



# Adoption & Success

Our success as a solution provider depends on your success as a library without limits! This is why we provide the support, expertise, services and tools to ensure that your Alexandria program is adopted with fidelity by ALL users!

## IMPLEMENTATION & SUPPORT

Your success is our success! All Alexandria users have access to our industry exclusive support resources for rapid adoption by librarians, teachers, and patrons! Fidelity metrics are coming to Alexandria this year! Track patron engagement across a gamut of parameters to see the pulse of activity your library is providing to your school or district.



### 24/7 Live Support & Resources

- EVERYONE has access to Support
- 24/7 toll-free phone support
- Online Support Center and YouTube Channel
- Message Center and Email Support
- Monthly releases for online updates and upgrades
- Bi-weekly webinar trainings
- Built-in tutorials in Development



### Measuring Your Success

- Tracking Interfaces Usage
- Tracking Search Terms & Keywords
- Tracking eBooks & Online Resource usage
- Tracking Book & Physical Asset usage
- Tracking Library Facility usage
- Tracking Bulletin Board usage
- Tracking Reading Level progress