**ebooks@cambridge general meeting 30.3.2017**

**Notes from group discussions**

**Notes from Groups 1, 2, 3, 4, 5 and 6**

**Question 1: Selection of titles for your library**

Which factors do you consider when deciding whether to provide access to print or electronic copies of books to your library users?

* Likely usage and demand
* User preference
* Print availability elsewhere in Cambridge
* Ebook availability from suppliers/publisher

**Question 2: Information to aid collection development**

Is there information relating to ebooks which you would like to have to help with collection development decisions?

* More information about the different platforms
* Price information
* Exchange rates
* Details of different user/access models
* Training for librarians
* “An Idiots Guide” to ebook purchasing for new ebook purchasers
* An idea of how many students will find the title useful/access the title

**Question 3: User feedback and ebooks in collection development**

How do you factor feedback on ebooks from your library users into collection development planning and decisions?

* Feedback shows a preference for print
* We look at survey responses
* We have noticed that NPLD has had an adverse effect on the image of ebooks

**Question 4: Reading lists and ebooks**

Do you discuss the availability of titles in print and e with academics who compile reading lists, or receive questions from academics about this?

* Communication about reading lists is one-way: academics provide lists and the library works out how best to provide access.
* Format/purchasing decisions are about students’ needs, not academics’.
* Sometimes/rarely, academics will draw attention to specific titles that will be in high demand, which helps with decisions about purchasing.

**Question 5: Non-print legal deposit books**

Does the availability of non-print legal deposit books influence your collection development decisions, and if so, how?

* The answer depends upon the type of user.
* Need to consider *how* the book will be used and whether the NPLD version will be suitable for this.
* If a title is available as NPLD and is also held in a FDL in a relevant subject area, this might mean that we do not purchase an additional copy (this might depend on the budget).
* If a title is available as NPLD, it could be a candidate for a UL recommendation.
* Printing of NPLD ebooks is limited to 10% (and there is no other download option allowed), so an NPLD ebook is no substitute for a print or fully accessible ebook.

**Question 6: Finding and using ebooks**

Are you and your library users experiencing any difficulties finding and using ebooks?

* iDiscover makes finding ebooks difficult:
  + Finding the correct link to access an ebook on the full record in iDiscover can be confusing. In some cases these are missing (now resolved hopefully) or lost in amongst other links that do not point to the ebook.
  + When not using the ‘ebooks’ filter in a search, it can be difficult to find ebook records in amongst everything else and difficult to distinguish print/ebook/NPLD formats.
  + Users are not able to distinguish between NPLD ebooks and ‘real’ ebooks on iDiscover, leading to lots of complaints and queries.
* Highly restrictive access to NPLD ebooks is causing frustration for users.
* The user experience associated with NPLD (restricted access, printing limitations, lack of page numbers) is different from regular ebooks, causing confusion.
* The different designs of ebook platforms present difficulties.
* Users cannot easily work out how to download to Kindle/mobile devices.
* One bad experience can colour a user’s whole attitude to ebooks.

**Post-meeting summary**

**Action points for ebooks@cambridge and ebooks@cambridge Advisory Group**

**Provide more information about ebooks**

* ebooks@cambridge has recently created a new site for librarians within the Cambridge Libraries intranet: <http://www.intranet.lib.cam.ac.uk/projects-and-services/ebookscambridge>. As part of this site, we have already begun to add new information about purchase models and licences and pdfs for disabled students. We will also create and add a guide to ordering ebooks, aimed at FDL librarians who take on responsibility for their own ordering.
* During 2017, we will create an ebooks LibGuide aimed at end-users to include:
  + Individual platform information
  + Guides to downloading and use of ebooks on mobile devices for major suppliers

**Non Print Legal Deposit**

* The ebooks@cambridge service will continue to lobby for greater distinction within iDiscover between NPLD ebooks and regular ebooks.
* We will continue to provide information about the differences between NPLD and regular ebooks though our annual ‘Brief guide for library inductions’ and ebooks training for librarians.
* We will be mindful of users’ potential confusion between to the two types of ebooks when designing promotional materials and the LibGuide.
* We will liaise closely with the Collections and Academic Liaison Librarian (Rebecca Gower) to provide information to librarians about NPLD developments and how the UL is responding to the growth in NPLD from a collection development point of view.

**Discovery of ebooks**

* The ebooks@cambridge service will consult with the Advisory Group (and others as relevant) on the desirability of changing the various ebook link names used within iDiscover (this is not possible to do retrospectively) to something more helpful/consistent.
* We will investigate the range of links provided in iDiscover full records under ‘Links’ and ‘More’ to identify any that do not add value and approach the UL’s Digital Services to see whether these could be removed.
* ebooks@cambridge is continually working to add missing ebook links to the ‘View Online’ section of iDiscover full records, when these crop up. We need librarians to let us know when they come across these as there is no way to identify such records in bulk.
* We will continue to make available our annual induction slides which explain how best to find ebooks on iDiscover. Librarians can use or adapt these slides in their own inductions for students. See the academic year 2016-17 slides here: http://www.intranet.lib.cam.ac.uk/sites/www.intranet.lib.cam.ac.uk/files/161212\_brief\_guide\_for\_library\_inductions.ppt

**Lack of platform standardization**

* We will lobby suppliers for standardization as much as we can. For example, we will participate in user groups where possible (e.g. CUP Libraries Advisory Board for the Cambridge Core redesign) and initiatives such as the ebook Accessibility Audit 2016 (https://sites.google.com/site/ebookaudit2016/home).

**Training**

* ebooks@cambridge will continue to provide a training session for library staff in order to prepare them for providing support to ebook users in their libraries. In addition we will provide at least one mid-year drop-in session to support any library staff wishing to attend.
* We will cover concurrency and turnaway issues/messages in our next training for librarians.
* We will cover issues around referencing ebooks in our next training for librarians (and on our new LibGuide).

**Advocacy**

* ebooks@cambridge and Advisory Group will, via the UL, liaise with JISC, RLUK, SCONUL and other bodies liaising with suppliers (publishers/aggregators) on behalf of their members
* ebooks@cambridge and Advisory Group will continue to liaise with suppliers re: supply models and pricing, and liaise with other universities to discuss common issues