

E-book Information for Staff

Ebooks Experience Assessment Questionnaire Results
February 22 – March 14, 2008
University of Alberta Libraries
Total number of respondents: 45

1

Questions? Please contact
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Denise Koufogiannakis (denise.koufogiannakis@ualberta.ca)

QUESTION ONE: Do you currently purchase ebooks as part of your regular selection work?

Answer Options	Response Percent	Response Count
Yes	63.6%	28
No	36.4%	16
<i>answered question</i>		44
<i>skipped question</i>		1

QUESTION TWO: If you answered Yes above: what, in your view, is the primary reason or reasons that you purchase ebooks?

Answer Options	Response Percent	Response Count
I believe ebooks are convenient for users	50.0%	14
New and important content in my subject area is published in ebook format	32.1%	9
There is demand for ebooks among faculty	17.9%	5
There is demand for ebooks among students	39.3%	11
Other (please specify)	28.6%	8
<i>answered question</i>		28
<i>skipped question</i>		17

Other (please specify)

1	Many remote, off-site, distance and out-of-town users in this library : E-books are most convenient for them
2	on occasion I bought e-books to supplement demand for print
3	reference works and course reserves in e-format are more convenient to use; other books are preferred in print format
4	There is a belief among management that we should be offering something called "ebooks" despite not having a definition of what constitutes an ebook.
5	I believe some emails are convenient for users but many pose more limitations and, in some cases, paper is still preferable.
6	A fast way to spend money
7	good to have titles in more than one format
8	In some instances ebooks serve users and the library optimally. One example is conference proceedings.

The plan for this study has been reviewed for its adherence to ethical guidelines and approved by the Faculties of Education, Extension and Augustana Research Ethics Board (EEA REB) at the University of Alberta. For questions regarding participant rights and ethical conduct of research, contact the Chair of the EEA REB at (780) 492-3751.

Ebooks Experience Assessment Questionnaire Results

2

QUESTION THREE: If you answered No above: what, in your view, is the primary reason or reasons that you do not purchase ebooks?

Answer Options	Response Percent	Response Count
I believe ebooks are inconvenient for users	31.3%	5
There is little new or important content in my subject area in ebook format	31.3%	5
There is insufficient demand for ebooks among faculty members	12.5%	2
There is insufficient demand for ebooks among students	12.5%	2
The process of purchasing ebooks is not sufficiently straightforward or convenient	37.5%	6
Other (please specify)	31.3%	5
	<i>answered question</i>	16
	<i>skipped question</i>	29

Other (please specify)	
1	There is not enough ebook content in French available through the regular channels.
2	Temporarily no funding for individual subject librarians to purchase e-books. My area as a whole has purchased e-book packages, however.
3	I do purchase some reference works in e-book form, but so far our users seem to prefer that subject monographs be in paper format for this particular discipline.
4	Many of the relevant, university-level e-books in my area that are currently available are actually databases (i.e. online dictionaries, etc.) so these are purchased via subscriptions and our acquisitions assistant takes care of this in conjunction with Ernie Howe or Bibservices staff.
5	our dept. does not do purchases. We need to copy articles.

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Ebooks Experience Assessment Questionnaire Results 3

QUESTION FOUR: Below is a list of actions involved in purchasing an ebook.
Considering your own experiences, are there points in the process of purchasing an ebook when you frequently have questions, or wish for clarification?
Please place a check mark beside any of the following options where this is true for you.

Answer Options	Response Percent	Response Count
Determining whether or not the U of A Libraries already owns the ebook	55.3%	21
Determining, when we already own a print-format copy, whether to also purchase the ebook	63.2%	24
Determining whether or not we have purchased a large package that includes the ebook	76.3%	29
Determining which platform to choose (e.g., MyLibrary versus ebrary)	65.8%	25
Determining which licensing options to choose (e.g., multiple versus single user)	47.4%	18
Determining what the total cost of the ebook will be	44.7%	17
Determining when the ebook will be available to patrons	42.1%	16
Determining when the ebook will appear in the NEOS catalogue	47.4%	18
Other (please specify)	13.2%	5
<i>answered question</i>		38
<i>skipped question</i>		7

Other (please specify)
1 determining how to get the book in other than ebrary or mylibrary; determining that the book can be multiple users--variations on your actual questions (ebrary and MyLibrary and single-user ebooks are a severe pain!
2 if it is in a format / platform convenient for use
3 Determining most efficient way to be alerted about new e-titles
4 Our main vendor does not include the e-book platforms listed above. We are just starting to order via Coultts so some of these platforms are new to us. Also, there has always been a limited selection of (good quality) e-books that are available in French to individual selectors. To date, many have been available as large packages or databases so again, the purchasing is not done at the selector level.
5 determining if it will work in e-format

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Ebooks Experience Assessment Questionnaire Results

QUESTION FIVE: Considering the options above, and any other options that come to mind, at what point in the ebook selection process would you say you MOST frequently have questions or wish for clarification?	
Answer Options	Response Count
<i>answered question</i>	23
<i>skipped question</i>	23
	22

	Response Text
1	Technical processing
2	When I notice a title is in e-book format, I wonder of course if the Library already owns a copy. I also look at the price, because often ebooks bear a higher cost. If the ebook is higher in price than its print counterpart, I discard it almost immediately. I might wonder if the format justifies paying more and often it doesn't, because my faculty still accepts traditional books quite readily. A reference title might be worth having in ebook format, however. If the price is identical to the print, I will ask myself if patrons will prefer using the title in e format or print. This is a difficult question to answer. I like the robustness of the print, but I like the flexibility and, perhaps, the accessibility of the e format. The answer, it seems, is often a toss-up. I still am uncertain about the permanency of books selected in e format: will access to them outlast or, at least, equal the lifetime of the print version?
3	When I first encounter the title in YBP or at a publisher website.
4	Determining whether or not we have purchased a large package that includes the ebook
5	If U of A already owns the title
6	determining the platform to choose
7	at point of selection
8	Determining whether or not we have purchased a large package that includes the ebook
9	which platform to choose
10	determining whether we already have the ebook either because it is in a package that we don't catalog the titles, or its in a package with considerable lag getting cat record. Would really prefer for Profiles to know which ebks we already have and either note that we already have title, or, not show title at all in slip notifications
11	All of these points need clarification.
12	With the issue of packages or consortial purchases and keeping up with platform pros/cons.
13	Determining whether or not the title is included in a package
14	Do we already own this book (no matter what the format is)?
15	At the point of purchase.
16	Determining whether or not we have purchased a large package that includes the ebook.
17	whether or not the UAL will get the book as part of an e-package deal
18	when e-book slips are sent through YBP, what is the platform?
19	All of the above
20	determining whether or not we have purchased a large package that includes the book
21	determining whether or not it is already in a package -- and what type of platform to choose
22	what the copyright laws are? is each individual book a question.
23	I need to know the moment I decide to buy the book. if I'm in an online vendor, I need to be able to click out to see where else that book might be and I need to know the purchase options (automatic multiple copies, platform for usability, etc.)

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Ebooks Experience Assessment Questionnaire Results

5

Please share any other comments about any of the points listed in Question Three [Note: this was a typo: it should have read "Question Five," not "Question Three."]

Answer Options	Response Count
<i>answered question</i>	7
<i>skipped question</i>	38

Response Text	Response Count
1 I think the ideal is to purchase both formats of the book when available, with exceptions such as reference books that can be most easily used in e-format.	
2 I think ebooks are inconvenient for users. A lot of our patrons still prefer to read from a book rather than from the monitor.	
3 E-books are a fantastic resource if they are available to multiple users and if they are not restrictive in the number of pages that can be printed (the more the 20 pages in ebrary was a step in the right direction, albeit a small step). Having a book in e-format should never preclude having it in paper--it all depends on the book and the use to which it will be put.	
4 Our unit library has just begun to purchase these titles therefore we are still unclear about the most effective procedures regarding e-books.	
5 Selectors fail to ask the relevant question: is the ebook available for local load, and can it be purchased in an inperpetuity mode.	
6 As we being to order in more areas via Coutts, we will likely have a better idea of where we need clarification.	
7 I need all this info to be in one place - which packages do we own/lease? What years are covered? Is it a rental or owned? Are we likely to buy the next year's package eg: Springer 2009? Anything that feeds into "should I buy this book"?	

QUESTION SEVEN: When you have questions or need clarification during the process of selecting an ebook, which resource or person would you say you consult most often?

Answer Options	Response Percent	Response Count
my library's Collection Manager	41.2%	14
colleagues at the U of A Libraries (other selectors)	20.6%	7
the Collections and Acquisitions Coordinator (Denise Koufogiannakis)	17.6%	6
a consultant with one of our vendors	0.0%	0
Other (please specify)	20.6%	7
<i>answered question</i>		34
<i>skipped question</i>		11

Other (please specify)	Response Count
1 I don't usually ask questions about ebooks, because I don't have time and the ebook format doesn't warrant the time I would spend asking and waiting for the answer.	
2 I would ask my colleagues first and then the collections manager - or whomever is available at that moment is probably most accurate	
3 E-book cataloguing assistant, Lil Tychowsky, in Bibliographic Services, i.e. BITS	
4 as a collection manager, I don't have info on individual titles. My info is limited to "packages we have purchased" I basically wing it. Don't have time to sweat over individual purchases.	
5 check the existing e-book collections	
6 I would also prefer to ask clients who regularly use e-books	
7 none of the above because as mentioned I rarely select ebooks because they are rarely available	

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Ebooks Experience Assessment Questionnaire Results

6

QUESTION EIGHT: Considering your experiences with ebooks, which of the following would be most helpful in making your ebook purchasing go more smoothly? Please rank in order of usefulness to you, with 1 being the most useful option. You may assign each ranking only once, for one resource.

Answer Options	1	2	3	4	5	Rating Average	Response Count
a refresher session giving an overview of the main general-interest platforms, pricing models, and purchasing procedures	13	4	2	6	3	2.357143	28
an overview (e.g., in a spreadsheet or chart) of ebook platform features	7	10	6	6	0	2.37931	29
an overview (e.g., in a flowchart or map) of the steps involved in purchasing an ebook	4	11	10	4	2	2.645161	31
a central ebook selection policy to consult	6	5	8	10	1	2.833333	30
other	4	0	1	1	7	3.538461	13
Other (please specify)							9
<i>answered question</i>							35
<i>skipped question</i>							10

Other (please specify)	Response Count
1 2 others:	
1. Having all e-books catalogued as soon as they become available in packages or individually (same model as with e-journals)	
2. Having a central inventory of all individually ordered titles, which can be the vendor's online ordering system - this requires one vendor to be used across the Library system, not two	
2 1. current catalog record of all ebk holdings	
2. comprehensive list of packages and/or standing orders	
3 A place on the staff net that can be trusted is kept up to date. Training is good but one can never remember all the nuances, current documentation of expected current practice is required.	
4 I marked the last one the highest but they all come with the burden on someone and the hope from me that someone centrally maintain this information.	
5 knowing if a title which has been published in print will also be published online, either at the same time as the print publication, or shortly thereafter, or not at all	
6 include pricing models in the spreadsheet on platform features	
7 My personal experience using the platforms and knowing how much the ebook cost would help a lot - having a 24-hour trial period to sample the platform ourselves.	
8 Developing an alert system	
9 This is probably beyond the scope of this survey but I am very interested in having the same type of information available for Audio books.	

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Ebooks Experience Assessment Questionnaire Results

QUESTION NINE: You have reached the end of the questionnaire.	
Is there anything else you'd like to say about ebooks?	
Answer Options	Response Count
	13
<i>answered question</i>	13
<i>skipped question</i>	32

Response Text
1 Prefer purchase to subscription : one or two major platforms : multiple access : ability to search to chapter level : ability to print part of text, bookmark, annotate : need statistics on usage, length of user visits, turnaways
2 I would like to see a survey of staff, grad students and undergrad students across all unit libraries to collect their perspectives on e-books. There appears to be many assumptions being made (both pro and con) regarding e-books. Some see the e-book format as complex and a barrier to access while others view the print book as a barrier because it is not available online. Considering the large amount of money being spent on these resources we should really have some solid evidence (based on local responses) that our users want and do/would value e-books.
3 help needs to be available at point of need, I shouldn't have to wait and ask someone
4 would like to see time spent on selection process minimized as we have currently done with print books; package deals and profiles with automatic purchase (according to parameters) for publishers not picked up as packages.
5 I know there have been improvements, but I think the e-book vendors still have some strides to make. My experience at the reference desk is that students want to be able to treat an e-book the same way they treat online articles -- with options for downloading, emailing, printing, sharing, etc. that most vendors do not allow. Any requirement to create a personal account, "sign out", "put on bookshelf", download a plugin, or restrictions on printing to only a few pages at a time are barriers to access. I also think access will improve when we have better version-control in our catalogue, so that patrons can easily identify all versions that are available and select accordingly. I recently had the experience of a young patron who wanted to do a catalogue search and exclude all e-books from her catalogue search because she preferred print, and another patron who wanted to read a significant portion of an e-book and was frustrated by the format and printing restrictions.
6 I love using them.
7 In talking with students and faculty, I have determined that in the health sciences, where e-books are in searchable sets and generally are used for reference and with no silly page printing restrictions or single-user limits, e-books are really appreciated. In humanities and social sciences and other monograph-based disciplines, e-books are roundly hated--probably because of the ebrary and mylibriary restrictions. I sympathize with these users--these are not user-friendly resources!
8 I love Safari. Books 24/7 is a pain to log into...
9 We are primarily interested in French electronic materials and they seem to be very few available and mostly government documents.
10 Great survey! I look forward to seeing the results.
11 I think they are a wonderful resource and I know the English 100 students get really excited about them when I show them in classes.
12 Your first two questions are not mutually exclusive situations, so the data should not be represented in that way. My answer is "Yes" and "No". Like everything else with e-books, it isn't a neat package. Sometimes I choose to buy the e-book, sometimes I don't. You didn't give me the opportunity to tell you why I don't buy when I don't buy. It is usually because I really think we need the print copy - for a variety of reasons, but adding the price of the e-format isn't worth the money.
13 An overview of platforms etc, is not going to help me. There is so much information around these decisions, I can't remember it. I need a comprehensive look-up table. Selectors shouldn't have to know what the purchase processes are. They should be able to just make their decisions and the purchase process should just kick in and do the job without them knowing how it works. Otherwise it's too complicated and people will make mistakes - or just not know what they're supposed to do. In consulting with our long term users -- faculty and graduate students -- there are times when an ebook is an acceptable format and times when it isn't. There are also categories where it would be useful to have one electronic and one print copy. These distinctions require knowledge of the client group and the literature.

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Update on the E-Book Summit

Last week, at the CD/Resource Sharing Conference in Tallahassee, a four-person team created content, presented, and facilitated a full-day preconference. The team consisted of Claire Dygert (FCLA), Cecilia Botero (HSCL), Paul Lightcap and myself. Here is the short summary of the program taken off the web site: "This two-part program will begin with a series of focused exploratory discussions on the positive and negative aspects of E-Books, with the goal of developing a collaborative E-Book purchasing model that could effectively be employed by the college and academic libraries in the state of Florida. Topics and issues to be covered include E-Book selection, marketing, and discovery, as well as the training needed to create a successful E-Book program. In the second part of our program, we'll meet with an E-Book aggregator, an E-Book publisher, and a Book Services Vendor to discuss how they could work with the model(s) developed in our earlier session."

My thoughts on the preconference:

Summary Point Taken from the E-Books Summit

- (1) Usability is key. Accessibility is still not there. At the very least, e-books should be as good as print but really should be better.
- (2) Pricing models are not clear to either vendors or the library community. Both need to work together to come up with models that are acceptable to both.
- (3) It is clear that libraries want to move to cooperative e-book purchasing; libraries do not want the e-book pricing models to be like the e-journals (i.e. each library buys a copy of the same title so 5 libraries in the consortia hold the same resource); instead, libraries want 5 different titles shared by all. Access needs to be through a state-wide license not on the simultaneous users model). E-Books should be shared throughout the SUL, specialized libraries, like Law, Health, CCLA, CLA, or even drilled down to specified disciplines like business or psychology.
- (4) In order to do an efficient job of cooperative collection development, libraries need to identify the usage habits of different groups; for example, medical students might use e-books differently than LAS students; graduate students might use e-books differently than 2-year community college students.

Posted on April 1, 2009 by Steve Carrico
Filed under [Uncategorized](#) | 1

Archives

- > July 2009
- > June 2009
- > May 2009
- > April 2009
- > March 2009
- > February 2009
- > January 2009
- > December 2008
- > November 2008
- > October 2008
- > September 2008
- > August 2008
- > July 2008
- > June 2008
- > May 2008
- > April 2008
- > March 2008
- > February 2008
- > January 2008
- > December 2007

Categories

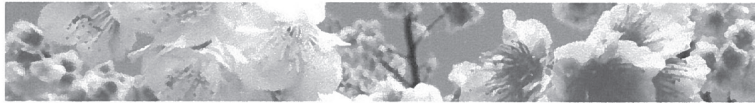
- > Conference Proceedings
- > General Announcements
- > Procedures



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Research Services Committee minutes

Posted in [meetings](#) on May 20th, 2009 No Comments »

Minutes from the May Research Services Committee meeting have been posted to the wiki: <http://wiki.library.vanderbilt.edu/committees/pmwiki.php/RSC/11May2009>
Highlights include:

Approved the activation of e-books in the SFX knowledgebase, which will make possible the fulltext FindIt@VU display for e-books found via SFX-enabled databases
Agreed upon Advanced Search as the default for InfoTrac platform databases

COUNTER Webinar Offered - Part 2: New Applications of Usage Data

Posted in [Web Conferences](#), [announcements](#) on May 13th, 2009 No Comments »

You are invited to attend the following webinar which will be held at 12 - 1:30 pm on Wednesday, May 13 in the Electronic Classroom in the GLB.
The second part of a two-session series on COUNTER, this web seminar will explore broad issues surrounding usage data reports, the transfer of usage data via SUSHI, and developing issues [...]

Collections Committee Meeting Monday, March 10

Posted in [meetings](#) on March 9th, 2009 No Comments »

The March Collections Committee meeting will be next Monday at 10 am, in the Electronic Classroom of the GLB.

Agenda Items:

1. Show and tell about Worldcat Collections Analysis
2. EBSCO Digital Archives - beta release
3. PalgraveConnect - ebook platform - trial offered
4. Updates about MyLibrary and Duke University Press e-books
5. SourceOECD Trial
6. Foundation Directory Online proposal

Categories

- [announcements](#) (34)
- [calendar](#) (13)
- [current events](#) (77)
- [events](#) (191)
- [exhibits](#) (17)
- [fundraising](#) (10)
- [future of libraries](#) (33)
- [human resources](#) (145)
- [library resources](#) (68)
- [meetings](#) (263)
- [monthly reports](#) (57)
- [new services](#) (22)
- [recognition](#) (91)
- [slideshows](#) (1)
- [staff development](#) (127)
- [statistics](#) (9)
- [technology](#) (47)
- [tips](#) (17)
- [training](#) (30)
- [Uncategorized](#) (80)
- [university resources](#) (32)
- [videos](#) (13)
- [Web Conferences](#) (26)