

Discovery Link FAQ

What is Discovery Link?

TAL's #1 service is licensing. TAL can provide your school with equitable access to quality authoritative resources that have been created, edited, and updated by experts in the field of study for the classroom.

TAL investigates and evaluates products and negotiates for the best possible price and access terms.

Do I have to become a TAL member?

No, you do not have to become a TAL member to access Discovery Link.

How does TAL choose the resources to offer?

As interest is shown in a product or TAL staff identify a product of value, we will gauge if there is enough interest to warrant further consideration. TAL also relies on our customers to communicate their needs. This is facilitated through annual surveys and feedback from trials to create a list of resources to investigate.

Who do I contact for more information?

Contact Lorisia MacLeod at lmacleod@thealbertalibrary.ab.ca to have

your questions answered and get information on our current offers.

How do I stay informed?

You can also join our mailing list by [clicking here](#) and filling out a short survey so we can customize which licensing opportunities we send you.

What is a Consortium Subscriber Agreement?

TAL has all subscribers complete an agreement for each licensed resource they subscribe to. This enables TAL to act as an agent on their behalf.

Do licensed resources auto renew?

Yes. Renewing existing subscriptions is the priority for TAL to ensure access is not lost for subscribers.

When will renewal info be sent?

Renewal information is sent out annually prior to the subscription end date for each resource.

How do I cancel?

TAL will send out renewal information via email. A response deadline of 2 weeks is provided when possible. Current subscribers that wish to cancel or modify their subscription need to respond by the deadline.

What is the cost?

TAL bills customers for the cost of the licensed resource plus GST if applicable. There is a nominal licensing service fee to cover our costs, generally equal to a % of the license cost for the subscriber. TAL ensures products are discounted beyond our cost recovery rate.

What if the resource is quoted in USD?

Occasionally TAL receives quotes from vendors in USD, in this case offers are posted in USD. TAL has a USD bank account and monitors and purchases USD at the best exchange rate available. Subscribers are billed in Canadian with the USD amount and exchange rate noted on the invoice.

Who do I call for technical support?

Contact numbers are provided to subscribers for both TAL staff and vendor technical support. TAL appreciates knowing the issues facing our members and customers but recognizes contacting a vendor directly may result in a quicker response.