense but if I can help further please don't hesitate to get in touch.

Best regards
Bertram group