

## LinkedIn Learning for Customers FAQ

### When will the migration from Lynda.com to LinkedIn Learning for Library happen?

February 25<sup>th</sup>. On this date, there may be a disruption in service as LinkedIn works to migrate all our data to the new platform.

### Why is this migration happening?

Lynda.com was bought by LinkedIn Learning a few years ago, and they have decided not to support the Lynda.com platform anymore.

### Will a LinkedIn account be required to use LinkedIn Learning?

No. Customers will be able to sign in with just their library card and last name.

### What about our staff LinkedIn Learning account?

**LinkedIn Learning for staff through EduBrite has not changed.** LinkedIn Learning courses viewed through Edubrite for work still need to be approved by your supervisor and viewed on work time. If you want to use LinkedIn Learning for personal reasons, you will need to sign in like a customer on your own time through our library's website and with your personal library card number.

### Is the content different in LinkedIn Learning?

LinkedIn Learning will have the current Lynda.com library of courses with an added 9,000 *new* courses including courses in 7 different languages.

### Will customers' learning history migrate to LinkedIn Learning?

Yes. But to be safe, customers can download and print their history and learning certificates from Lynda before the migration. History and certificates are accessed by clicking on the person icon in the upper right corner of Lynda.com.

**Note:** if a customer loses their library card *after* the migration and is issued a new card, their previous learning history will be lost.

### Didn't we prepare for this transition once before?

Yes. LinkedIn wanted us to transition to LinkedIn Learning in 2019 but received fervent pushback from ALA and the library community about their requirement for our customers to have a LinkedIn account to continue using the product. As a result, LinkedIn paused the transition while they worked to develop a product that would not require LinkedIn accounts from our customers.

### How will customers be notified about the transition?

There is already a banner at the top of Lynda.com letting customers know about the transition and linking to the [patron FAQ](#). Marketing will send an email to customers and post on social media. Information will be updated on our website.

### Will customers be able to use the LinkedIn Learning app?

Not initially. App access is something LinkedIn is currently developing for their library customers, but it is not ready now. Their website is mobile responsive so customers should be able to use LinkedIn Learning for Library on their mobile web browser.