

Using All Lit Up — Guide for Publishers

Updated April 2022

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Key Contacts and Roles — All Lit Up Team

Role	Contact	Day-to-Day Responsibilities
Site admin	Lauren Perruzza lauren@lpg.ca	Site content, ISBN gathering and uploads, Publisher comms
Project Mgr	Leila Bovee-Begun leila@litdistco.ca	Bibliodata/cover issues, External comms, Developer management, Sales reporting

A note about email contacts

From time to time, staffing roles at your organization change and All Lit Up needs to be informed of new or updated contact information.

Please take a moment now to email the All Lit Up team and reconfirm the address(es) of your contacts for All Lit Up. It's a good idea to have contact information on file for metadata, ebooks, and marketing roles.

Adding Books to All Lit Up

Step 1: Distribute ONIX

Before a book can be added to All Lit Up, it needs to have ONIX metadata online with BiblioShare. ONIX records are ISBN-specific, so BiblioShare must have ONIX records for both ebook and print ISBNs. Once that is done, you can proceed to Step 2, below.

Step 2: Register New Print and Ebook ISBNs with All Lit Up

LPG staff will contact you ahead of the Spring and Fall catalogue seasons to gather **print and ebook ISBNs** for your upcoming books. Generally, you should register your ISBNs

this way as soon as you have sent out ONIX metadata announcing the books. You can add ISBNs at any time by emailing site administrators.

A couple of notes:

- Register ISBNs for your print, EPUB, and PDF ebooks, but not .mobi files.
- The LPG grid for the ALU Webstore includes a “Distributor” column. Please fill it out for every ISBN! If physical orders should be forwarded to your distributor to fulfill, name them here. If you are filling physical orders directly from your office, use your name and contact info. For ebooks, give contact info for your metadata manager.

Step 3: Maintain Your Stock File

LitDistCo members can skip this step as it is done for them automatically.

Non-LitDistCo publishers must either have their distributor upload stock files or must upload their own files each month. Your distributor may be able to set this up as an automatic report for you.

The stock file is a plain, tab-delimited .txt file with each line listing one print ISBN-13 followed by a “Y” if the book is physically in-stock and available.

Example of a Stock File: [Sample StockPosition.txt](#)

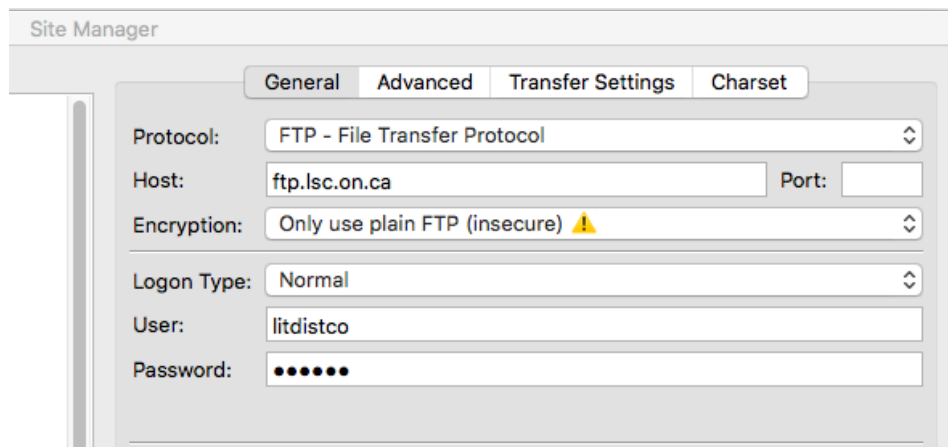
Note: A stock file is supposed to be **a single file listing all your current and forthcoming print books**. Please try to send one once a month, even if nothing has changed. This helps ensure the listings for your books are all up-to-date. You don’t need to include ebooks in stock files.

Step 4: Upload Your Ebooks and Stock Files via FTP

This is the last step! To be available for purchase on All Lit Up, ebook files have to be uploaded to our Shopping Cart provider, Stison. This is done using File Transfer Protocol (FTP). One of the best FTP applications is a free program called FileZilla. You can download it [here](#). Choose "All Platforms" if you're using a Mac or "Windows only" for a PC.

The LPG has provided you with a username and password for Stison’s FTP server. Contact site administrators if you need to confirm or change your credentials. Use those credentials to connect to the Stison server at this address: <ftp://ftp2.stison.com/>

If this is your first time using FileZilla, select “File > Site Manager > New Site” and fill in your credentials as in the screenshot below.

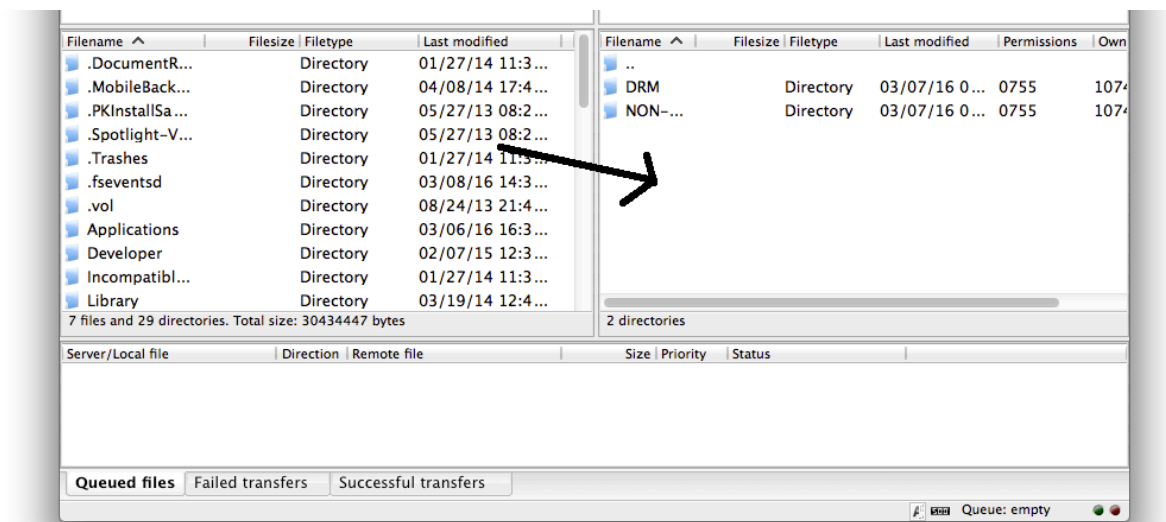


Once connected, you'll see DRM and Non-DRM folders appear as in the screenshot below (next page). Drag and drop your **stock file** anywhere inside the box where I've drawn a black arrow – **not** inside the DRM or the non-DRM folder, just loose in that area.

When it's time to upload an ebook, drop your **ebook file** into **either the DRM or the non-DRM folder**. Ebooks dropped into Non-DRM will have no DRM applied, and ebooks dropped into DRM will have DRM applied.

We strongly recommend choosing "Non-DRM," which is necessary for many accessibility supports such as screen readers and other accommodations.

Important! If you drop a book into the blank area outside either folder, it will have DRM applied by default.



DRM vs Non-DRM

Any ebooks you upload to the Non-DRM folder will be sold with no DRM applied. Books you upload to the DRM folder *or the root folder* will default to

having DRM.

DRM provides greater protection against file piracy, but is **not compatible** with many accessibility aids. Therefore, ebooks with DRM are **not considered accessible ebooks**. Unfortunately, you need to decide which of those two priorities is highest, at least until DRM standards become more inclusive!

That should do it!

Troubleshooting

If An Ebook Is Out of Stock When it Shouldn't Be

1. You or your ebook distributor should resend the ebook file to Stison. Please allow one calendar day and then check back.
2. If the book's status has not changed after one day, inform site administrators, who will resolve the issue with Stison directly.

Book does not appear on All Lit Up

1. Please confirm that ONIX metadata for that ISBN has been sent to BiblioShare.
2. Once BiblioShare is confirmed, inform site administrators. They will identify and resolve any data issues or conflicts. Please allow up to two calendar days.

Book has no Buy link or availability information

1. Verify that book has no buy button and no "out of stock" or "coming soon" message on its product page.
2. Ensure that files for the book are uploaded to Stison. For print books, the ISBN must be included in your stock file. For ebooks, the ebook file itself is required. If unsure, resend the file(s) to Stison. Please allow 1 calendar day and check back.
3. Inform site administrators of the error. They will identify and resolve the issue. Please allow up to 2 days. Please include the following information:
 - The affected ISBN(s)
 - Your most recent stock file (for print books) or the ebook file in question
 - The date they were uploaded to Stison.

Item listed as out of stock past pub date

1. If ebook, verify that the ebook was uploaded to your Stison FTP folder. If unsure, resend it to Stison. Please allow one calendar day and check back.
2. If print book, ensure it is currently in stock and included in your latest stock file, then resend that stock file to Stison. (LitDistCo members need not resend stock files, but should still confirm the book has copies in stock).
3. If the book is in stock and a stock file was sent to Stison at least one day prior, contact site administrators. They will identify and resolve the issue, which could lie with your distributor, Stison, All Lit Up, or the interchanges of data between them. Please allow two days. Include the following information:
 - The affected ISBN(s)
 - A copy of the stock file or the ebook
 - The date they were uploaded to Stison.

Note for urgent situations: site administrators may be able to force a book to appear as in stock on the site. They can only do this case-by-case and it is not possible in every case. This practice can lead to metadata conflicts and should be thought of as a band-aid solution. The problem must still be fixed at its source. Please do not use this option unless you are certain the product is actually available to ship/download.

Cover image is missing or data is wrong/incomplete

1. Verify that BiblioShare has the correct ONIX data and cover image.
2. If the data and/or cover are correct at BiblioShare, proceed to step 3. Otherwise, either you or the party who handles your metadata should upload them to Biblioshare. Please allow one calendar day from the time those files were uploaded.
3. Inform site administrators of the issue and the affected ISBNs. They will investigate and resolve the issue. Please allow up to 3 days.

Note for urgent situations: site administrators may be able manually change the metadata or add a cover image. However, any changes made this way will be overwritten the next time Biblioshare sends out information, which they can do at any time. It's important to fix data issues at the source.