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….

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TM Microsoft, Apple, Google, Mozilla, Dell, Samsung, Amazon, Safari, Linux, Lunascape, Blackberry, Barnes & Noble, Sony
...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 – Neilsen 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


E & P versions available
Thank you for listening

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