

E-books and the User

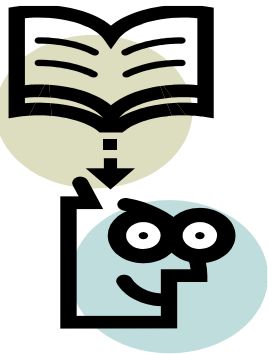
In the library, on the desktop and on the device

The Library Perspective

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E-books are great!
And we love mobile devices.
But there are a few issues for libraries...

1. Money
2. Technology
3. Management

Money

- Funding cuts
- VAT increases
- Impact of journal price increases
- Higher fees = higher expectations
- Pressure to provide content and services tailored to the individual student/researcher



University fees are not “tuition” fees
in the eyes of students

Technology

The situation has a certain complexity to start with....

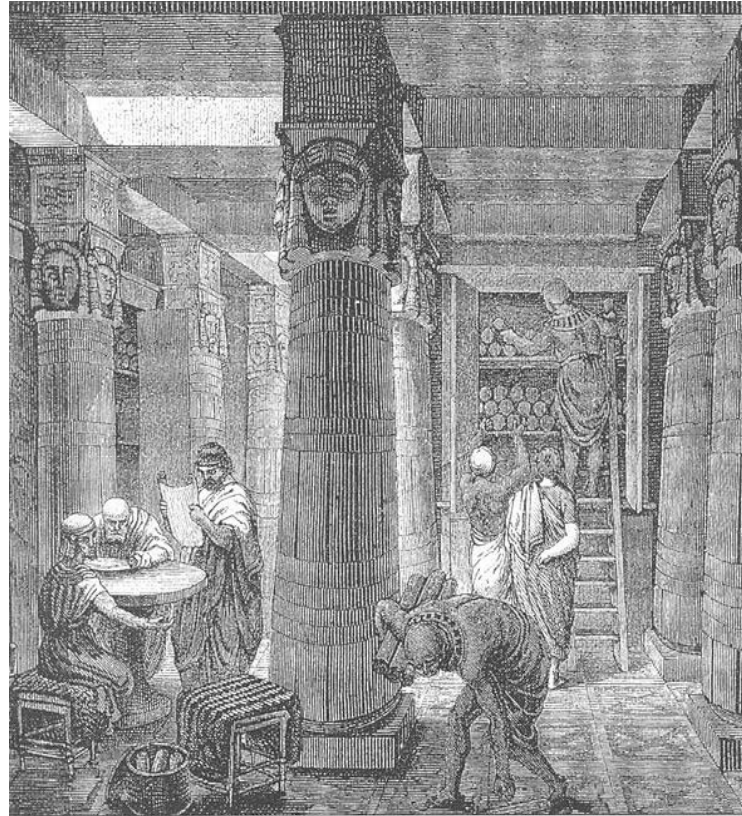


...and then add people



Management

- Identify
- Procure
- Catalogue
- Promote
- Support
- Evaluate
- Preserve



Identification



- Word of mouth
- Aggregator / supplier / publisher website
- Rep or agent
- Subscription sources – Nielsen BookData, Bowker Books in Print
- Open sources – Google Books, COPAC
- Browse Android Market / Apple App Store?
- What is available for the consumer is often not available to the library market

Procurement



- Existing workflow preferred for efficiency
 - EDI via Library Management System
 - Institution's e-marketplace
 - Purchase card
- Not all vendors can sell all e-books
- Business models have proliferated
- Institutional prices can be obscure
- How do we purchase apps for users?

Cataloguing

- MARC records
 - Cataloguing co-operative
 - Publisher
 - OCLC
 - SkyRiver
 - Hack-your-own from scratch or use MarcEdit
- Speed of delivery and accuracy of records are major issues
- Will FRBR & RDA help or hinder?
- Has anyone tried to catalogue an app yet?



Promotion

- Website
- Catalogue
- Training & awareness sessions
- Web-scale discovery services
- Where do e-book apps fit in?



Support

- Wide spectrum of needs, subjects, technologies to support
- Difficult to explain a complex and fast changing situation clearly
- What if everyone asked for support?
- Standardisation would help!



Top 4 questions about e-books

1. How can I download it onto my device?
2. Why isn't my textbook available online?
3. Why can I only print one chapter?
4. Why can I only see the first page?



Evaluation



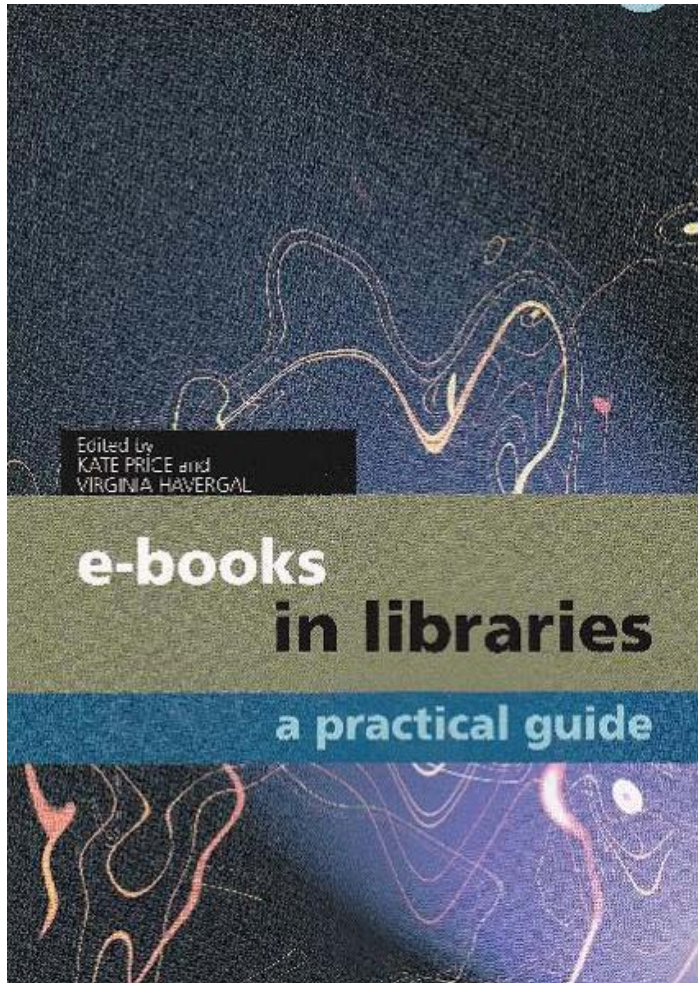
- Usage statistics
 - COUNTER Book Report 2 (section requests)
 - COUNTER Book Report 6 (searches)
- User feedback
 - JISC National eBook Observatory project survey local results
 - personal conversations
- Star ratings!

Preservation



- Preserving e-content is difficult and expensive
- UK government reluctant to mandate legal deposit of e-content until costs have been established
- The app market is open and individualistic, content can be highly dynamic – how is preservation approached here?

Further reading



Price, K. & Havergal, V.
(eds.) (2011) *E-books
in Libraries: A
practical guide*.
London: Facet.

E & P versions available

Thank you for listening



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