

Novanet Ebook & PDA/DDA Project Group Report

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Project Group Members:

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Definition of Project:

As Novanet libraries move toward ever more electronically accessed monographs, many issues have surfaced, including the following:

- **Duplicate bibliographic records:** To date programs for PDA/DDA¹ and purchases of other Ebook packages have been made individually by institution in large quantities, resulting in duplicate bibliographic records and holdings specific to institutions. The number of bibliographic records entered into the ILS for PDA programs is in the hundreds of thousands, many of which are duplicates. The "Union View" only partially helps with OPAC display to end users.
- **Move away from resource sharing:** All current ebook purchases are IP authenticated, sometimes causing frustration to end users who are denied access to ebooks that are in the catalogue but not owned or accessible by their institution. There are no known interlibrary loan possibilities under current licenses.
- **System maintenance:** The rapid loading, updating and deleting required for each of these packages is not sustainable by library or Novanet systems workflows.

The project group was created to investigate the current possibilities for PDA/DDA from major vendors, and to survey the current offerings at Novanet libraries. The group would also investigate how other consortia are dealing with PDA/DDA, and consider whether consortia purchasing is possible or desirable.

Results and Recommendations:

- **Brief results of Ebook vendor comparison (full results attached):**
 - All information in the attached results is taken from the vendors' websites.
 - Most ebook access remains in proprietary web interfaces.

¹ PDA (Patron-driven acquisition) and DDA (Demand-driven acquisition) are two very similar models where large sets of MARC records are loaded to a library catalogue before individual titles are purchased and patrons are allowed to choose which are paid for by the library based on use.

- New programs that will allow user download to handheld devices (especially Adobe Digital Editions software) via a loan are being promised. In the experience of group members, few if any are firmly established at this time.
 - Ordering or access options are very consistent across vendors: Firm orders, option of various usage triggers for purchase, such as # of page turns, and Short-term loans (STLs) for a portion of the price, with purchase after some number of STLs.
 - Free limited MaRC records offered by all vendors.
- **Brief results of the survey of Novanet Libraries (full results attached):**
 - Member libraries appear to be largely undecided on the direction they will take with Ebooks and PDA/DDA. What platform or vendor offers the best packages, price, service and end-user interface has not been determined.
 - The vendors and platforms used are in some cases are likely due to large consortia purchases by CRKN, CAUL, Novanet etc. rather than a reflection of meaningful choice by the member libraries.²
 - Popularity of additional ebook vendors and platforms that do not have PDA/DDA programs seems to be focussed on academic publishers such as Elsevier, Springer and Wiley.
 - **Comments on other consortia**
 - **Meeting with YBP** - Michael Zeoli, Director, Global Consortia Sales for YBP reported that few consortia have attempted PDA as a group, but there have been some trials, as mentioned below. Michael's opinion is that Novanet would be breaking new ground by trying to establish PDA/DDA as a consortium.
 - **OCUL Pilot project** – Begun in the fall of 2010, 38,000 records for Ebrary books were open for PDA to 20 OCUL institutions. Although the final report is not yet available, anecdotal reports tell us that the model had OCUL charged 4X the book price for each title used. This allowed for unlimited access for all users at all 20 institutions. A total of 467 books were purchased for \$150,000. We assume that Novanet's lower FTE would allow for a much better price per book.
 - **ORBIS Cascade Alliance** – 36 academic libraries in Oregon and Washington. EBL platform, Demand Driven Access pilot project negotiated with YBP. 2,500 titles and a model of 10 STLs before purchase yielded very low purchase rates, so they are expanding to 12,000 titles and lowering STL to 5 before purchase. Final report is due in February, 2012. (For detailed responses see Appendix 1 attached.)

² For example, CRKN offered the 'Canadian Publisher's Collection' in 2008. This was a popular opt-in for many CRKN members, and was delivered on Ebrary, which has since been sold to Proquest. The choice of Ebrary as a platform or Proquest as a vendor is largely incidental and may not reflect on this being the best product only because it is the most popular. Similarly, Novanet purchased a collection of Ebooks on the NetLibrary platform in 2005, which was since sold to Ebsco.

- **U of Minnesota** – Not strictly a consortium but they have 30 libraries spread across the state at five campuses. They began investigating PDA/DDA for their library system in early 2011. After several meetings they abandoned the project due to the difficulties in finding a set of titles they could agree on and less than enthusiastic support from their staff.
- **Other considerations:**
 - The inability for the Novanet OPAC to sort records by relevance rather than by "last in = first out" has caused countless complaints especially immediately after a large PDA/DDA load, where the library owning the last large load tends to come to the top of all results lists.
- **Comments on the desirability or possibility of group purchase or PDA/DDA programs**
 - The group believes that significant service enhancements and technical efficiencies could be achieved by a consortia-wide PDA/DDA program, and recommends that separate investigations be made to determine:
 - How a consortia program would be cost shared?
 - What vendors, if any, would offer a consortia-wide PDA/DDA program and under what terms?
 - What content would be included in the collections?
 - Any restrictions and/or positive effects this could have on resource sharing, ILL, etc.
 - Separate groups will be desirable for addressing different aspects of a consortia PDA/DDA project such as arranging and managing the budget, working out the 'nuts and bolts' of triggers, page views, STLs and purchases and choosing a suitable vendor and record set. These groups would include collections librarians, licensing specialists and acquisition staff.
 - It would be desirable to have the aggregators (EBrary, EBL, MyiLibrary, Ebsco) invited to present possible solutions to Novanet – possibly as an all-day event; possibly in conjunction with LibrariesNS or CAUL
 - This is a very new and unique concept that has not been thoroughly tested elsewhere. However, given the appetite for PDA/DDA in Novanet member libraries and the need for solutions to the issues mentioned above, the group believes that further investigation is warranted, and a pilot project seriously considered.

E-Book Vendors Comparison. August 2011

Vendor/ Aggregator	Platform	Collection size. July 2011.	Purchase / Rental options	Selection aids	Access levels	Loan periods	Download	Printing	Catalog Records	Platform /Hosting Fees
YBP	EBL Also, YBP is the authorized distributor for Ebrary, EBSCOhost and for several academic e-book publishers	Over 195,000 titles in the EBL catalogue. Titles may be ordered from YBP or from EBL. No subscription packages.	Firm orders to purchase individual titles. PDA for purchase or STL then purchase. 5 minutes to preview books or 10 minutes to preview a purchased book before a loan is initiated.	Profile can be defined by subject area, class range, publisher, price etc.	Non-linear lending for purchased books and STLs (i.e. no queues – a second STL is generated). Reference books – unlimited access. Textbooks – 3 concurrent loans. Permanent access to purchased titles.	Defined by the Library: 1,7,14 or 28 days. Each purchased book has 325 loan instances per year.	Download to any device that supports Adobe Digital Editions e.g. Sony readers.	Print up to 20% of total pages or one chapter for personal use.	MARC records with 856 links. There is no charge for basic MARC. A library can download MARC for any title in the EBL catalog purchased or not.	One-time platform fee either paid upfront (\$3,000 US) or incrementally (\$5,000 US) by adding 10% to each book purchased. Annual hosting/maintenance fee of \$750 US. (waived if purchases exceed \$3,000 US)

Vendor/ Aggregator	Platform	Collection size. July 2011	Purchase/Ren- tal options	Selection aids	Access levels	Loan periods	Download	Printing	Catalog records	Platform/Hosting Fee
Coutts	MyiLibrary is Coutts e-book platform. Both are Ingram companies.	275,000 titles from over 900 publishers. 5,000 mainly academic titles are added each month. 70% published within the last two years. Content packages can be negotiated with publishers.	Firm orders to purchase individual titles. PDA for purchase. Loans are available through OCLC for 9 days at 15% list price.	In OASIS selectors can preview content using "see inside the book" featu- re. New titles can be put on hold to await alternate edition ; if an e-book is not available within a set time a p- book will be sent.	Titles can be purchased at either a single-user or multi-user level. Permanent access to purchased titles. If a single-use book is on loan the patron will join a waiting queue.	download 14 to 30 days to mobile devices as set by Library. (14 days is the default)	Download to any device that supports Adobe Digital Editions. The download option is available for an annual fee and requires the purchase of multi-use license per title. Max: 10 pages per request	Print up to 80 pages per print request.	Free MARC records availabl- e. OCLC records are customi- zed in the 856 field with the URL.	Renewable agreement in place with CAUL for the platform fee. No additional fees.

Vendor/ Aggregator	Platform	Collection size. July 2011	Purchase/Ren- tal options	Selection aids	Access levels	Loan periods	Download	Printing	Catalog records	Platform /Hosting fees
EBSCO	E-Books on EBSCOhost, a single platform for searches across databases and e-book collections	260,000 e-books. 5,000 added per month. In addition: 16,000 e-audiobooks.	Firm order purchase. PDA /STL will be available in Nov. 2011. Purchase triggers: 10 minutes previewing book or 10 page turns or attempt to print/copy/save or download.	Subject sets for purchase: pre-packaged collection of 50 to 400 front-list titles. (Subject-based "anthologies" by subscription : TBA)	3 user or unlimited user purchase models are available for "some" titles.	Available for 1 day, 7 days, 14 days, 28 days	For devices compatible with Adobe Digital Editions	Print up to 60 pages per title	Free MARC records	Prepaid. List price of title + 50%

Vendor/ Aggregator	Platform	Collection size. July 2011	Purchase/Rental options	Selection aids	Access levels	Loan periods	Download	Printing	Catalog records	Platform / hosting fees
ProQuest	Ebrary, a ProQuest company. Ebrary is also a YBP "preferred" platform.	Over 245,000 titles from 500 publishers.	Purchase from YBP or directly from ebrary. STLs are available before purchase for 120,000 + titles. Each title may be loaned up to 3 times before purchase; purchase may be triggered after 1, 2 or 3 STLs as determined by Library.	"Academic Complete" collection of 70,000 titles available by subscription. Sixteen subject databases can be subscribed to separately. "Starter Packs" – for the purchasing of essential titles in 25 subject areas.	Both single and multi-user access options. User of single-use title is placed in a queue and notified when title is available. "Academic Complete" titles have unlimited access.	One or 7 day periods only. 1 day loan is 10% of purchase cost; 7 days is 15 % of purchase cost.	No downloads of ebrary titles at this time. Books can be viewed on iPad and iPhone as well as using a web browser.	"Academic Complete" – 30 consecutive pages. In most instances the no. of pages is determined by the publisher.	Free MARC records from ebrary	Perpetual access titles: 5% of aggregate title purchases min \$250 max \$1500 per annual term. Hosting fee waived if library has a subscription to Academic Complete or the subject sub-sets.

Results of the September, 2011 Survey of Current Ebook programs in Member Libraries

1. A Novanet Project Group has been set up to look at issues for the consortia related to e-book purchasing. One of the mandates of this group is to complete a scan of e-book programs in Novanet member libraries. To assist the Project Group with this scan, we ask that you please answer the questions below related to e-book purchasing in your library. Please indicate the library for which you are reporting:

- U. Ste-Anne
- Acadia
- AST
- DALLAW
- DALKIL
- MSVU
- NSAC
- NSCAD
- NSCC
- SMU
- SFX
- Kings

2. Which, if any, of these e-book vendors does your library currently use or plan to use?

	Use now	Plan to use	Don't plan to use	Undecided
Ebsco	2	0	2	6
Proquest	4	0	2	3
Coutts (Ingram)	7	1	2	1
YBP	2	0	3	3

3. Please list any e-book vendors not listed in Question 2 that your library uses now or plans to use:

- Springer (4)
- Elsevier (3)
- Oxford U Press (3)
- Wiley (2)
- Cambridge U Press (1)
- Centre for Agricultural Bioscience International (CABI) (1)
- Canadian Electronic Library (1)
- Hein Online (1)
- Knovel (1)
- McGraw Hill (1)
- Sage (1)
- Taylor & Francis (1)
- Thomson Gale (1)

4. Which, if any, of these e-book platforms does your library use now or plan to use?

	Use now	Plan to use	Don't plan to use	Undecided
EBL	2	0	3	3
EBrary	7	0	1	3
EBSCOhost (was NetLibrary)	5	0	1	5
MyiLibrary	9	0	3	0

5. Please list any e-book platforms not listed in Question 4 that your library uses now or plans to use:

- Elsevier (2)
- Oxford U Press (2)
- Springer (2)
- Wiley (2)
- Access Engineering via McGraw Hill (1)
- Cambridge U Press (1)
- Gale Reference (1)
- Organisation for Economic Co-operation and Development (OECD) (1)
- Sage (1)
- Taylor & Francis (1)

6. What e-book packages (if any) does your library purchase through CRKN?

- Cambridge, Oxford, Taylor and Francis via Ingram (Coutts) on MyiLibrary (8)
- InteleX Past Masters (2)
- Gale 18th Century Collections Online (2)
- Canadian Electronic Library
- Canadian Publishers Collection via Gibson on Ebrary

7. Does your library have PDA (patron driven access)/DDA (demand driven access)?

- Undecided (6)
- Yes (4)
- No, but we plan to get in the next year (1)
- No, and we don't plan to get (1)
- No, but we plan to get in the next 2-3 years (0)

8. Please describe any PDA/DDA purchase and/or rental agreements your library has or plans to put in place. Examples: Purchase triggered with the first use; Short term loans with a purchase triggered after a certain number of loans; Etc.

- YBP: Purchasing EBL titles in Business and Religious Studies (short term loans, purchase triggered on 3rd access);
- We hope to focus our pilot on short term loans (STLs)
- Purchase with triggers
- Purchase triggered after 2 short-term loans
- PDA is via Ebrary. 10 minutes use of an ebook, or 10 pages read in the body of the ebook, or any print or download from the body of the ebook triggers a purchase.

9. What types of e-book licensing does your library have or plan to implement?

	Have	Plan to get	Don't plan to get	Undecided
Single-user	6	0	2	4
Multiple, unlimited simultaneous users	6	2	1	2
Multiple, limited simultaneous users	3	1	1	4
Downloadable to handheld	2	1	1	5

10. Please add any other comments you have about your library's e-book program.

- This is an evolving field with many purchase and subscription options so it's hard to predict what we might or might not do in the future.
- We are really at the beginning of all of this, so not much progress thus far. Thanks!
- We are considering a 6 month pilot with either Ebsco or Proquest (ebrary).
- All King's students, faculty and staff have access to e-books available at Dalhousie Libraries.
- We also have Springer e-book package on a group purchase through CAUL.
- It is not likely that NSCAD would consider a PDA agreement without a consortial agreement.
- Our decision re: STLs /purchase is largely dictated by budgetary concerns i.e. it is less expensive to rent access to a book than to purchase it outright
- Would be interested to see the results of the survey.

APPENDIX 1: Further responses from Emily McElroy on the Orbis Cascade pilot

1) General comments on the success of your pilot and the decision to move to an actual program

We have just reached the midpoint of our pilot in terms of the number of months but not in terms of expenditures. We started our pilot in July when most schools were not in session. I think we have reached a point where every school is in session but probably won't fully utilize resources for another month. In some respects, the usage has been disappointing but we also took a very conservative approach in the number of short-term loans before a purchase is made, and also in the years of available content. Recently, we made some adjustments by lowering the number of short-term loans and extending content back to 2009. We have extended the pilot until the end of the fiscal year (June) with another round of funding expected in February. In January, we are recommending a permanent funding model if we proceed with a program to the Orbis Cascade Alliance Board. I think it will turn into a program but probably with some changes.

2) Which vendor/aggregator pair did you decide on and briefly why?

We selected EBL over ebrary and NetLibrary. First, we felt that they were the only vendor who really understood what we wanted and was willing to partner with us. The other vendors handled the initial phases rather poorly. We really like the EBL model of short-term loans. They have worked with this model for much longer than the other vendors so they have a longer history with publishers. Because of this, I felt confident that we would have better publisher participation. At the time, EBSCO had just purchased NetLibrary, and it was right before ProQuest purchased ebrary. I have never regretted this decision based on feedback I've heard from other libraries.

3) Are you limiting your selection of possible titles?

Yes, we were automatically limited by publisher participation. Publishers are still wary of consortia programs because of the potential loss of revenue. While we have a number of large publishers, I would have preferred a few more joining the program. If our usage doesn't improve, EBL warns we could lose some current publishers. We initially limited the content to 2011 imprint year because of duplication but also because our funding for the pilot funding is in the low \$200,000s. We are now extending it to 2009 imprint year. We used a YBP profile. We didn't limit too many subjects because we have a diverse number of schools in the program.

4) What model have you decided on for STL and triggers for purchase?

We had very little data to work with because a program had never been done before on this scale. We decided to take a conservative approach and start with 10 STLs. We just reduced the number to 5. We were very concerned that we would deplete our funds very early on so we risked higher per-unit costs with 10 STL. After three months, we felt comfortable lowering the number, especially since a major goal of ours is to actually own content.

5) Are all members on board? How does that affect what titles you offer?

As of right now, all members are on board. This was not an opt-out program, which was very unusual for the Alliance. While we didn't ask for significant contributions, I know it has stretched the budget for some libraries that have not purchased monographs in several years. Even though we can point to all of the benefits, we have some sceptics. I am a little cynical about all members participating after January or even next year when we will ask for a significant bump in contributions. On the other hand, I hope we can demonstrate solid return on investment to the outliers. The only change it made with our titles was to make the subjects very broad.

6) How is the budget handled and tracked? Centrally at your consortia office? Locally at each library? Other? A big pot of money, or spread out across many libraries?

The Electronic Resources Program Officer at the Alliance sent out an email to all of the library directors with the amount they were expected to pay. For this initial phase, we used a funding model that we also use for e-resources that is based on student FTE. We have three levels of funding (community colleges, small libraries, large libraries). The consortia office sent out the invoices. We deposited funds with YBP, who draws from the deposit. It is a big pot of money. Our next funding model will probably consist of FTE, acquisitions budget, and usage.

7) Who is "in charge" of the project

Ultimately, the Alliance Board of Directors. The team was appointed for one year under the direction of the Collection Development and Management Steering Team. I am currently the chair of the implementation team. I hope to step down very, very soon. I would say the E-Resources Program Officer is technically in charge since he is a paid employee of the consortia.

8) Anything else I should have asked but didn't?

I would say our biggest challenge has been the technical services workflow of records and access. Even though we worked with several members of a Collaborative Technical Services Team, I felt that we ran into many workflow and communication issues. OCLC has been a barrier.