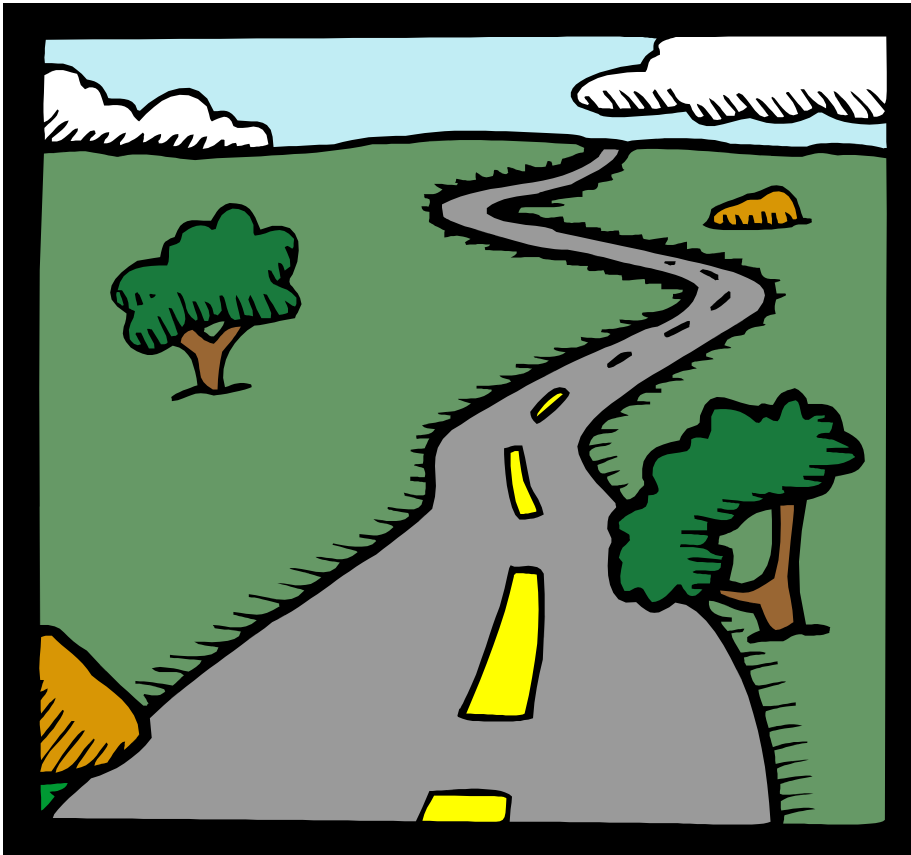


Supporting users in their pursuit and use of our e-books: Perspectives from one large academic library

Virginia Bach, Laurel Haycock, Lois
Hendrickson, Julie Kelly, Charles Spetland

University of Minnesota Libraries

Special project



User
support

Demand-driven acquisition

Many players

Collections



Personal Info Management

- Tech services
- Web design
- Communications

Demand Driven Acquisition of Ebooks

University of Minnesota-Twin Cities
ebrary and YBP

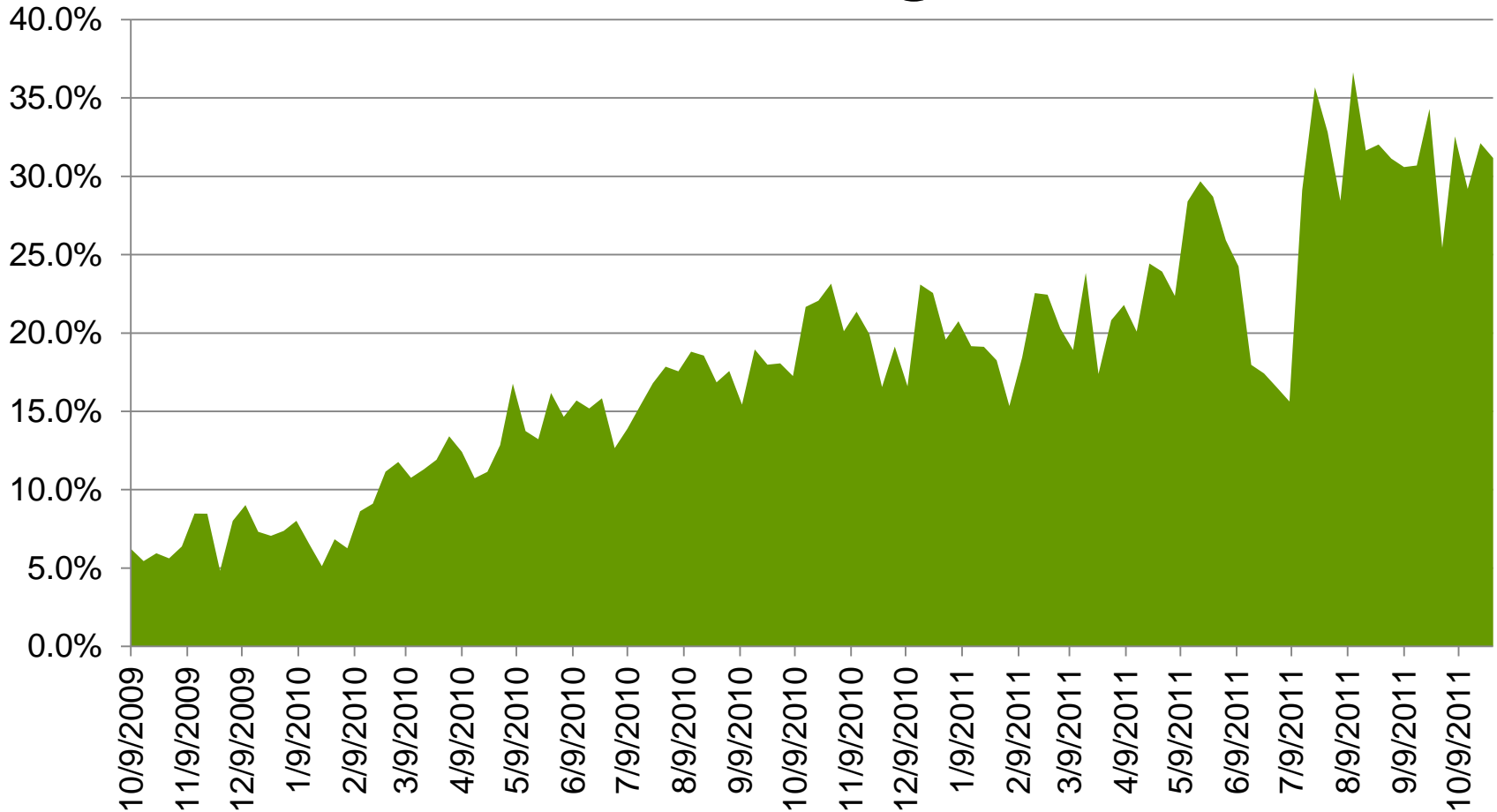
General Approach

- DDA (AKA PDA) ... users self select
- YBP
- ebrary
- Fully integrated with existing selection and acquisition routines, record loads and invoicing

Parameters

- Prospective, beginning in August 2011
- Based on existing YBP approval plan and slip subject profiles
- Full YBP GOBI history and duplication control
- Price limit \$325
- Some publishers removed

Simultaneous Print-Ebook Profiling



Discovery record loads

- Weekly automatic loads
- As few as 60 records, as many as 320

Display Format: [Standard Full](#) • [Brief Citation](#) • [MARC Tags Full](#)

Record 1 out of 1

Title Studying mobile media [electronic resource] : cultural technologies, mobile communication, and the iPhone / edited by Larissa Hjorth, Jean Burgess, Ingrid Richardson.

Published New York, NY : Routledge, 2012.

Description 1 online resource.

Series Routledge research in cultural and media studies; 39.

Internet Access [Click here](#) for [University of Minnesota Twin Cities access](#).

Availability [TC Internet Resource](#)

Other Series (Routledge research in cultural and media studies ; 39)

Note Description based on print version record.

Note Includes bibliographical references and index.

Note Electronic reproduction. Palo Alto, Calif. Available via World Wide Web.

Subject LC [Mobile communication systems -- Social aspects.](#)
[Interpersonal communication -- Technological innovations -- Social aspects.](#)
[iPhone \(Smartphone\)](#)
[Information technology -- Social aspects.](#)
[Communication and culture -- Technological innovations.](#)

Contributor [Hjorth, Larissa.](#)
[Burgess, Jean \(Jean Elizabeth\)](#)
[Richardson, Ingrid, 1966-](#)

Contributor [ebrary, Inc.](#)

ISBN [1136464336](#) (electronic bk.)
[9781136464331](#) (electronic bk.)
[9780415895347](#) (hardback)
[0415895340](#) (hardback)

Material Type bks
elr
etext

System No. 006275931

Triggering a purchase

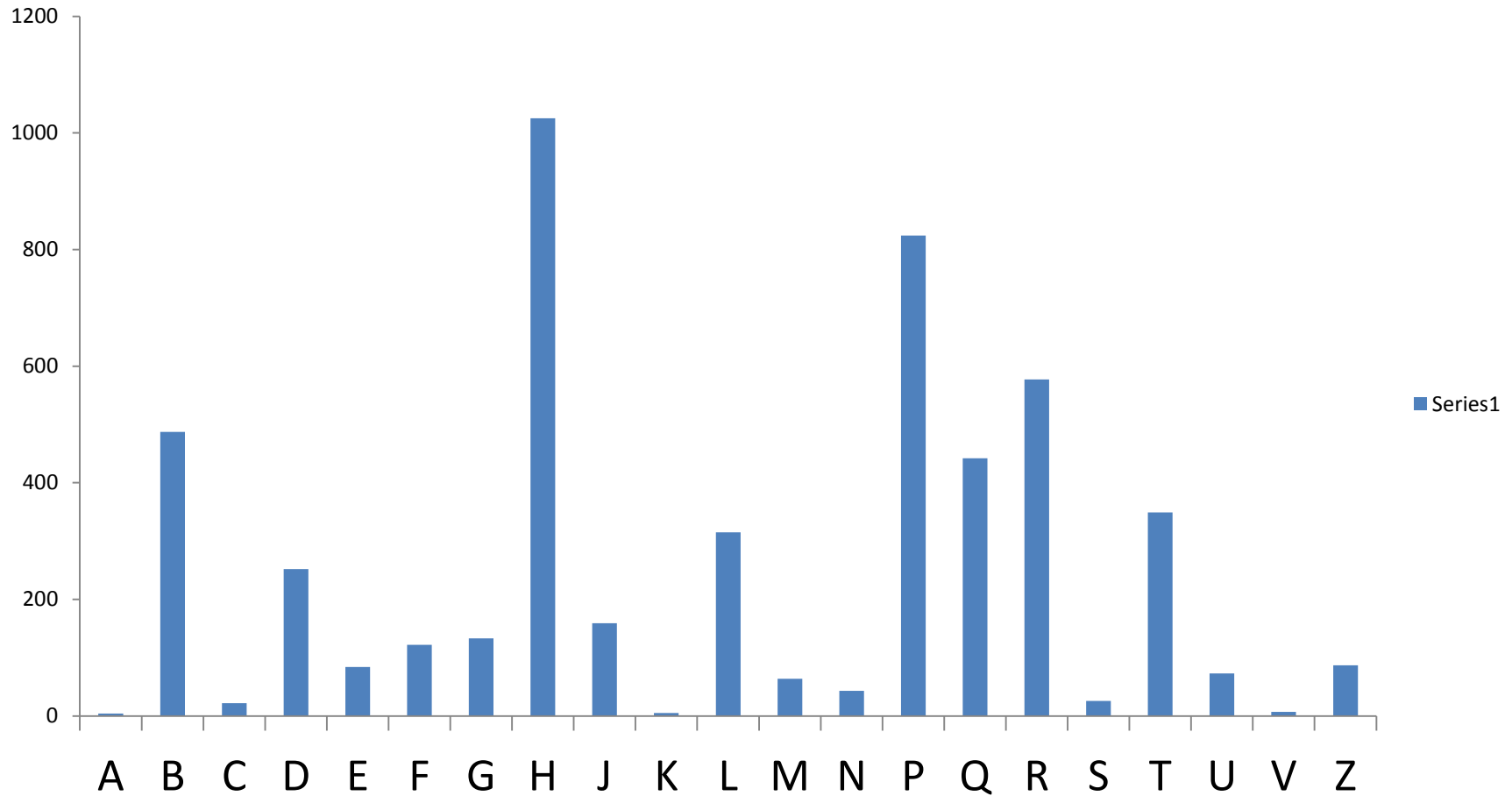
- Ten discrete page views in a given session (not counting front 5% (TOC, introduction) and back 5% (index, bibliography, notes, etc.))
- Ten minutes of constant viewing
- Any copying or printing of pages

Purchases as of March 1

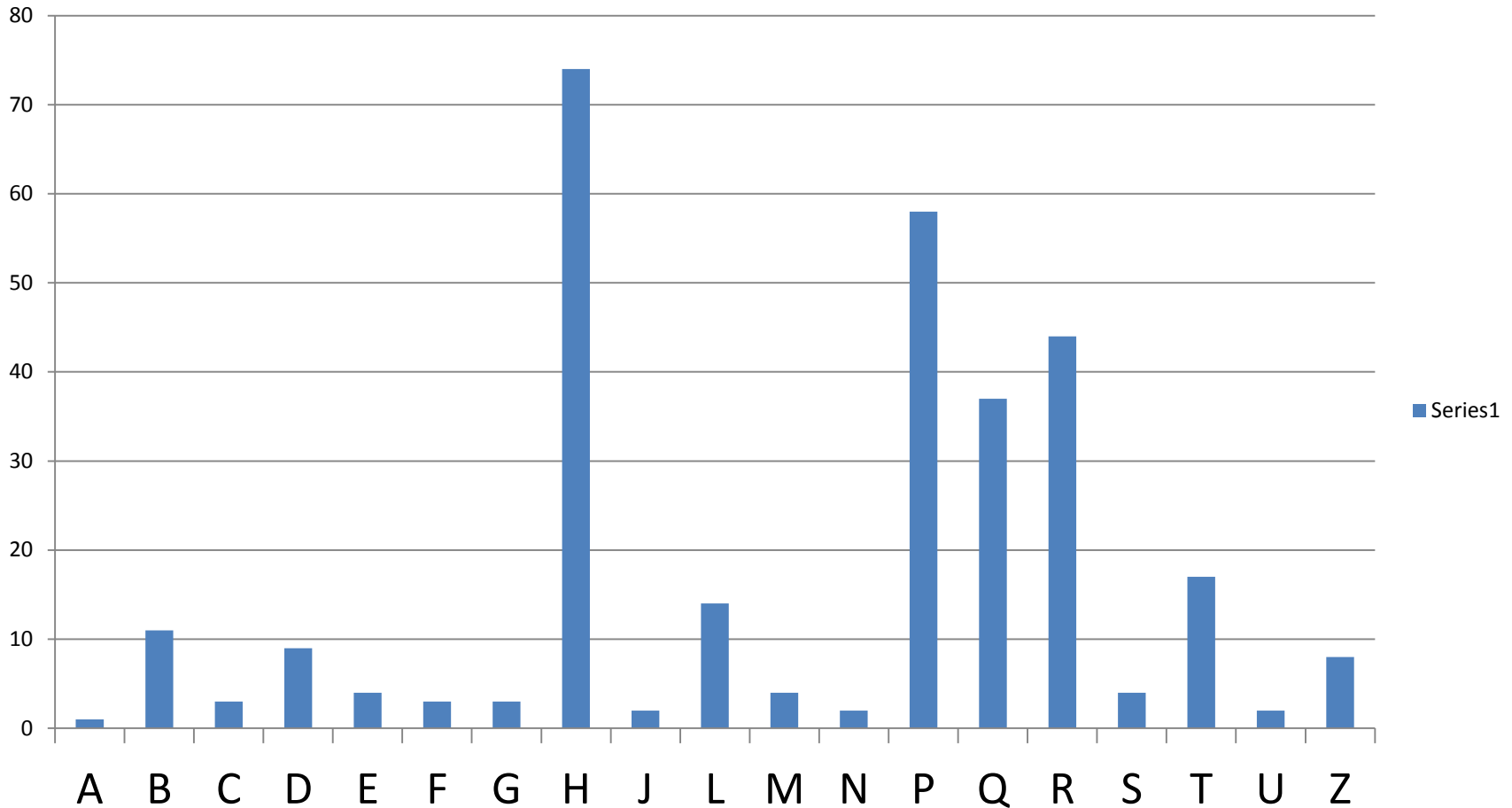
- 5350 discovery records loaded
- 300 triggered purchases (\$25,942)
- \$86.47 average (range: \$9.95-\$325)

Subject Breakdown

All loaded records to date



Subject Breakdown Purchased titles



Ongoing usage

- Majority of purchased titles see continued use over time
- Single simultaneous user (default)

Other ways we acquire/access ebooks

- Individual selections through YBP, publishers and aggregators
- Consortial purchases: Springer, Elsevier, Brill, Ashgate
- Lease: Knovel, NetBASE packages
- HathiTrust, GoogleBooks

Going forward ...

- Ongoing analysis of usage and purchase trends
- Distribute costs?
- Balancing 'just in case' vs. 'just in time'

Promoting e-book content in University of Minnesota Libraries



<http://degreedirectory.org/cimages/multimages/2/another-ebook>

Productivity and Efficiency subgroup learning objects

Library e-books

Rationale: Many are using e-books & devices and yet may be unaware of the extent of our library e-book collections. And, they may be unfamiliar with how to access and use our e-books efficiently.

1. E-book collections help pages:

The library web pages have not had information and help available about how to access and use our e-books.

The first part of this learning object was rolled out recently with the new E-Book Collections web page at: <http://www.lib.umn.edu/howto/ebooks>

Additional features planned include a widget for searching for e-books based on the BioMed Library widget and additional helpful content.

2. E-book workshop:

We will develop an in-person workshop drawing from the content on the E-Book Collections web pages
Delivery medium: 20 minute learning byte in-person presentation & recorded version (consider offering in segments)

Timeline for completion: Pilot presentation late fall semester with roll out in Jan/Feb 2012

Resources needed: Recording capability and assistance; e-book devices to use for demonstration (laptop, Kindle, ipad, android, smart phone)

Contingencies: E-book web page completion; available devices;

Success: Attendance, feedback

Listening sessions

User concerns

- Links or step-by-step instructions for getting book onto specific e-book devices?
- Time outs for e-books ? How to know if a book is in use by someone else?
- Improve language e.g. “PDF viewer-dependent” in the e-book packages list.
- Clarify that catalog search for e-books is for title and subject, not full text.
- How do e-books that include videos play on devices?

Staff concerns

- Does the library have ebook readers to check out? Can staff check out readers to try/test features?
- Can we/do we want to license textbooks for our users?
- Should we select books that we know will work on specific devices?
- How can we raise awareness / promote our e-books?
- What happens when the user moves out of wireless range?
- Develop a tutorial on the instructor's support page on deep linking to sections in e-books.

Lesson 1



Lesson 2.....it takes a village

Staff involved:

- Webmaster
- Page owners,
- Staff who are authorized to make changes to pages
- Library staff (listening),
- Committees (CSSC) and (PIM – all members)
- Primo management group (discovery layer)
- Enterprise systems (run search strings on packages)
- IT council

Rationale:

- It is important to advocate for any improvements & increased clarity in user access to e-books. Some users are globally distributed, and others with disabilities may prefer ebooks. Simplifying access would be helpful to many.
- A scan of 10 other CIC libraries revealed 2 that have separate e-book searches (Ohio State and Indiana), 3 that are about like us (book and online facets/limits), and 5 that do not. Just one had a link to e-book collections (Iowa), but it just had a brief description and no other info. (Nov 2011)

E-books at the University of Minnesota Libraries

The University Libraries provides access to 350,000+ books in electronic format. They vary in features (downloading, linking) and are sometimes grouped together by subject or publisher.

To locate individual e-books, try the libraries online catalog using these 3 steps:

1. Enter a subject or author
2. Refine results by limiting to Full Text Online under Availability (on the left)
3. Refine again by selecting Books under Material Type

Search MNCAT

Keyword Title keyword Author [Advanced Search](#)

To locate collections of e-books, use the A-Z list below.

Background on e-book collections

Many of our e-books are part of large collections and the following list describes features of those collections. The "lock" icon indicates that remote access is available only to current University students, staff and faculty.

[A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#)

PIM Blog oct 2011

PIM Blog: Personal Information Management for Researchers

E-books at the U Libraries

By edlib@umn.edu on October 10, 2011 12:17 PM

Did you know that the U Libraries has thousands and thousands of e-books available?

You can link into them via searching MNCat just like finding print books. When you find an e-book of interest simply click on Online Access and then Open Source in New Window to read the e-book.

Do you want to know if our e-books can be read on your iPad, Kindle, or Nook?
Do you want more details about the scope of our e-book collections?

Our E-Book Collection information page is linked here: <http://www.lib.umn.edu/howto/ebooks>

Search

About this Entry

This page contains a single entry by edlib@umn.edu published on October 10, 2011 12:17 PM.

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[More Apps](#) is the next entry in this blog.


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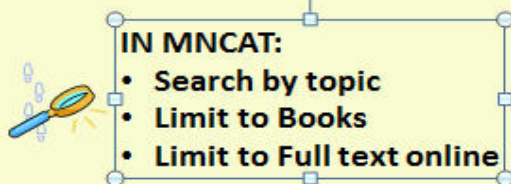
[To Do Lists \(2\)](#)

[tip of the month \(5\)](#)

Lesson 3 – the aha moment



350,000+ E-books: Finding & Using Them



E-book work groups:

Personal Info Management Collaborative:
Virginia Bach, Laurel Haycock, Lois Hendrickson,
Julie Kelly

Collections Strategic Steering Committee:
Virginia Bach, Katherine Chew, Betsy Friesen, Julie
Kelly, Charles Spetland, Jim Stemper



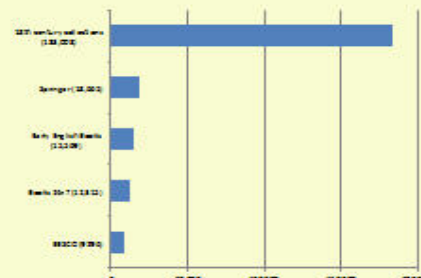
Info available about e-book packages:

(<https://www.lib.umn.edu/howto/ebooks>)

- Number of simultaneous users
- Compatibility with iPad, other devices
- Ability to print, download, annotate
- Need for plug-in software

Each package will also have a library staff member to serve as our local "expert"

Size of selected
e-book collections



Where do e-books come from?

- ❖ Large packages from publishers
- ❖ Individual orders by selectors
- ❖ Patron-driven acquisition



Next step: campus wide technology fair

More e-books in a library's collection means major changes in the user's experience. At the University of Minnesota Libraries, we are taking several steps to support our users as they expand their worlds to include e-books. These include demand-driven acquisition, and providing background about the large e-book packages to which we subscribe, with information about how to view our e-books on various e-book readers. We are working with one college to support their iPad initiative.

f_x	Date reviewed						
	A	B	C	D	E	F	G
1	Date reviewed	E-book Platform	Offline reading (PDF, ePub, azw)	Mobile Sites and Apps for this device	Special Software Requirements (beyond the obvious, like an internet browser or PDF reader)	Daily Access Limits and Timeout	Authentication
6	1/14/2012	Google Books	PDF download if it's in the public domain	Android, iPhone, iPad. Web app for Chromebook.	none		Free resource. Not all books can be downloaded or viewed, due to copyright restrictions.
7	11/23/2011	18th Century Collections Online	PDF download up to 250 pages at a time	Gale AML College Edition: iTunes and Android apps	none		Download the Gale AML College Edition app. Gale will send you an authentication key that gives you access from anywhere for one year.
8	12/21/2011	Access Medicine	Download links for each record (HTML format)	"Mobile View" option for those who create a free Access Medicine profile.	none		Paid resource. Website should be accessed through library link.
9	12/21/2011	ACLS Humanities E-Book	PDF downloading	none	none		Free resource?
10	12/21/2011	Books@Ovid	"Save" link allows downloading of HTML or ASCII text	none	none		Paid resource. Website should be accessed through library link.
11	12/21/2011	Brill	PDF, only chapter-by-chapter, and only if your device's browser has the Adobe Reader plugin.	none	Adobe Reader plugin needed to display correctly		Paid resource. Website should be accessed through library link.
12							Paid resource. Website should be accessed through

K	L	M	N	O	P
iPad App Link	iPad 2 notes	Android App Link	Android Tablet notes	Kindle Fire notes	Nook notes
http://books.google.com/help/ebooks/ios.html	Nice iTunes app available. Use the site to add eBooks to your account, then access them through the free app. If you use the site to read instead, it helps to go into full screen mode.	http://books.google.com/help/ebooks/android.html	Nice Android app available. Use the site to add eBooks to your account, then access them through the free app. If you use the site to read instead, it helps to go into full screen mode.	Officially, Google Books is not supporting the Kindle yet. Reading a downloaded PDF seemed to fail. The particular example I used had said "Good for: Web, Tablet/iPad; Not supported: eReader, Smartphone."	Google does support the Nook.
http://itunes.apple.com/us/app/accessmylibrarycol/id395238743?mt=8	Download the Gale AML College Edition app. If you use the full site instead, it helps to click "Enlarge Page". Navigation is cumbersome: you can't finger-slide to the next page, and the advance page button is too small.	https://market.android.com/details?id=com.collegeaccessmylibrarycol/feature=search_results	Download the Gale AML College Edition app.		
unknown	Web interface has "download for handheld" links for each eBooks. It's a web-optimized HTML page.	unknown			
unknown	Navigation is not optimal. The Previous/Next buttons are small.	unknown			
unknown	Displays as optimized HTML, not a book-like view	unknown			
unknown	Not compatible, apparently. There's no way to move page-to-page.	unknown			

Support at Public Service Desks



Typical E-Book Problems

- **Access Problems:**
 - Single user vs. multiple users
 - Getting locked out for a time period
 - Questions about accessing on a particular device
- **Downloading Problems:**
 - Dependent upon vendor agreements
- **Linking Problems:**
 - Chapters or sections to Moodle or course pages

E-Book Collections Page

UNIVERSITY LIBRARIES

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March 7, 2012

Wilson	7:00 am - Midnight
Walter	8:00 am - Midnight
Bio-Medical	7:00 am - 11:00 pm
Magrath	8:00 am - 10:00 pm
Andersen	8:30 am - 7:00 pm

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- Copernicus Books
- Humana
- Physica-Verlag
- Plenum US
- Praxis
- Springer
- Springer-Verlag
- Steinkopff
- TELOS

Plug-in Software:

Not required

Simultaneous Users:

Unlimited

Printing:

PDF viewer-dependent.

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PDF viewer-dependent

Chapter-level Linking:

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Viewable w/ iPad:

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Viewable w/ Kindle:

Yes

Viewable w/ Nook:

No

For further information: [Help](#) / [Search Help](#)

Internal list of E-Book Experts

Linked on Digital Reference staff blog:

- **Access Medicine** - Amy Claussen BioMed
- **ALCS Humanities E-book** - Malaika Grant Wilson
- **Books 24x7** - Virginia Bach Wilson
- **Books@18th Century Collections Online** - Malaika Grant Wilson
- **OVID** - Amy Claussen BioMed
- **Brill** - Laura Dale Bischof Wilson
- **CABI** - Scott Marsalis Magrath
- **ChinaMaxx** - Tony Fang Serials
- **CRC NetBase** - Van Houlson Wilson
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- **Early English Books Online** - Malaika Grant Wilson

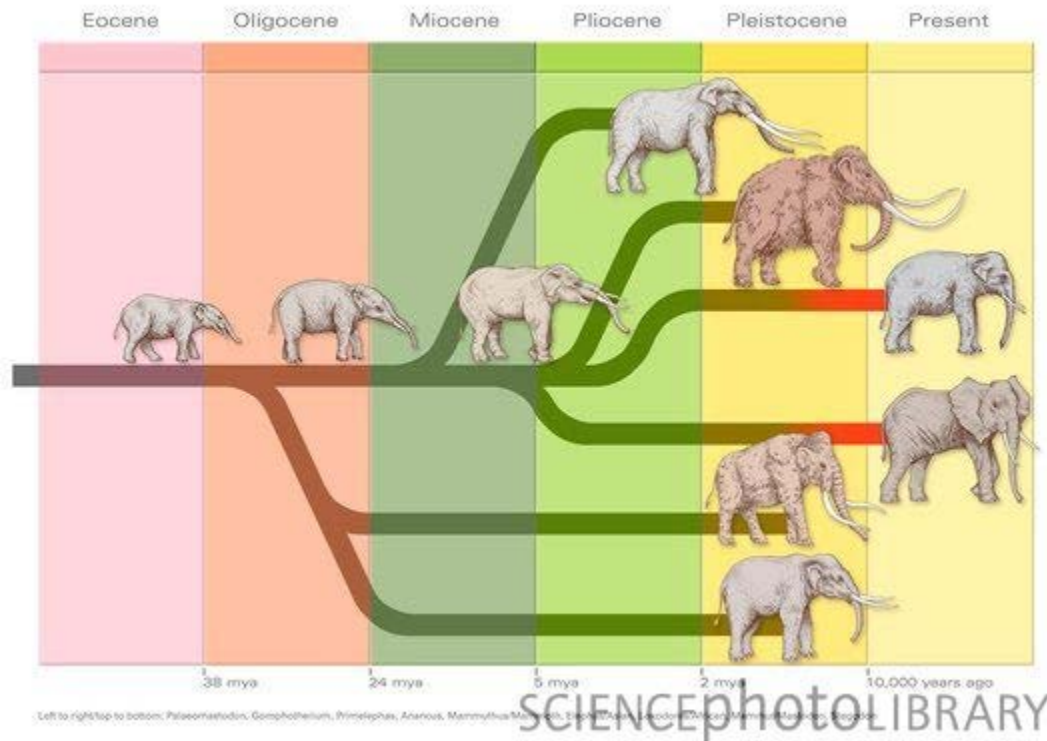
....

Developing Help for Devices

Testing E-book Platforms – iPad, Android Tablet, Kindle Fire, Nook for a guide, including:

- Offline reading (PDF, ePub, azw)
- Mobile Sites and Apps for this device
- Special Software Requirements (beyond the obvious, like an internet browser or PDF reader)
- Daily Access Limits and Timeout
- Authentication
- Download Speed
- Graphs, tables and images

Our ideas: Evolved and Evolving



Change the catalog



UNIVERSITY LIBRARIES - Twin Cities

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Advanced Search

Items in any format

that contain my query words

anywhere in the record

Material Type

Other (3)

Maps (1)

Author/Creator

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Food supply (211)

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Subject, Medical (MeSH)

5,218 Results

sorted by: relevance

Refined by:

availability: Full Text Online

material type: Books



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Biofilms in the food environment

Blaschek, Hans.; Wang, Hua, 1965-; Agle, Meredith.; Wiley InterScience (Online service); Wiley InterScience (Online service)
1st ed. Ames, Iowa : Blackwell Pub. : IFT Press 2007

Book

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Food materials science principles and practice

Aguilera, José Miguel.; Lillford, P.; SpringerLink (Online service)
New York ; London : Springer 2007

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UNIVERSITY OF MINNESOTA

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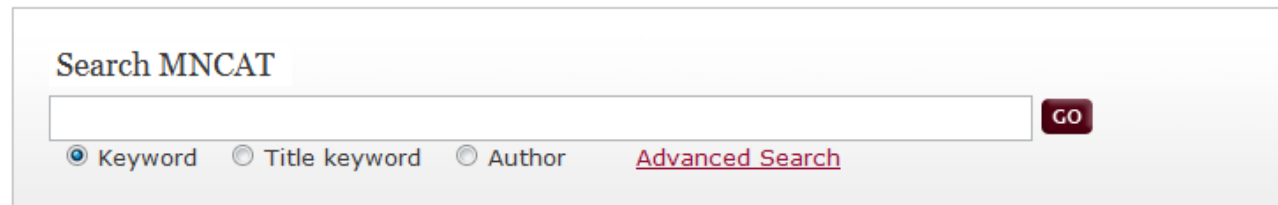
New mantra: Search and limit

E-books at the University of Minnesota Libraries

The University Libraries provides access to 350,000+ books in electronic format. They vary in features (downloading, linking) and are sometimes grouped together by subject or publisher.

To locate individual e-books, try the libraries online catalog using these 3 steps:

1. Enter a subject or author
2. Refine results by limiting to Full Text Online under Availability (on the left)
3. Refine again by selecting Books under Material Type



Search MNCAT

Keyword Title keyword Author [Advanced Search](#)

- **Search your topic**
- **Limit to books**
- **Limit to online**

Usability will save the day



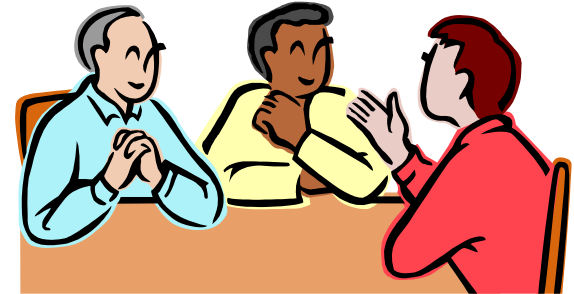
Teach a workshop



On the horizon



Online
support



Focus groups



Curriculum



Experts



Our Ebooks, Their Spaces: A Liaison Collaboration with the CEHD iPad Initiative

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U Library iPad project

The diagram features a central background image of a hand holding an iPad displaying a document. Overlaid on this are four colored boxes with double-headed arrows connecting them. A red box at the top is connected to a green oval on the left and a green box at the bottom left. The green oval is connected to the green box. The green box is connected to a brown box at the bottom right. The brown box is also connected to the red box.

3 CEHD
Liaisons
with iPads

U Library PIM
subgroup ebook
work

CEHD Mobile
Learning iPad
initiative

Photo "iPad" by Flickr user FHKE / Attribution-ShareAlike 2.0

Current Awareness & Personal Information Management

[Managing Your Information - Home](#)

[Citation Management](#)

[Productivity and Efficiency](#)

[Alerts and Feeds](#)

[Social Networking](#)

Freely Available E-Books

The University Libraries, public libraries, and digital repositories make thousands of e-books available to you free of charge. Here are some ways to access these collections:

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We purchase e-books so you don't have to! The U Libraries has more than 350,000 e-books available for use by current students, faculty, and staff.

Our library e-books can be read on your iPad, other mobile device, and laptop/desktop computer.

Some of our e-books are textbooks. Many library e-books are one reader at a time.

Browse the [E-book Collections page](#).

Or use [the MNCat search box](#), to search for particular titles.

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Productivity and Efficiency Coordinators

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While there can be advantages to eBooks over traditional textbooks (they're lightweight, convenient, often less expensive), there are some things you should consider before purchasing one. Factors such as how long you'll need the text, note-taking and highlighting capabilities, downloading ... Continue reading →

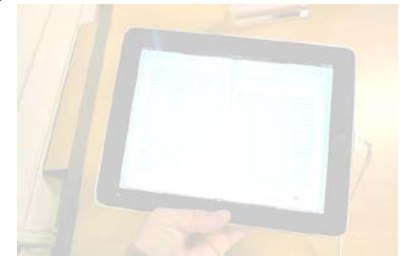
<http://academics.cehd.umn.edu/mobile/category/student-support/?tag=ebooks-and-course-materials/>

More information...

- **18 Enlightening iPad Experiments in Education**
 - <http://www.onlineuniversities.com/18-enlightening-ipad-experiments-in-education>
- **Chronicle: What I've Learned from Teaching with iPads**
 - <http://chronicle.com/blogs/profhacker/what-ive-learned-from-teaching-with-ipads/37877>
- **Chronicle: Encouraging Distraction? Classroom Experiments with Mobile Media**
 - http://chronicle.com/blogs/profhacker/encouraging-distraction-classroom-experiments-with-mobile-media/38454?sid=at&utm_source=at&utm_medium=en
- **CEHD Mobile Learning** : <http://www.cehd.umn.edu/mobile/>
- **Freely Available E-Books** : <https://www.lib.umn.edu/capim/org/ebooks>



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Questions?

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- Laurel Haycock - hayco001@umn.edu
- Lois Hendrickson – l-hend@umn.edu
- Julie Kelly – jkelly@umn.edu
- Charles Spetland – c-spet@umn.edu