



User Manual

Welcome to CV-Library

The following information has been produced to help you get the most from CV-Library so that we can be of maximum benefit to your company and your recruitment requirements. This manual will provide you with some of the vital information that you will require whilst using CV-Library.

Please take the time to have a look through the pages that follow, it won't take long to become familiar with how our system works. Feel free to ask questions at any time if you are unsure about anything, by contacting one of our client response coordinators at results@cv-library.co.uk or giving us a quick call on **01252 810992**.

There are also some useful tips online which can be found at www.cv-library.co.uk/clienthelp

Thank you for your time!

Contents

Your Client Area	3
CV Searching	4
Keywords	5
Boolean Searches	5
Advanced Boolean	5
Other Tips	7
Save your searches	7
Spell Checker	7
Job Vacancies	8
Posting a vacancy	8
CV Watchdogs	9
Setting up a Watchdog	9
CV-Library Weekly Usage Report	11
Renewing Your Account	12
Password Change	12
Client Help Centre	12
Contact Us	12

Your Client Area

By logging in to your account via our homepage you will be able to CV-search, post vacancies, set up Watchdogs and a whole lot more.

To login; please visit <http://www.cv-library.co.uk/login> or alternatively via our home page.

Then click where it says '**Recruiter Account Access**'. You will be prompted for your username and password. Enter the relevant details to be taken to your own client area.

Once you have entered your correct username and password (both case sensitive) you will be asked to enter your email address again to start the session. This helps us to monitor the usage of the account and provide a better service for our clients.

When you have entered your email address your personalised client area will then be displayed.

Depending on your account package one simple login gives you access to the following services;

- ★ Company Profile
- ★ Search CVs
- ★ Post Vacancies
- ★ CV Watchdogs
- ★ Usage Reports
- ★ Saved CVs
- ★ List Watchdogs Sent (Last 14 days)
- ★ List CVs Viewed (Last 14 days)
- ★ Password Change
- ★ View and Print Invoices
- ★ News and Stats Reports
- ★ Recent CVs
- ★ Client Help
- ★ CV-Library Product Centre

Please see the pages that follow for information on each of these services that you may have access to. This will help you to understand how they work and how you can take maximum advantage of the functions.

CV Searching

Each day more and more new candidates register their CV with us. CV-Library uses a unique **SmartMatch Search Engine Technology** which provides you with fast and relevant results. SmartMatch enables you to view the perfect candidates after your searches by entering a few keywords. To help you to carry out successful searches we recommend you spend a few moments familiarising yourself with how SmartMatch works. It's really simple and user friendly.

To start a CV search, log in to your account via our homepage. Within your client area click on, **'CV Search'**. This will bring you to the following page and you can begin searching our extensive CV database;

Simply enter keywords and let our SmartMatch Technology sort the most relevant results for you. Alternatively you can use Boolean strings with ANDs, NOTs, ORs, quotes and brackets. Of course full training is on hand from our client response coordinators at anytime.

Our recruiters are regularly commenting on how simple our search engine is to use, along with more advanced functions all the basic criteria are incorporated. You can narrow your search further with Temp/Perm selection and other options if you wish.

Search over 70 industries at once or select multiple industries to search on at once. This is exactly the same for our carefully selected salary bands.

Looking for a fast match with very defined results, just tick the Search Job title only box and enter the job title into the keyword search box. We recommend when using this function that you leave the minimum match at 0%.

Use this tab to switch between advanced and quick search.

Use the submitted since option to search the most recently submitted CVs. Eg. last 24hrs.

You can select candidates that are willing to relocate which is particularly useful for candidates with highly specific skills.

This option allows you to filter out candidates not fluent in a particular language, returning highly effective results.

Minimum Match uses our unique point scoring system to filter out unlikely candidates from your search. 25%, 50%, 75% scoring.

In addition to our Industry leading SmartMatch, we have by far the most intelligent location search, you can select from 0.1 of a mile from exactly where a candidate actually resides, results will be displayed with the exact distance and direction from your position's location, which can be entered by town, county or postcode. Alternatively you can search via the more traditional method of counties or areas, more than one at a time if you wish!

Keywords

Our SmartMatch technology works by matching keywords or phrases within a candidate's CV to those that you enter in your search. To make the most of SmartMatch and find those perfect CVs it is important to utilise the keyword function to your benefit!

All key words or phrases that you enter, the system will search for throughout the entire body of the CV. If you are looking for a phrase i.e. "recruitment consultant" put speech marks around the phrase.

Example: **Sales Manager**

Returns CVs with both sales and manager in.

Example: **"Sales Manager"**

Returns CVs with the phrase Sales Manager in.

By ticking the box 'Search Jobtitle Only' the keywords will only be looked for in the current job title of the candidates.

For your initial search we recommend that you set the minimum match at 0%. This will bring back CVs with your keyword anywhere in their CV.

You can also narrow down your searches to match 25%, 50% or 75%.

Boolean Searches

If you are looking for a CV which either has Sales and Manager or Sales and Managed in you can use brackets to help.

For example **Sales AND (Manager OR Managed)**

Returns CVs with Sales in where the CV also contains either Manager or Managed.

Remember commas have no meaning. So **C++, Java** is the same as **C++ JAVA** or **C++ AND Java**. You can also use deep nested ANDs, ORs and NOTs.

For example **((HTML AND (PHP OR ASP)) AND NOT frontpage)**

Advanced Boolean

We strongly advise you use brackets to specify precedence when you enter a Boolean search. Boolean precedence evaluates ORs last, which can give some strange results if you have not used brackets and do not fully understand how Boolean works.

Example: **sales AND "account manager" OR "cold calling"**

In the search above, you may have been looking for CVs that contained 'sales' and either 'account manager' or 'cold calling', but AND has higher precedence than OR so the AND section of the query is evaluated first. This means that what you have actually searched for is CVs that contain sales and 'account manager' or CVs that contain 'cold calling'.

What you searched for: **(sales AND "account manager") OR "cold calling"**

If you meant to search for sales and either of the other phrases you need to use brackets:

Example: **sales AND ("account manager" OR "cold calling")**

Brackets force the order of evaluation, which naturally is:-

0
NOT
AND
OR

The NOT operator can also be used in conjunction with OR and AND (AND NOT, OR NOT). AND NOT means the same as NOT.

Example: **Sales AND NOT Marketing**

The above search returns CVs that contains 'sales' but none will contain 'marketing'.

Example: **C++ AND NOT (Java OR Python OR Perl)**

Negating multiple keywords can be achieved as in the above search. Remember to use brackets when doing this, especially if you use a further AND after the negated section.

Example: **Sales OR NOT sales**

OR NOT is rarely used. What do you think the above search will return?

Answer: All CVs. You have asked the search engine to return CVs that contain 'sales' and CVs than do not contain 'sales', which of course is every CV.

Where the same Boolean operators are used without brackets, the query is evaluated left-to-right.

You can make your Boolean searches as complex as you like as long as they fit in the keyword box:-

Example: **SAP AND ("Test Management" OR "Test Strategy" OR "Programme Management" OR "Programme Manager" OR "Project Management" OR "Project Manager") AND (Prince2 OR "Prince 2" OR princeii OR "prince ii") AND NOT ISEB**

Make sure you have no unmatched brackets or quotes or we will not be able to parse your query and you'll receive an error advising you of this.

If you have any queries about Boolean searches, please call one of our friendly client response coordinators on 01252 810992, or email results@cv-library.co.uk.

Other Tips

To search for a word that commonly appears in other words (i.e. sales appears in telesales) quote the word to match just sales - **"Sales"**

Searches in general are case insensitive - **SALES** is the same as **sales**.

One exception to this rule is keywords with three letters or less:

SAP in capitals will only return SAP as a keyword and matches like ASAP will not return.

CAD in capitals will only return CAD as a keyword and matches like Cadbury will not return.

Save your Searches

You can save an unlimited amount of searches to view at any time. This is easy to do, simply carry out the search and then click on the 'Save this search' button.

You can view your saved searches via your client area.

The system is designed to prompt you to contact us on 01252 810992 if your search returns few CVs. If you require any help or have any questions regarding CV Searching please do not hesitate to contact us.

Spell Checker

To avoid missed opportunities there is a spell checker in place for your convenience. Common typing errors are frequently made which can lead to inaccurate results. The spellchecker will bring up the word or a list of words to choose from if a word is entered incorrectly.

Job Vacancies

Simply by logging in to your account you can quickly add, edit and delete your job vacancies on our jobs board. You can also upload your company logo or banner to display along with all of your jobs. So that potential candidates get to know a bit about your company we have also provided space for you to add your own company profile.

Posting a Vacancy

In your client area click on 'Post vacancies'. You will then be taken to a page which will allow you to post vacancies, modify/delete vacancies, refresh your vacancies and more.

It is incredibly simple to post a vacancy on our jobs board, and once you have posted it, it will be displayed instantly. Simply fill out the form under 'Post Vacancy' with all the relevant job details. You can choose to create a template to save you repeatedly entering similar jobs. For example, if you tend to recruit mainly sales people then your vacancy details may not differ too much.

Saving the job as a template will save you time filling in the details every time. You can also just save the contact details. If you have a number of consultants posting vacancies on a regular basis you can all save your own contact details templates.

Tick **Save whole job as template** to save all of the details entered (including contact info.) Tick **Save contact details as template** to save only the contact details as a template. Enter a name to identify it by later. If you do not enter a name a suitable name will be chosen for you.

Click on 'Add Vacancy' for your vacancy to be displayed instantly on our job board. We also circulate your jobs onto a large network of career related websites including: BritishJobs Network, JobsRetail, SalesJobs, SalesVacancies, Jumptojobs.co.uk, Myjobsin.co.uk, Careerjet.co.uk, Workcircle, Workhound, UKnetguide, Indeed, 1Job.co.uk, Allinlondon.co.uk, Check4jobs, UKjobsnetwork any many more giving your vacancies maximum exposure at a very competitive price.

You may wish to instantly receive CVs that strongly match the criteria in your vacancy. Our Auto CV Matching facility means you can select to be emailed up to 10 automatically selected matching CVs that are very relevant to the job you are posting. The accuracy of this facility relies on the accuracy of the information you enter. For example specifying a location of 'UK' when the job is actually in Margate will match CVs from all over the country. The CVs will be emailed to you immediately. However, if we cannot find any strong matches based on the information you provide then you will not receive an email. You can view view all our affiliates at www.cv-library.co.uk/network.

You will continually receive CVs that match your criteria by over 95%, however if you wish to turn this facility off then tick 'SmartMatch alerts OFF'



SmartMatch Job Alerts

SmartMatch alerts OFF SmartMatch Alerts ON.

These alerts automatically send you details of CVs that match your job criteria by a minimum of 90% when a candidate registers.

You can turn individual job alerts on/off [on the table below](#).

If you have any problems or questions regarding any aspect of posting vacancies, then please do not hesitate to contact our client response team on 01252 810992.

CV-Watchdogs

With your CV-Library subscription you are able to set up an unlimited number of CV watchdogs. This will mean that you are sent any CVs that match your specific criteria the minute they are registered with us. CV watchdogs work as keyword filters, you can filter by industry, salary and location etc enabling you to receive CVs instantly, hourly, daily or weekly, keeping you ahead of the competition!

Setting up a Watchdog

Log in via our home page by entering your username and password.
Once in your personalised client area click on the 'CV Watchdog' link.
By clicking on 'Add a Watchdog' you will be presented with the following page;

Watchdog Tutorial - Please Read



- ★ **Comma's count as ANDs** e.g sales, marketing will send only CVs with Sales and Marketing
- ★ If you tick **Match jobtitle only** then leave the **Minimum Match percentage at 0%**
- ★ Make sure you have your **ANDs** and **ORs** seperated by brackets ([learn more](#))
- ★ When **setting keyword phrases** (more than one word) use quotes. e.g. "sales manager"
- ★ Selecting a **Minimum Match of 25% - 50%** is only nessesary with broad keywords like **SALES** not specific search terms like "sales manager".



If you would like any help or advice on your watchdogs please call **01252 810995** and ask for Carly or Nicola. Alternatively you can find more information by clicking the question marks.

CV Watchdog

Your name

Your email

Your ref

(Commas have no meaning, use **AND** or **OR** to separate words)

Keywords

Temp/Perm

Match jobtitle only

Industry

- All industries
- Accounting
- Administration
- Advertising
- Aerospace
- Agriculture
- Architecture
- Art
- Automotive
- Banking

Location

- Anywhere
- England
- London
- Greater London
- Middlesex
- South East
- Berkshire
- East Sussex
- Hampshire
- Kent

OR within Miles of

Salary

- Any
- £1 - £10,000
- £10,001 - £15,000
- £15,001 - £20,000
- £20,001 - £25,000

Fluent Languages

- Afrikaans
- Albanian
- Arabic
- Bosnian

Send

Minimum Match

Include candidates willing to relocate

- Suspend
- Send Document
- Send link

Add Watchdog

Please select your criteria and click 'Add Watchdog'

Notice that when adding a Watchdog you can choose how to filter the CVs. You can be as specific as you wish, however being too specific may mean you will miss out on potential candidates. Use the same method as you would when searching for CVs using a key word. Remember job titles such as Recruitment Consultant can be searched for by using speech marks around the phrase, i.e. "Recruitment Consultant". For further information see 'CV-Searching' or alternatively simply click on the question marks to learn more.

By scrolling down the menu next to 'Send' you can choose when you would like to receive the matching CVs. You are able to choose from the following options;

Immediately: sends the CV the instant the candidate registers.

Hourly: sends all matching CVs (in one email) once per hour at 30 minutes past the hour.

Daily: sends all matching CVs (in one email) once per day at 8am.

Weekly: sends all matching CVs (in one email) once a week at 8am on Monday.

You can also choose which format you would like to be sent the candidate's CV. Before clicking on 'Add Watchdog' select one of the following options;

Send link: sends a text breakdown of each candidate including candidate name, current job title, desired job industries, expected salary and location. A link to the CV on the website is also provided.

Send document: sends the CV attached to the email ready to be opened/saved.

If you would like to temporarily stop receiving the CVs that match that particular Watchdog's criteria then select '**Suspend**'. This will mean that the Watchdog will not be deleted so you can choose to reactivate it in the future.

To save the Watchdog and begin receiving CVs directly to your email inbox then complete the Watchdog set up by clicking on add Watchdog.

All active Watchdogs will be listed and you can modify or delete them at any time. If you wish to review a log of CVs that you have been sent via a particular Watchdog, then click on 'View Log' next to the Watchdog you are interested in.

Misplaced an email sent to you via your CV-Watchdog and not sure which watchdog it came from? Then don't worry, you can view a list of all CVs that have been sent via email to you in the last 14 days by clicking on the following link which can be found in your client area;

List Watchdogs Sent (last 14 days)

View a list of the CV Watchdog emails that have been sent to you in the last 14 days. This can be useful if you have misplaced an email!

SHOW WATCHDOGS SENT >

If you have any problems or questions regarding any aspect of your CVWatchdogs from set up to using them, then please do not hesitate to contact us (See contact page).

CV-Library Weekly Usage Report

As a client of CV-Library, every Friday you will receive your weekly user report by email. This is a useful service as it enables you to ensure you are fully utilising our services. Not only will you be emailed your weekly user report, but you can also access recent and past user reports from your client area (reached immediately after logging in).

Below is an example of what you can expect to receive weekly from CV-Library.

CV Searches:

This is the total number of searches carried out by all of your users over the past week.

CVs Downloaded:

This is the total number of CVs download by all of your users over the past week.

CVs Viewed:

This is the total number of CVs viewed by all of your users over the past week.

Live Watchdogs:

This is the number of active Watchdogs you had when this report was generated.

Watchdogs Sent:

This is the total number of CVs emailed to you in the past week that have matched your Watchdog criteria.

Live Vacancies:

This is the number of live vacancies you had when this report was generated.

Vacancy View:

This is the total number of 'hits' your jobs have received in the past week. This is when somebody clicks through from a job search to see the full details and contact details of a vacancy. All hits from 'robots e.g. Google' are excluded from this total.

Applications:

This is the number of applications that have been sent via our web application interface in the past week. The actual number of applications we have directed to you may in fact be much higher, as we do not force people to apply in this way. Once registered, a candidate can apply directly to you using any of the contact details you have provided, so you may not know an application has come from us. This ensures you get the highest number of applications possible.

Account Expiry:

This is the date your account is currently due to expire.

You can also view this report online at: <http://www.cv-library.co.uk/cgi-bin/login/report.cgi>

If you have any queries or concerns regarding your usage report then please do not hesitate to contact us. (01252 810992/results@cv-library.co.uk)



THE RECRUITMENT GROUP

Dear Recruiter,

Here is your weekly usage report for the week ending midnight **01/01/09**

We hope you find these reports useful and can use them to ensure you and your staff are fully utilising our services.

Below each figure is an explanation of what it means. If you have any further questions please don't hesitate to call us on **01252 810995**.

- CV searches: 5**
This is the total number of searches carried out by all of your users over the past week.
- CVs Downloaded: 7**
This is the total number of CVs download by all of your users over the past week.
- Live Watchdogs: 10**
This is the number of active watchdogs you had when this report was generated.
[Click here to modify your Watchdogs](#)
- Watchdogs Sent: 27**
This is the total number of CVs emailed to you in the past week that have matched your watchdog criteria.
- Live Vacancies: 7**
This is the number of live vacancies you had when this report was generated.
[Click here to modify your vacancies](#)
- Vacancy Hits: 23**
This is the total number of 'hits' your jobs have received in the past week. This is when somebody clicks through from a job search to see the full details and contact details of a vacancy. All hits from 'bots' are excluded from this total.
- Applications: 0**
This is the number of applications that have been sent via our web application interface in the past week. The actual number of applications we have directed to you may in fact be much higher, as we do not force people to apply in this way. Once registered, a candidate can apply directly to you using any of the contact details you have provided, so you may not know an application has come from us. This ensures you get the highest number of applications possible.
[Click here to view a log of your applications](#)
- Account Expiry: 01/01/2010**
This is the date your account is currently due to expire. Please visit <http://www.cv-library.co.uk/extend> if you wish to extend your account.

You can also view this report online at
<http://www.cv-library.co.uk/cgi-bin/login/report.cgi>

COMPANY PROFILES!

Build your brand and promote your company to over one million job seekers.



www.cv-library.co.uk/product_profile

FEATURED ADVERTS!

Advertise your vacancy with a featured advert and maximise your job advert response rate.



www.cv-library.co.uk/product_feature

01252 810995
www.cv-library.co.uk
response@cv-library.co.uk



Renewing your Account

It couldn't be easier to renew your account with CV-Library. If your account has not yet expired and you wish to extend your account before it automatically deactivates (this will avoid losing your online job posts) call our renewals team on 01252 810995.

If your account has expired please call us on the same number to re-activate your account.

It is possible to access your account up to seven days after it has expired; you will be able to carry out CV searches but will not be able to view candidates' contact details.

CV-Library will contact you via email when your account is due to expire to ask if you would like to renew with us, alternatively you can contact us on 01252 810995 or renewals@cv-library.co.uk. Even if you normally pay by cheque you can use the credit/debit card account extension system to extend your account. Don't worry if you still have time left to run on your account, the account end date will be extended by however long you choose to extend your account by. Using the credit card system ensures that your account is extended instantly and the payments are taken using Netbanx' secure server.

Remember- if you have problems or questions regarding the renewal of your account then please do not hesitate to contact us on 01252 810995 or via email; renewals@cv-library.co.uk.

Password Change

You will have already been issued with a password when your account was activated.

In your client area you will be able to request to change your password. Whenever an employee leaves your company, or you think somebody may have obtained your password, please issue yourself a new password. For security reasons you will not be able to choose your own password, one will be automatically generated for you and sent to the main contact on your account. Please keep your username and password safe.

If you forget your password then you can request for it to be emailed to the contact email address that the account is under. If this is the case then please do not hesitate to contact us, either via email or phone. (See contact page)

Client Help Centre

More help and advice using your CV-Library account can be found at our Client Help Centre: www.cv-library.co.uk/clienthelp.html

Contact Us

Here at CV-Library we are always on hand to help. We have a friendly and helpful team on hand to answer any questions or concerns you may have. Either call us on 01252 810992, or drop us an email at support@cv-library.co.uk and we will be more than happy to help.

If all of our lines are busy then please leave us a message with your name, company name and telephone number followed by a short message and we will get back to you as soon as possible.