

Patron-driven acquisition (PDA) as acquisition method at academic libraries

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Abstract

The National Library of Sweden initiated the project "Patron-driven acquisition (PDA) as acquisition method at academic libraries" in the fall of 2011. The project has been run by the Uppsala University Library in cooperation with Malmö University Library and Södertörn University Library. It started in February and ended in November 2012.

The main finding of the project is how important it is for libraries to be well prepared before starting PDA, and therefore a checklist was created. The checklist is intended to be used by libraries who are considering starting PDA. By thinking about the library's prerequisites and demands and by working through the list they will be better prepared. The likelihood of developing a successful PDA-system and effectively choosing a distributor that meets the needs of the library will be greatly improved.

Background

The purpose of the project was to examine the PDA model as such, not to compare different providers. Inevitably, certain experiences are linked to specific providers, but as far as possible, vendor-specific references are avoided.

Not many Swedish libraries had used PDA in 2011, and there was a lack of knowledge about the method, the vendors and what to think about before starting. Only one library, Gothenburg university library, had used PDA for a few years in a formal way.

The project collected earlier experiences of PDA, with a focus on the experiences of Swedish libraries. We looked at the suppliers available in the Swedish market (currently five) and compared their PDA models. We also conducted test periods with PDA at our respective libraries. We gathered experiences by sending out questions on mailing lists in Sweden, Norway and England, made visits and interviews. We also read articles, conference papers and reports.

Five vendors offer PDA in Sweden: Dawson, EBL, ebrary, EBSCO and MyiLibrary. A selection was made based on the needs of the project, and Uppsala and Malmö used EBL as a supplier to the test. This proved to be interesting as could detect different things with the same supplier. Södertörn used Dawson for the test. The test period started in late April or early May 2012 and continued until September.

Experiences

A PDA purchasing method means many changes for libraries; the most obvious are the new tasks; creating a profile, updating the PDA collection and keeping an eye on budget and running costs. New workflows involving acquisition librarians, cataloguers and system librarians have to be drawn up. Even the role of librarians changes; with PDA librarians are no longer buyers but profile creators, and the responsibility of purchasing is shared with the users. Dare we let go of this task? Should we?

PDA also means a mind shift, as the cost of the use of e-books becomes so clear. This is especially true regarding the cost of loans, when the library not even gets something lasting for the money. It is important to discuss the value of access, a discussion that ultimately is about the value of the library's support for research and education. The question is if ownership of e-books really has an intrinsic value, or whether it is enough to offer "just in time" access and nothing more?

PDA also raises interesting questions about what a library collection really is, it is not just the purchased books, but all books the library offers access to and books someone might want to buy. What exactly is the library's goal with its collection - to meet the information needs that exist today, or the needs that may arise in ten years?

PDA models can vary, mainly in regard to the relationship between free browsing, loans and purchases. One model is not necessarily better than any other; the important thing is that libraries choose a model that suits their needs and goals for their collections. PDA models are still evolving and getting better. The models we take for granted today are only about five years old. Therefore it is important to for libraries to influence vendors and come with suggestions for improvements.

During the project there were a few unforeseen problems; the most important were the use of e-ISBNs, deduplication and the limitation to specified years in the profile. The same title can have different e-ISBN depending on which provider sells it. That makes it more difficult to compare the selection of books from different vendors and also to make a full deduplication.

Deduplication is something that is difficult for most libraries. The problem of the "year" limitation in the profile was unknown to us before – it is the year of the e-book publishing, not the year of the publishing of the printed book. That means older books could be included in the profile if they were published as e-books recently. Another problem was that publishers can change the conditions for e-books in the collection, e.g. regarding the number of simultaneous users, price levels and even remove titles.

By looking at the results of the test period, it becomes clear that it is difficult to make predictions about the use and costs. Several factors are involved in such an analysis - PDA model, number of titles, quality and relevance of titles, subjects, prices of titles, the number of potential users, other e-book packages available to users and general e-book acceptance. Also practical things like how the e-books are made visible and simplicity of access to users play a major role.

PDA makes libraries buy a higher share of books through vendors with aggregated collections instead of directly from the publishers. This may pose a risk to end up with books that often has

more DRM restrictions than books bought directly from publishers. On the other hand, aggregators often have more detailed PDA settings and e-book functionality like note taking.

Conclusion

All PDA purchasing models have both merits and demerits. Among the merits are that users are involved in the purchasing process and books are only bought after actual use by patrons, which means that libraries no longer need to purchase e-books manually, nor acquire books that may never be used. Thus PDA can be a complement to manual purchasing and is a way for libraries to buy more of the “right” books.

The biggest disadvantage is that PDA models are unpredictable, both regarding use and costs. Predictions are difficult to make since there are so many factors to consider; type of PDA model, number of titles, quality and relevance of titles, subjects, price of titles, number of potential users, other e-book packages and the acceptance of e-books with users. Practical issues regarding how titles are made visible and how access works can also make a difference. It can be difficult to set up the profile and set the PDA settings. PDA is also open to undue individual impact on the collection if one user is particularly active.

This report neither recommends nor not recommends the use of a PDA model. However, if a library chooses to adopt PDA, our experience shows the importance of preparation and adaptations. Our recommendation is that libraries that plan to start using PDA should be aware of the risks and opportunities in advance in order to maximize the advantages and avoid the biggest pitfalls. The checklist poses many questions designed to help libraries with this planning.

PDA checklist for academic libraries

This checklist is intended for use by libraries which are considering starting PDA. By thinking about a library's prerequisites and demands and by working through the following list you will be better prepared. The likelihood of developing a successful PDA-system and effectively choosing a distributor that meets the needs of your library will be greatly improved.

PDA objectives

Possible PDA objectives
Better collection: Both regarding quality and quantity. Libraries might want to buy e-books and create a durable collection. Including the user in the process of choosing helps to prevent the "wrong" books being bought. Better service: More e-books are available. E-books via PDA are "just in time" meaning users do not need to wait. E-books can be "just in case" too meaning that there are already in the catalogue before the user realizes they need it. Replaces manual purchasing: Streamlining of work with acquisitions as the number of individual books bought manually is reduced. Several purchase- and interlibrary loan suggestion are avoided as the user is able to find what they are looking for immediately. Saves money: No unnecessary buying of or subscribing to books which are not used.
Plans for the long term
Before starting you ought to think about how you want to work – should you have a test period, or do you want to start immediately? How long should a test period be? How large should the budget be? <i>Think about what goals are important to you – where should your focus be? You ought to have a long term plan, meaning a clear idea of how PDA is to be used and how much of the budget should be committed to it.</i>

Profile

Subject
Which subjects does the library want to include in the profile? How detailed does the library want the subject categories to be?
Year
Will the library only offer the latest releases or does it intend to use the PDA collection as a "back-file"? Consider the problems that will occur by limiting the publishing year (publishing year often means the year of the e-book release, not the original print publishing)
Language
Which languages should be included?
Publisher
Are there certain publishers which ought to be excluded on account of content, level, price or because the library has already purchased their titles by other means?
Keyword
Are there certain words in book titles which ought to be excluded, for example, "dummies"?

Classification

Is it important to be able to set limits using classification codes?

Readership level

Is it important to be able to set limits based on the level of the content of books?

Profile: Consider which limits your library wants to set and which profile settings are particularly important. Choose your distributor in accordance with your requirements.

PDA functionality**Browsing**

What is the minimum time allowed for browsing? What happens when browsing finishes? Is there a question about continued reading and how is it phrased? Can the library decide how the question should be phrased? What are the “triggers” for borrowing and buying?

The browsing period is important as it can prevent unnecessary borrowing and buying. The greater the browsing possibilities the better, this aspect is crucial.

Loans

Should the library use short term loan before buying? How many loans does the library want to have? How long should the loan period be? What is the cost for a loan? Does the cost vary between publishers?

Consider how important ownership is. Which loan settings are appropriate for your library?

Price ceiling

Should there be a maximum cost for books included in the the PDA collection?

Establish a maximum cost for imported titles in order to avoid large costs.

Mediated function

Does the library want to use a “mediated function” (that librarians approve loans or purchases, typically used for expensive books)? If so, what is a suitable price limit? Is there a routine in place to make sure staff is available to deal with these requests?

At the start of PDA the mediated function gives an increased sense of control. Be prepared to commit some time to review purchase suggestions. Price limits should be evaluated and adjusted after some time if necessary. You should evaluate whether you are using the function to deny loans or to buy immediately, otherwise this function becomes less useful.

Number of simultaneous users

How many simultaneous users does the library want to offer? Is a solution with “credits” acceptable?

For PDA, simultaneous access for several users is important as it prevents double buying if several users want to read the same book at the same time.

Number of loans/person/day

Does the library want to limit use by very active users? What happens when a borrower reaches the

maximum permitted number of loans?

Setting a limit can be justifiable since a too generous model could open for imbalance between subjects and high costs.

Layout

Can the library influence the layout of the interface?

If it is possible to download books for reading offline, choose a layout solution that only allows downloading when the book is opened online, preventing unnecessary costs (since a loan is generated immediately when a book is downloaded).

Information texts

Can the library change the texts in the information boxes for users?

Creating your own texts for the information boxes may prevent confusing or discouraging formulations (implying costs for the user).

Several different accounts

Does the library need several different accounts (with different subject profile and PDA settings)?

PDA-functionality: consider which PDA model and which PDA settings are particularly important and choose your distributor in accordance with your requirements.

Collection

Readership level

What is the level of content in the titles? Which levels is appropriate for the library?

Type of book

Does the library have a particular interest in a certain category of books, for example, course literature (text books), reference literature or monographs?

Publisher

Which publishers are included? Is there a publisher which is particularly important to the library?

Updates to collections

How often do new titles appear? Approximately how many titles? Are they automatically put into the library's profile? Are titles removed from the collection? Approximately how many and how often?

Relation to course literature

Does the PDA collection contain course literature? How does the library avoid unnecessary costs for borrowing these titles?

Create routines for checking for current course literature in the PDA collection before the start of the semester and buy it in advance.

Collection: check if the collection from the distributor meets the library's needs and choose your distributor in accordance

with your requirements.

Accessibility

Making the e-books visible

In which discovery systems will the library display the PDA collection (local and/or union library catalogue, discovery tool)? Are there different technical solutions for displaying the collection (marc records, link resolver)?

MARC records

Can the distributor supply MARC records for the PDA collection? Does it cost anything? What is the quality of the MARC records? Do the records have a note for PDA? How can the library get MARC records – which options does the distributor offer, for example, FTP, web or e-mail? Which options are appropriate for the library?

Local catalogue

How can the library upload records onto the catalogue (load locally or via a link resolver)? How should the library work with load tables and the import of catalogue records?

Consider which technical solution is suitable for giving access. Link resolvers are not recommended as a method for giving access in the catalogue.

Link resolver

Should the titles be activated in a link resolver to make them visible, for instance, in Google Scholar? Should this be the case for all titles or only those which have been bought?

Access and authentication

What type of authentication will the library use for e-resources, for example, proxy, IP, shibboleth etc.? What are consequences for the library's access method in relation to the different distributors?

Try to avoid a separate login on the platform's own interface as this can discourage spontaneous use.

Managing collections

Deduplication

Does the library want to deduplicate against its e-book collection and /or its printed collection? Which resources should be deduplicated? How can ISBN for already owned titles be retrieved?

Consider which method of deduplication is most effective. Be aware of the fact that certain titles cannot be deduplicated as a result of problems with unique or incorrect ISBN. If you retrieve ISBN from SFX remember that it is not updated very often.

Managing purchased titles

How should bought titles be managed in the catalogue (manually or by using upload files with records for new titles)?

Find out if the distributor can send customized files with MARC records for bought books so that the records do not have to be marked manually.

Updates

How often is it feasible to update the collection with new arrivals and delete titles which have been removed? By whom, how and when are the updates to be carried out?

Try creating a structured schedule detailing who carries out the updates and how often. Decide how high the level of ambition should be regarding the appearance of MARC records and how up-to-date the collection is. Create a load table for imports of new records and another table for records which are to be removed. In both of these tables put a note which will make it easy to localize those records which are new and respectively those records which are to be removed.

Support

What are the library's wishes and demands regarding support, for example, start-up help, response time, language etc.?

Statistics

Which statistics is needed? Is it important to be able to separate out PDA use from ordinary use (if the library also buys individual titles from the same platform)? Can regular reports be obtained?

Is the distributor able to provide reports for analysis of use, and as basis for any adjustments to profiles or settings?

E-book functionality

Platform

Is the platform user-friendly throughout? What does the interface look like? Does the library want to use an additional platform or to limit itself to existing platforms/distributors?

DRM

What are the restrictions for printing out and copying? Which DRM restrictions are reasonable for the library? Would the use of Adobe Digital Editions be a problem, for example?

Downloading

Which options for downloading does the distributor offer? Is it possible to download onto a tablet/e-reader?

Speech synthesis

Is there a speech synthesizer available on the platform?

Mobile interface

Does the distributor offer an interface for mobile devices?

E-book functionality: when the book has been bought it should work together with the rest of the library's collection. It is important to think about how the distributor's platform looks and which functions and limitations it has.

Finances

Budget
How much of its budget is the library willing to commit to PDA? For example, should it use a certain percentage of the monograph budget?
<i>Decide on the maximum sum of money which can be spent on PDA. Follow developments in costs as regularly as possible, particularly in the beginning. If an unexpected amount of money is being spent, either too much or too little, the profile or settings can be adjusted.</i>
Price model
What does the distributor's price model include? Are there any additional charges, for instance a platform charge? Are these charges negotiable?
<i>Consider how you could make effective price comparisons when distributors have unique pricing lists.</i>
Financial reports
Can the distributor supply outturn reports? Is it easy to follow costs via the administration portal?
Invoicing
How will the work flow for invoices operate? How often will the library receive invoices? Should PDA invoices arrive separately or together with other invoices for books bought manually (from the same distributor)?
<i>It can be a good idea to have separate invoices for PDA and manual purchases from the same distributor in order to show more clearly the costs for the respective purchasing methods.</i>
Payment
Does the library want to make continuous payments or deposit a single lump sum? In that case, can unused funds be reimbursed?
<i>If a single lump sum deposit made ensure the library is entitled to any reimbursement of unused funds.</i>

Organization

Work flow
How will the work flow be influenced within acquisitions, cataloguing, system management, administration and statistics? Who can work with cataloguing, creating profiles and take responsibility for possible changes to PDA settings? Who is responsible for reviewing the budget? How can work be planned so that it does not become dependent on a few select people who have the necessary competence and time? Are there "bottlenecks" in the organization which could make the work more difficult? Does time or work need to be re-prioritized in order to start PDA?
Competency development
Does the library need to carry out an inventory of staff competences before the start of PDA? Is there a need for training?
Establishing PDA locally

How should PDA be established locally? What information is needed for staff to feel informed and involved?

Coordination

How should PDA be coordinated? Does PDA need a coordinator/contact person?

Assessment

How should PDA be assessed? When and by whom?

Organization: *investigate how PDA will influence work flow and identify possible bottlenecks. Analyze the organization's needs for coordination and improved competency.*

Answers from vendors

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
How many of your e-book titles are PDA eligible?	How many of your e-book titles are PDA eligible?	How many of your e-book titles are PDA eligible?	How many of your e-book titles are PDA eligible?	How many of your e-book titles are PDA eligible?
All of them (apprx. 180 000)	All of them (apprx. 220 000 titles). We generally add about 4000-5000 titles per month.	All of them (apprx. 300 000) and increasing by around 1-2,000 per week	Approximately 245,000 of our titles are available via the Patron Driven Account acquisition model.	Apprx. 290 000 titles and constantly growing.
Do you know how many of these are unique for you and not found in other aggregators bases as Ebrary?	Do you know how many of these are unique for EBL and not found in other aggregators bases as Dawson or Ebrary? The reason we ask this is that have the impression that all aggregators offer more or less the same titles?	Do you know how many of these are unique for MyiLibrary and not found in other aggregators bases such as Dawson or Ebrary? The reason we ask this is that have the impression that all aggregators offer more or less the same titles.	Do you know how many of these are unique for EBSCO and not found in other aggregators bases as Dawson or Ebrary? The reason we ask this is that have the impression that all aggregators offer more or less the same titles?	Do you know how many of these are unique for Ebrary and not found in other aggregators? The reason we ask this is that have the impression that all aggregators offer more or less the same titles?
I'm afraid we're unable to provide this information.	We do not have regular access to these other databases for comparison. However, we would estimate that the overlap would be between 80-90%. Generally, publishers do not work exclusively with one aggregator. However, it is the case the some publishers work with some but not all aggregators.	It is difficult to answer this, as none of the e-book companies have access to each others databases. The latest number of titles that I have for each platform is Dawson 170,000, Ebrary 266,000. This would suggest that we have at least 30,000 unique titles.	EBSCO offers the largest number of titles from the largest aggregated number of publishers on one platform.	We cannot provide a list of unique titles because publisher agreements change constantly. We could say that we have an exclusive agreement with xyz publisher, but that could change tomorrow. Also, due to competitive climates, it is usually difficult to get current title lists from other aggregators. What we can say with confidence is that we do have a very large pool of partner publishers, over 500, of which 120+ are University presses. So we offer quality and quantity. By our count we have one of the largest PDA pools of any aggregator.

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
Do you have any special profile for your collections, like certain topics or publishers?	Do EBL have any any special profile for your collections, like certain topics or publishers?	Do MyiLibrary have any special profile for your collections, like certain topics or publishers?	Do EBSCO have any any special profile for your collections, like certain topics or publishers?	Do Ebrary have any any special profile for your collections, like certain topics or publishers?
<p>We have some bundles available.</p>	<p>As a general rule, we take all titles that the publishers we work with make available. We then will filter by subject areas. We also have a very sophisticated profiling tool that libraries can use to customize alerts or selection of titles. This can be done based on a range of criteria such as subject areas, publication dates, publishers, Dewey or LC ranges, keywords, etc. Our profile worksheet can be found here:http://ebl.wufoo.eu/forms/ebl-profile-setup-content-profile/We do work with publishers to offer specially priced collections of titles in specific subject areas. We are also looking to introduce the ability to create custom packages/collection with selected publishers. This content will be specially priced but based on selections made by the library.</p>	<p>We can profile to either of these parameters. I also recently profiled against a customers most borrowed list and against their multiple copies held list.</p>	<p>Multidisciplinary. See subject breakdown:</p> <p>Subjects %</p> <p>Business, Economics and Management 13,60%</p> <p>Social Sciences: General 12,08%</p> <p>Medicine 9,74%</p> <p>Literature 7,75%</p> <p>Technology, Engineering and Manufacturing 5,43%</p> <p>History: World and General 4,73%</p> <p>Computer Science 4,28%</p> <p>Religion 3,83%</p> <p>Education 3,65%</p> <p>Arts 3,56%</p> <p>Political Science 3,38%</p> <p>Biology and Life Sciences 3,12%</p> <p>Law 3,08%</p> <p>Philosophy 3,02%</p> <p>Language and Linguistics 2,13%</p> <p>Mathematics and Statistics <2%</p> <p>History: United States <2%</p> <p>Psychology <2%</p> <p>Physics <2%</p> <p>Chemistry <2%</p> <p>Networking and Telecommunications <2%</p> <p>Travel and Geography <1%</p> <p>Agriculture <1%</p> <p>Sports and Recreation <1%</p> <p>Science: General <1%</p>	<p>Ebrary selects academic, scholarly content and professional titles that represent a broad range of publishers and topics. We host both back- and front-file content Those topics cover the following subject areas: Business and Economics, Computers & IT, Education, Engineering & Technology, History & Political Science, Humanities, Interdisciplinary & Area Studies, Language, Literature & Linguistics, Law, International Relations & Public Policy, Life Sciences, Medicine, Nursing & Allied Health, Physical Sciences, Psychology & Social Work, Religion, Philosophy & Classics, Sociology & Anthropology</p>

			Earth Sciences <1% General Works and Reference <1% Library Science and Publishing <1% Home Economics <1% Other <1% Sociology and Anthropology <1%	
Is it possible to make notes and highlights in your e-books? Is it possible both for online and offline reading?	Is it possible to make notes and highlights in you e-books? Is it possible both for online and offline reading?	Is it possible to make notes and highlights in you e-books? Is it possible both for online and offline reading?	Is it possible to make notes and highlights in you e-books? Is it possible both for online and offline reading?	Is it possible to make notes and highlights in you e-books? Is it possible both for online and offline reading?
Notes can be made in the read online view. Titles can be read online and downloaded for offline reading.	Users can make notes in both the online and offline reading. The offline reader (Adobe Digital Editions) note tool also highlights selected text.	Yes to all of these.	Yes, notetaking online: notes will be saved in personal user account (MyEBSCOhost). Notetaking offline: Notes/Bookmarks feature in Adobe Digital Editions.	Yes, once you create a personal ebrary account, users will have the ability to make notes and highlights. At this stage this is possible for online use only.

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
Pricing model	Pricing model	Pricing model	Pricing model	Pricing model
<p>We only charge the publishers list price. You then own the title. You get free of charged topped up the credits every year.</p> <p>Hosting fee is 12%, but is being reduced down to 6% when buying more than £10,000 and reduced to 0% if buying more than £25,000. This is only a one off fee.</p> <p>Free marc records in the PDA project. No admin fee. No subscription fee. There is multiple concurrent access free in this concept. No other costs than the mentioned above.</p>	<p>All prices are determined by the publishers. EBL recommends that ebook prices be set at same-as-print levels. Prices vary by discipline and publisher. EBL sells ebooks at publisher list price and does not add any mark-up to the publisher's set prices.</p>	<p>We have two main pricing models, single-user and multi-user. Each title is priced on an individual basis and a single-user can be equal to or just slightly more than the print price of the book. On average, a single-user copy costs around 1.2 times the print price.</p> <p>Multi-user copies allow concurrent access and will be priced at around 2.2-2.8 times the print price. These are averages and can vary considerably by publisher. Some publishers will also base the e-book price on the cloth variant of the title, rather than the paperback.</p>	<p>Our single user price is similar to the publishers recommended list price.</p> <p>Multiuser (3 users) is a fixed percentage: +50% on the single user price.</p> <p>Unlimited user price varies due to the number of FTE's and might also differ between publishers.</p> <p>We have two pricing models for eBooks purchased via PDA, pay-as-you-go or PDA deposit.</p> <p>For the pay-as-you-go model a customer may create a PDA list and pay as titles are triggered. There is a minimum commitment of \$2,500 in ECM. The site will be invoiced once per week, provided titles have been triggered.</p> <p>For the PDA deposit model a customer may create a PDA list in ECM and place a minimum deposit of \$2,500. The site will be invoiced for the deposit amount. When titles are triggered, the cost of the title is deducted from the deposit amount.</p>	<p>Pricing per title is at publisher list price for single-user access and 150% of list price for unlimited multi-user access where available.</p>
Do you add a certain % to the publisher's list price for e-books with unlimited	Do you add a certain % to the publisher's list price for e-books with unlimited	Do you add a certain % to the publisher's list price for e-books with unlimited	Do you add a certain % to the publisher's list price for e-books with unlimited	Do you add a certain % to the publisher's list price for e-books with unlimited

simultaneous users purchased via PDA?	simultaneous users purchased via PDA?	simultaneous users purchased via PDA?	simultaneous users purchased via PDA?	simultaneous users purchased via PDA?
No we don't charge extra. If a book has 400 credits – then 400 users can access the same book in 24 hours with uninterrupted access.	No. Sometimes publishers charge more for Unlimited Access titles than if they were purchased as a Non-linear access model but EBL does not add anything on top of the publishers' list price.	No, each title is priced individually to ensure the best possible price for each book. There are prices for single, multi and multiple single use and the number of simultaneous users will be governed by the licence type chosen.	Unlimited user price is based off a pricing tier that draws from a site's FTE. The price for unlimited user is based off of how many people are at a given site.	Unlimited simultaneous usage license is 150% of list price for unlimited multi-user access where available. Please note this is not an ebrary initiated mark-up, this is in agreement with our partner publishers.
Do you charge any other type of fee, i.e. platform fee or admin fee in relation to PDA?	Do you charge any other type of fee, i.e. platform fee or admin fee in relation to PDA?	Do you charge any other type of fee, i.e. platform fee or admin fee in relation to PDA?	Do you charge any other type of fee, i.e. platform fee or admin fee in relation to PDA?	Do you charge any other type of fee, i.e. platform fee or admin fee in relation to PDA?

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
<p>No we don't</p>	<p>We do have a platform fee but we sometimes can waive or partially waive these platform fees.</p> <p>Option A: Pay-As-You-Go</p> <p>Libraries with limited budgets or who require only a small selection of titles can purchase ebooks individually by paying the ebook price plus a 10% platform-fee surcharge per title.</p> <p>In effect, the platform fee is capped at \$5,000. The 10% surcharge is applied toward the total platform fee. Once the platform fee is paid, the library will pay only the content price plus any applicable annual maintenance fees. However it's important to note that libraries are not required to hit this (or any) mark. They can collect as many or as few ebooks as they like paying the 'ebook plus 10%' price.</p> <p>Option B: Up-Front Payment</p> <p>Libraries who choose to pay the upfront platform fee as one lump sum receive a significant discount – they pay \$3,000 instead of \$5,000. After paying this one-time up-front charge, they will pay only for ebooks purchased. Their platform fee will be paid-in-full at</p>	<p>There is an annual platform fee which may be linked to annual spend and may be €0.</p>	<p>The customer will not have to pay an extra fee's, no platform fee, hosting fee, or admin fee.</p>	<p>ebrary applies an annual hosting fee of 5% of aggregated purchase value on our Patron Driven Acquisition programme. This fee is charged at a minimum of \$250 and a maximum of \$1,500 per channel. This fee is waived in the case of customers who also hold an ebrary subscription.</p>

	a discounted rate.			
Do you have a facility for "synthetic speech" for people with reading disabilities?	Do EBL have a facility for "synthetic speech" for people with reading disabilities?	Do MyiLibrary have a facility for "synthetic speech" for people with reading disabilities?	Do EBSCO have a facility for "synthetic speech" for people with reading disabilities?	Do Ebrary have a facility for "synthetic speech" for people with reading disabilities?
Titles can be read aloud once downloaded using Adobe Reader	Yes, EBL enables 'read aloud' for all titles in the online reader. We will soon be enhancing this further to provide the reader greater control over speed and sound.	Yes, using pdf readaloud and various 'reader' software, such as 'JAWS'	No, currently no integrated text to speech function. However, the EBSCOhost interface is compatible with screen reader software, so programs such as JAWS can be used. Also text that users download as PDF document can be converted into MP3.	Our Unity Reader does offer Text-to-Speech capabilities, but our customers prefer using our Quickview reader and enabling accessibility options to simplify the user interface, allowing 3rd party screen readers (such as JAWS) to read the screen to the user. Since most users are already using a third party reader, it makes more sense for the reader not to switch tools.

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
Do you have a special App or web interface for mobile reading?	Do you have a special App or web interface for mobile reading?	Do you have a special App or web interface for mobile reading?	Do you have a special App or web interface for mobile reading?	Do you have a special App or web interface for mobile reading?
<p>We don't currently have an app or a site optimized for mobile viewing but this is something we are working on and hope to have a solution in place for in the New Year.</p>	<p>EBL's patron interface is accessible on mobile phones and devices (iPads, etc.). Ebooks can be read in the browser on devices or all of our ebooks can be fully downloaded onto iPhones, iPads and Android devices using the freely available Bluefire Reader. Our site detects when a users is coming from a mobile device and automatically gives them to option to download direct to Bluefire.</p> <p>We currently offer ePub format for downloading for about 35,000 titles. ePub is formatted to re-size better on smaller screens. We will be releasing an even more mobile-friendly/optimized site soon next year – for an even better reading experience for patrons on mobile devices.</p> <p>EBL's ebooks are compatible for download to any device that supports Adobe Digital Editions. A full list of devices can be found here - http://blog.ebllib.com/?p=633.</p>	<p>You can read our titles online without the need for an App. For downloading titles, we utilise Adobe Digital Editions and for Apple products there are various pdf reader Apps available.</p>	<p>Not currently, but a special App will be launched in summer. At the moment we recommend vendor neutral apps such as Bluefire Reader or Aldiko.</p>	<p>Yes, with ebrary's mobile app (available on iOS and Android devices), patrons can Use the app's streamlined interface to</p> <ul style="list-style-type: none"> • Online, search for and read documents on their ebrary site • Online, seamlessly download documents from their ebrary site directly to the device • Offline, read previously downloaded ebrary documents • Offline, read non-ebrary PDF documents
Is the pricing model and functionality for your e-books the same for books bought via PDA as for books bought by "ordinary" purchase?	Is the pricing model and functionality for your e-books the same for books bought via PDA as for books bought buy "ordinary" purchase?	Is the pricing model and functionality for your e-books the same for books bought via PDA as for books bought buy "ordinary" purchase?	Is the pricing model and functionality for your e-books the same for books bought via PDA as for books bought buy "ordinary" purchase?	Is the pricing model and functionality for your e-books the same for books bought via PDA as for books bought buy "ordinary" purchase?
<p>The price and functionality are the same for PDA purchases. We may be in a position to negotiate better terms depending on the amount spent.</p>	<p>Yes, titles purchased through DDA (either mediated or auto-purchased), behave just the same as titles purchased upfront. EBL does offer the option to provide access to titles as pay-per-view as well as purchase</p>	<p>Yes, with the exception of download. Users cannot download a title until it is purchased.</p>	<p>Yes it is the same. Currently not all titles are available for purchase via PDA, but the list of titles if growing rapidly.</p>	<p>Yes, PDA books are priced in the same manner as ebrary PA ("ordinary" purchasing)</p>

	using DDA.			
Does the paying model for PDA have to be based on that we deposit a certain amount in the beginning? Or is there a possibility that we pay on and on as we buy books via PDA?	Does the paying model for PDA have to be based on that we deposit a certain amount in the beginning? Or is there a possibility that we pay on and on as we buy books via PDA?	Does the paying model for PDA have to be based on that we deposit a certain amount in the beginning? Or is there a possibility that we pay on and on as we buy books via PDA?	Does the paying model for PDA have to be based on that we deposit a certain amount in the beginning? Or is there a possibility that we pay on and on as we buy books via PDA?	Does the paying model for PDA have to be based on that we deposit a certain amount in the beginning? Or is there a possibility that we pay on and on as we buy books via PDA?
There is no need for a deposit. PDA titles can be purchased as normal	EBL has no minimum purchase requirements for DDA nor do we require that the library sets up a deposit. The library can simply pay as they go, with EBL issuing a weekly or monthly invoice. If a library does wish to set up a deposit, they can spend it at whatever pace they wish. EBL provides a weekly or monthly statement for the deposit showing a balance. We also set-up expenditure alerts in the system to notify the library when designated expenditure points are reached. If the library does not use the entire deposit, they can request that the remaining funds are returned at any time.	We no longer require a deposit. We do require a commitment amount in order to assist you with budgeting and to determine the appropriate amount of content to make available. Some customers prefer to use a deposit, to ensure that they do not overspend	Yes, you can choose to prepay for a deposit or set up (monthly) invoicing.	The library can chose Pay-Go or lump sum payment up-front

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
Is there a minimum limit of the amount that we need to deposit?	Is there a minimum limit of the amount that we need to deposit?	Is there a minimum limit of the amount that we need to deposit?	Is there a minimum limit of the amount that we need to deposit?	Is there a minimum limit of the amount that we need to deposit?
N./A	There is no minimum amount for a deposit. It's up to the library.	No deposit is required. The commitment amount is negotiable. Experience teaches us that a commitment 150,000SEK will provide a good level of content over a reasonable period of time.	No.	No there is not
Is this amount connected to a certain period of time, so that we are obliged to deposit this amount, for instance every four months?	Is this amount connected to a certain period of time, so that we are obliged to deposit this amount, for instance every four months?	Is this amount connected to a certain period of time, so that we are obliged to deposit this amount, for instance every four months?	Is this amount connected to a certain period of time, so that we are obliged to deposit this amount, for instance every four months?	Is this amount connected to a certain period of time, so that we are obliged to deposit this amount, for instance every four months?
N/A	No, it's totally up to the library if they wish to establish a deposit and, if so, how much. Deposit accounts can be topped up if or as the library wishes.	No deposit is required. We will discuss a period of time that is relevant to the plan to assist with budgeting. We can also add new titles to your collection as they become available and would normally negotiate a new commitment level on a regular basis.	No.	No, there is no time limitation
Can we finish our PDA program whenever we want, or are we obliged to continue for a certain period?	Can we finish our PDA program whenever we want, or are we obliged to continue for a certain period?	Can we finish our PDA program whenever we want, or are we obliged to continue for a certain period?	Can we finish our PDA program whenever we want, or are we obliged to continue for a certain period?	Can we finish our PDA program whenever we want, or are we obliged to continue for a certain period?
PDA can be switched on and off in the Admin Portal. It's controlled entirely by you.	The library has total control over when to stop or start the program. It is not required that the library commits to any amount of time. We usually recommend that the library set a budget and/or a timeframe. We then work with the library to help manage the program to try to optimize the budget to the desired timeframe. We also recommend that the	You may place your PDA on hold whenever you wish and then re-start it when appropriate. As we no longer require a deposit we would expect the plan to run for a determined period of time (usually 3-6 months, dependant on commitment).	You can finish the PDA program whenever you want.	You are free to finish whenever you wish.

	library plan its 'exit strategy' before it starts so that there is a plan for gracefully ending the DDA spending when the budget has been spent. It's very easy to do this and the settings for turning off DDA are within the library's admin tools.			
If we haven't spent the whole deposited amount at the end of the period, can we then get the non-spent money back?	If we haven't spent the whole deposited amount at the end of the period, can we then get the non-spent money back?	If we haven't spent the whole deposited amount at the end of the period, can we then get the non-spent money back?	If we haven't spent the whole deposited amount at the end of the period, can we then get the non-spent money back?	If we haven't spent the whole deposited amount at the end of the period, can we then get the non-spent money back?
Yes you can deposit an amount when you start the project and yes, you can have it back if not spent.	Yes, we will refund any unspent amount on request. Alternatively, the funds can also be applied to future purchases if desired.	We usually offer you the chance to choose some of the books that have only been viewed once. Alternatively, we can extend the programme until the money is spent. We also now offer a service called MARCStream. With this service, we run your profile once per month and send you the MARC records for any books that have been added to the platform in that period (both backlist and brand new titles). You can then choose which of these to add to your profile. You could also widen your profile at any time if the money does not seem to be being spent.	Money not spent for PDA purchases can be reassigned to pay for other EBSCO products, such as your EBSCOhost database subscriptions. There is no administration fee for reassigning the funding.	The Institution may terminate its participation in the Patron-Driven Access program at any time, in which case it shall have an unlimited amount of time in which to spend any remaining deposit on other Ebrary products

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
Is there a minimum of the number of marc-records we have to download to our catalogue to start our PDA-program?	Is there a minimum of the number of marc-records we have to download to our catalogue to start our PDA-program?	Is there a minimum of the number of marc-records we have to download to our catalogue to start our PDA-program?	Is there a minimum of the number of marc-records we have to download to our catalogue to start our PDA-program?	Is there a minimum of the number of marc-records we have to download to our catalogue to start our PDA-program?
No, you can add as many as you like.	No, there is no minimum number of MARC records - it's totally up to the library whether to download MARC records or how many. EBL will consult with the library to help establish a realistic number of titles to make available in line with the budget and desired timeframe for the program.	No.	No.	There is no minimum number. We recommend you download all the selected titles in your profile and add them to your catalog to facilitate discoverability.
Is it possible to browse the e-books for free before any rental or purchase is made?	Is it possible to browse the e-books for free before any rental or purchase is made?	Is it possible to browse the e-books for free before any rental or purchase is made?	Is it possible to browse the e-books for free before any rental or purchase is made?	Is it possible to browse the e-books for free before any rental or purchase is made?
Yes, a title can be previewed before a purchase is generated.	Yes, users can browse non-owned ebooks for up to 5 minutes. There are no page limits to browsing, the user has access to unlimited pages of the full-text during browse mode. On average, we find that users view the ebooks for about 3.5 minutes, with an average of 17 page turns while in browse mode.	Yes – the first viewing is completely free. Also, librarians and staff with access to our online database, OASIS, can view e-books through our 'See Inside the Book' function as many times as they wish without affecting the PDA statistics. We also have OASIS Lite now, aimed at the <i>less-frequent user</i> .	Yes, we allow 10 minutes preview.	Yes, we have a free browse period on each title before the rental or purchase is triggered.

If so, which browsing limitations are applied? Does the limitation consist of a certain amount of pages or time?	If so, which browsing limitations are applied? Does the limitation consist of a certain amount of pages or time?	If so, which browsing limitations are applied? Does the limitation consist of a certain amount of pages or time?	If so, which browsing limitations are applied? Does the limitation consist of a certain amount of pages or time?	If so, which browsing limitations are applied? Does the limitation consist of a certain amount of pages or time?
<p>We allow for 5-minutes preview per day per user of the book – in the PDA model you can then browse in the full book, outside the PDA model you can browse the first 50 pages.</p>	<p>See above.</p>	<p>There is no limitation to the first viewing as long as the book is browsed 'normally' and the browser remains logged in. The book will automatically log out after 30 minutes of non-activity.</p>	<p>We do not apply browsing limitations. Observe that turning more than 10 pages results in a purchase.</p>	<p>Any of the following usage will trigger the purchase (or loan) of a PDA title:</p> <ul style="list-style-type: none"> • 10 pages viewed in a single browser session (other than front or back matter), or • 10 minutes of viewing* in a single browser session (other than front or back matter), or • 1 print (of any page other than front or back matter), or • 1 copy (of any page other than front or back matter), or • 1 download of any type (note, a title on loan cannot be full-document downloaded) <p>*Note re 10 minutes of viewing: If you view a page for 5 minutes flip the page and then view the next page for 6 minutes, nothing is triggered until you flip to another page. Then it realizes you really were reading that previous page and so counts those minutes. 11 total minutes of usage would be recorded.</p>

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
<p>How many times can this free browsing be done per book? Is there a limit so that it only can be done a certain number of times per book, or can this free browsing be done whenever a user opens an e-book within our PDA-profile?</p>	<p>How many times can this free browsing be done per book? Is there a limit so that it only can be done a certain number of times per book, or can this free browsing be done whenever a user opens an e-book within our PDA-profile?</p>	<p>How many times can this free browsing be done per book? Is there a limit so that it only can be done a certain number of times per book, or can this free browsing be done whenever a user opens an e-book within our PDA-profile?</p>	<p>How many times can this free browsing be done per book? Is there a limit so that it only can be done a certain number of times per book, or can this free browsing be done whenever a user opens an e-book within our PDA-profile?</p>	<p>How many times can this free browsing be done per book? Is there a limit so that it only can be done a certain number of times per book, or can this free browsing be done whenever a user opens an e-book within our PDA-profile?</p>
<p>The 5-minutes preview can be done once a day per user per book. The next day and the next etc the same user can gain access to the book for free in 5-minutes.</p>	<p>Each patron/user can browse an individual title for up to 5 minutes before a loan needs to be created or requested. During this time, patrons can look at an unlimited amount of pages, whereas some of our competitors allow a 10 minute browse but limit to 10 page views. We see an average of 16 pages being viewed during our 5 minute browse. There is no limit set per individual title or per individual user. As indicated in the previous answer however, a user can only browse an individual item for 5 minutes.</p>	<p>The product detail page can be viewed limitless times. The browsing of the content itself is unlimited for the first viewing, with the second viewing activating the purchase. In addition, acquisition staff can view any MyiLibrary book via our online database, OASIS. These viewings are completely unlimited and the book can be viewed limitless times.</p>	<p>Free browsing is session based. There is no limit to how many times each book can be accessed as free browsing; as long as no trigger for purchase occurs in a given user session, access is always treated as free browsing.</p>	<p>This free browsing period can be applied once per user session. That is the only limit.</p>

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
<p>Is it possible to have a “control option” for library staff to approve the purchase?</p>	<p>Is it possible to have a “control option” for library staff to approve the purchase?</p>	<p>Is it possible to have a “control option” for library staff to approve the purchase?</p>	<p>Is it possible to have a “control option” for library staff to approve the purchase?</p>	<p>Is it possible to have a “control option” for library staff to approve the purchase?</p>
<p>The library can impose price limits on auto-purchases so that anything over a certain price would have to be approved. The same applies for rentals. The rentals themselves can also be set to be approved each time rather than automatically being approved.</p>	<p>Yes, the library can choose to mediate (approve) short-term loans or purchases of non-owned titles. EBL has a very streamlined workflow – both for users and library staff – for alerting of requests, approving and alerting patrons of status of their request. All requests are logged so that librarians can view or export reports of what was requested, approved, rejected, etc.</p>	<p>The approval process is completed in advance of the PDA, as the library selects the titles that they wish to make available, there is no 'blanket' switch on as there is with some models, so all titles that they have access to are relevant and cleared for purchase.</p>	<p>No, the concept is that the library makes a selection before publishing books for PDA access in the user interface. Once books are available in the user interface, they are also directly accessible and will be purchased upon usage. The idea is that for the end user, there should be no difference between books that already were purchased before and books that will be purchased upon usage. The advantage of PDA is seamless access to content. We do not want to build in a time lag by asking the library to approve purchase.</p>	<p>ebrary does not interrupt with messages mid-search or mid-browse as it is our philosophy that the search experience should be seamless to the end user. The library is the one in control of the profiles and therefore loans or purchases. Yes, the user drives this, but it is invisible to them what the library has set in the background. We feel this is a more favorable user experience than interrupted reading.</p> <p>The library has control at the profile building stage.</p> <p>We have heard reports about other systems where the user has received a message telling them they have reached the trigger point and are about to purchase the book, and this confuses the user and sometimes they think that they will be personally charged for the book. So a lot of libraries have switched this setting off.</p>

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
<p>When we collect statistics (i.e. counter reports), is it possible to distinguish which books that have been bought thru PDA and which have been bought “regular”? It’s interesting for us to see if the PDA-books are used more or less than our books purchased the usual way?</p>	<p>When we collect statistics (i.e. counter reports), is it possible to distinguish which books that have been bought thru PDA and which have been bought “regular”? It’s interesting for us to see if the PDA-books are used more or less than our books purchased the usual way?</p>	<p>When we collect statistics (i.e. counter reports), is it possible to distinguish which books that have been bought thru PDA and which have been bought “regular”? It’s interesting for us to see if the PDA-books are used more or less than our books purchased the usual way?</p>	<p>When we collect statistics (i.e. counter reports), is it possible to distinguish which books that have been bought thru PDA and which have been bought “regular”? It’s interesting for us to see if the PDA-books are used more or less than our books purchased the usual way.</p>	<p>When we collect statistics (i.e. counter reports), is it possible to distinguish which books that have been bought thru PDA and which have been bought “regular”? It’s interesting for us to see if the PDA-books are used more or less than our books purchased the usual way.</p>
<p>I’m afraid this isn’t currently possible. However, we do have a PDA report which shows titles purchase, their price and usage.</p>	<p>Yes, EBL differentiates upfront purchases from PDA purchases in our usage and invoice reports, making it possible to differentiate and compare usage. We also commonly provide periodical analysis for the library to help review performance.</p>	<p>You cannot see this information on the statistics that are available via the MyiLibrary site, but we can provide you with this data so that you can separate your titles.</p>	<p>In an owned title report in ECM, it is indicated if a title is owned and if that title is owned via PDA. For example, the title would say “true” under owned and “true” under PDA if the title was purchased PDA. If the title had “true” under owned and “false” under PDA, the title is simply owned through a regular purchase. If you need more clarification, please do not hesitate to ask.</p>	<p>Downloading a Holdings report with purchase data will show how a title was purchased.</p> <p>The other reports that ebrary provides don’t distinguish between books purchased on the PA vs PDA models. ON a related point, the “PDA Trigger Report”, is emailed every Wednesday morning to the admin(s) on file.</p> <p>The messaging in the cover letter of the weekly report includes:</p> <ul style="list-style-type: none"> • The total amount spent on PDA purchases and/or loans from the very beginning • The number of PDA titles purchased and/or loaned from the very beginning <p>The titles shown in the trigger report include only those that:</p> <ul style="list-style-type: none"> • Have been triggered for purchase or loan (as of Tuesday midnight) • AND have had usage in the past 12 months.

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
<p>Do you have any information about the number of titles in your database that are categorized as textbooks, monographs etc?</p>	<p>Do you have any information about the number of titles in your database that are categorized as textbooks, monographs etc?</p>	<p>Do you have any information about the number of titles in your database that are categorized as textbooks, monographs etc?</p>	<p>Do you have any information about the number of titles in your database that are categorized as textbooks, monographs etc?</p>	<p>Do you have any information about the number of titles in your database that are categorized as textbooks, monographs etc?</p>
<p>I'm afraid we don't currently have this information as it's not provided by the publisher in the metadata sent to us. However, we will hopefully be embarking on a project later in the year to capture this information.</p>	<ul style="list-style-type: none"> ● I can't give you exact classifications of the content because different publishers treat different content differently – in terms of how they classify them. What I can provide is the number of titles under each access model. I've provided an explanation of each of the access models as well below: ● Non-Linear Lending Model = 214 258 titles - EBL offers three main access models for outright purchase, all offering simultaneous access: ● Non-linear™ Lending model = 214,258 titles – model designed by EBL in 2003 – offers multiple concurrent access to a maximum of 325 loans per year (+10 minutes free browse per patron per day prior to counting loan against book). This model is generally used by publishers for monographs, although you may also find some textbooks with this model. ● Textbook model = 9,427 titles – maximum three concurrent users and a maximum of 325 loans per year (+10 minutes free browse per patron per day prior to counting loan against book). This model is generally used by publishers for textbooks and monographs that have been adopted as course texts. A couple of publishers use this model for all of their titles but they are the exception. 	<p>We do not classify the titles in this way. However, the collection has been built with academic libraries in mind, so over 80% of the titles will be applicable to you. Of these, the majority will be monographs, although we have an increasing number of textbooks.</p>	<p>We don't currently have this available.</p>	<p>ebrary is primarily a monographs platform, with just over 330 (or 1%) of all titles being textbooks. Of course we continue conversations with primary publishers about hosting textbooks and this may be a new direction for us in the future.</p>

	<ul style="list-style-type: none">• Unlimited Access = 32,369 titles - Unlimited concurrent users with unlimited usage per year. Generally, this model is used by publishers for reference works or some publishers like to give libraries the option between the Non-linear Lending Model and Unlimited Access – with a price differentiation. Elsevier only make all of their titles available with unlimited access.			
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Dawson	EBL	MyiLibrary	EBSCO	Ebrary
<p>Do we get the same form of access and authentication for e-books acquired via PDA as for e-books acquired via Dawsonera: IP-recognition in campus and Proxy off campus? The reason we ask this is to make sure that there is no difference between the access possibilities between PDA and "normal" acquisition, and we also want to make sure we don't have to use Athens or Shibboleth.</p>	<p>What form of access and authentication is offered for e-books acquired via PDA? Today we get access to all our e-books from our different e-book vendors via IP-recognition in campus and Proxy off campus. Is IP-recognition and proxy access also possible for e-books acquired via your PDA model?</p>	<p>What form of access and authentication is offered for e-books acquired via PDA? Today we get access to all our e-books from our different vendors via IP-recognition in campus and Proxy off campus. Is IP-recognition and proxy access also possible for e-books acquired via your PDA model?</p>	<p>What form of access and authentication is offered for e-books acquired via PDA? Today we get access to all our e-books from our different vendors via IP-recognition in campus and Proxy off campus. Is IP-recognition and proxy access also possible for e-books acquired via your PDA model?</p>	<p>What form of access and authentication is offered for e-books acquired via PDA? Today we get access to all our e-books from our different vendors via IP-recognition in campus and Proxy off campus. Is IP-recognition and proxy access also possible for e-books acquired via your PDA model?</p>
<p>Yes, the same form of access will be used – you don't have to have Athens or Shibboleth.</p>	<p>Unlike databases that verify solely on the basis of IP-range, EBL requires a unique and consistent identifier. Our ability to distinguish each user is part of the backbone of our DRM (digital rights management) system and lending model, and also delivers the ability for patrons to save and retrieve their own notes associated with each ebook. This allows for multiple concurrent users, detailed usage reports, and copyright protection.</p> <p>Therefore when a patron attempts to access their EBL there is a two stage authentication process. The first stage is by IP address and the</p>	<p>Authentication can be arranged by ip in campus and ATHENS, EZProxy and referring url from a secure website page off campus. We also authenticate using single-sign on (SHIBBOLETH) in the UK and Australia, is there a similar system in Sweden? If so, I am sure that we could arrange this too.</p> <p>These forms of authentication work for all access to MyiLibrary, whether a title is still awaiting purchase or has already been purchased. The urls that we provide in the MARC records can be</p>	<p>Yes, eBooks on EBSCOhost are supported by all authentication methods that the EBSCOhost interface supports in general, IP-recognition and Proxy the most commonly used. For the user there is no difference in accessing books acquired via PDA or via traditional purchase.</p>	<p>“On-campus“, patrons can access your ebrary site without providing credentials if we've pre-validated your on-campus IP addresses (IP-authentication). “Off-campus“, patrons can access your ebrary site if you provide a remote access protocol requiring them to log in with a unique username/password or barcode.</p> <p>REMOTE ACCESS OPTIONS – any one of the following should be sufficient:</p> <ol style="list-style-type: none"> 1. Proxy server: <ul style="list-style-type: none"> • If the institution uses a proxy server to provide access to online shared resources, we can work with you to easily configure it for ebrary. This is a desirable solution if patrons are already familiar with their proxy server login credentials. Typical proxy servers are EZproxy, WAM, and Squid. 2. Athens, BlackBoard, or MoodleRooms: <ul style="list-style-type: none"> • These authentication methods work particularly well if your patrons are already familiar with

	<p>second stage is conducted by library authentication, using a proxy authentication server system.</p> <p>If the patron is successfully authenticated via these methods, their request is passed on to EBL with encrypted information that lets us know that the patron is authorized, and identifies their patron type. The patron is then granted access to the EBook Library. We can authenticate using Shibboleth, Athens, EZ Proxy, and other customised authentication methods.</p>	<p>customised in order to work with EZProxy and there is no charge for this.</p>	<p>their login credentials, since the same are used to sign-in their personal ebrary account.</p> <p>3. VPN, Virtual Private Network:</p> <ul style="list-style-type: none"> • ebrary works well with VPNs as long as they are not URL-rewriting. <p>4. Secure Referring URL:</p> <ul style="list-style-type: none"> • If the institutional website already offers a secure login for patrons, we might be able to pre-validate users accessing ebrary from behind the login page. • You would put a link to ebrary on one or more of your webpages that can only be accessed after having signed in through your website's secure login. You would then give us the URL of that webpage, and we would pre-validate all users coming from that URL. Your off-campus patrons would need to access ebrary using the link on that webpage. • Two important criteria for a webpage/URL to be used as a referring URL: <ul style="list-style-type: none"> o It must be an http URL (not an https URL) o It must only be accessible once a user has signed in. (That is, if you paste the URL into a browser, it won't take you there. It will either give an error, or ideally, it will take you to the login screen.) <p>5. RPA, Remote Patron Authentication or ebrary-hosted remote access:</p> <ul style="list-style-type: none"> • ebrary can host remote access for your ebrary site if you provide us with a file containing a unique username or barcode for each patron. • Passwords will be set by ebrary to ensure maximum security and content protection. • This method requires patrons to use that same username/password or barcode to sign in to their personal ebrary account. <p>6. Custom solution:</p> <ul style="list-style-type: none"> • If you are interested in creating a custom solution, ebrary APIs are available. Web software development expertise is required to set this up.
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Dawson	EBL	MyiLibrary	EBSCO	Ebrary
<p>Do your marc-records contain any enriched content like summary, table of contents etc.?</p>	<p>Do your marc-records contain any enriched content like summary, table of contents etc.?</p>	<p>Do your marc-records contain any enriched content like summary, table of contents etc.?</p>	<p>Do your marc-records contain any enriched content like summary, table of contents etc.?</p>	<p>Does Ebrary include Marc-Records which include detail information such as summary, table of content etc.?</p>
<p>This information isn't included as standard but we can amend your set up to include this information if required.</p>	<p>Yes, we include a range of metadata including Summary, Table of Contents, LC and Dewey Classification, LC Subject Headings. You can see a sample MARC record for EBL here:</p> <p>http://ebl.wufoo.eu/forms/sample-free-ebl-marc-records/</p> <p>Libraries with a subscription to OCLC WorldCat can also take OCLC MARC records for EBL titles for free.</p>	<p>With regards to MARC records. These are always provided free of charge and can be delivered by e-mail, FTP or downloaded from our database website, OASIS. I have attached two examples. The first is a download from OASIS and does not contain a Table of Contents. The other (in .pdf and .mrc formats) does contain this information. We do not include it as a matter of course and a quick check of a random sample of titles in our database found that three out of fourteen had the table of contents included.</p> <p>We can now offer a table of contents service, which we charge for. This will not provide this information for every title, although we are working on improving the level of coverage that we have. The charge for this is 80p per record (around 8.50SEK).</p>	<p>The marc records we deliver come from OCLC. They contain subject terms, but no further enrichment with summary/TOC.</p>	<p>Currently no, we don't have enriched content in the MARC records although this is something we are investigating for the future.</p>

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
Do you offer the same sort of marc-records for PDA as for normal acquisition?	Do you offer the same sort of marc-records for PDA as for normal acquisition?	Do you offer the same sort of marc-records for PDA as for normal acquisition?	Do you offer the same sort of marc-records for PDA as for normal acquisition?	Do you offer the same sort of marc-records for PDA as for normal acquisition?
<p>Yes, all records will be to AACR2 standard.</p>	<p>Yes, the MARC are the same for PDA as for normal acquisition. We will be making some further enhancements to our MARC workflow later this year to provide customizable MARC for PDA, Acquisition, and Ordering. This will enable libraries to differentiate data in the MARC if they wish.</p>	<p>MARC records for PDA items only differ slightly, in that the url that we provide leads to a different page. The standard url always takes an end user to the cover page of the book, whereas the PDA url will take them to the product detail page, where they can see the 'blurb' and the table of contents. This allows end users to 'review' a title without actually opening it.</p>	<p>Yes.</p>	<p>Yes, we believe that for your collection of PDA titles to be useful, it is important that they be discoverable. We provide you with a MARC record for every title in your PDA collection as soon as you make that PDA profile active. That way, you can load those MARC records into your catalog so the titles in your PDA collection will be discoverable through your catalog. We do not re-send MARC records for PDA titles when they are purchased – the assumption is that you have already uploaded them in to your catalog. If you pause a PDA profile, delete a PDA profile, or remove titles from an active PDA collection, MARC-delete records are generated for each of those removed or paused titles. You can then upload those MARC-delete records to your catalog to remove those titles (most catalogs have this capability).</p>

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
<p>As far as we have understood Dawson has a model of limits for usage based on a certain number of "credits" per year. Is this correct, and what is the number of credits per year and per book?</p>	<p>As far as we have understood EBL have a model of limits for usage based on a certain number of "credits" per year. Is this correct, and what in the number of credits per year and per book?</p>	<p>Does MyiLibrary have any limits for usage based on a certain number of "credits" per year. If so, what is the number of credits per year and per book?</p>	<p>Does EBSCO have any limits for usage based on a certain number of "credits" per year. If so, what is the number of credits per year and per book?</p>	<p>Does Ebrary have any limits for usage based on a certain number of "credits" per year. If so, what is the number of credits per year and per book?</p>
<p>The number of credits vary from publisher to publisher. Elsevier has free credits for instance. The amount of credits can be seen for each title (and if you click on "ebook collection" you will see how many credits are left and when you are due to get more credits (topped up every year free of charge). 1 credit gives access for one user for 24 hours of uninterrupted usage. Up to 400 people can be using the same book at once. Then the credits will be used up in most instances. But only in 1.4% of all situations will a 2nd copy be necessary to invest in.</p>	<ul style="list-style-type: none"> ● That's generally correct. To elaborate...All titles in the EBL catalogue are available with simultaneous access. For outright purchase of ebooks with perpetual access, EBL charges Publisher list price for all eBooks in the catalogue. Prices for ebooks are set by the publisher with no additional mark-up by EBL. EBL offers three main access models for outright purchase, all offering simultaneous access: <ul style="list-style-type: none"> ● Non-linear™ Lending model (90% of titles available with this model) – model designed by EBL in 2003 – offers multiple concurrent access to a maximum of 325 loans per year. These 'credits' automatically renew (at no cost) every 12 months. (please note: patrons can browse any books for up to 10 minutes prior to counting loan against book) ● Textbook model (2% of titles available with this model) – maximum three or five concurrent users and a maximum of 325 loans per year (+10 minutes free browse per patron per day prior to counting loan against book) ● Unlimited Access (~15% of titles available with this model) - Unlimited concurrent users with unlimited usage per year. Publishers decide under which access model they make their titles available. Some titles are available with multiple access options (i.e. Non-linear Lending AND Unlimited Access) and 	<p>No, purchase price is for perpetual access.</p>	<p>Perpetual purchase via EBSCO means true ownership, so no limitation to credits per year</p>	<p>No, ebrary does not apply a "credit" system.</p>

	<p>libraries can choose access model at point of acquisition. Pricing for various access models are set by publishers and tend to follow the general guidelines:</p> <ul style="list-style-type: none"> ● Non-linear Lending = eBook List Price (as set by publisher) ● Textbook = eBook List Price (as set by publisher) ● Unlimited Access = ~150% eBook List Price (pricing will vary per publisher) 			
Is it possible that some titles within our PDA-profile might be withdrawn so that we no longer have access to these e-books??	Is it possible that some titles within our PDA-profile might be withdrawn so that we no longer have access to these e-books??	Is it possible that some titles within our PDA-profile might be withdrawn so that we no longer have access to these e-books??	Is it possible that some titles within our PDA-profile might be withdrawn so that we no longer have access to these e-books??	Is it possible that some titles within our PDA-profile might be withdrawn so that we no longer have access to these e-books??
If you have purchased the title, you yourself can withdraw the titles, i.e. if you wish for a new edition to replace it. But you own the books once purchased. E-books are not sold before being “published” like print titles are – so you will not have this problem.	EBL updates your PDA-profile as often as you require (weekly, monthly etc). In this process three file types can be created – additions, deletions and updates.	Withdrawals have become far less common. Most withdrawals now tend to be ‘soft’ ones. In these cases, we can no longer sell the content but customers that have already purchased it will continue to have access. You will not be able to upgrade this access (from a single to a multi-user).	Yes, it is possible that publishers may withdraw titles that are activated in a PDA profile, and not yet purchased. When setting up the PDA profile, you can opt to be notified when titles have restrictions/ have been revoked by the publisher.	Very occasionally publishers content will be withdrawn from the PDA profile. This could be due to for example changes in territory rights. in such a case, our goal is always to inform customers as early as possible and give them the option to purchase the titles outright on the PA model.

Dawson	EBL	MyiLibrary	EBSCO	Ebrary
If so, do we get files of marc-records for these titles so that we can delete them since we no longer have access to the books?	If so, do we get files of marc-records for these titles so that we can delete them since we no longer have access to the books?	If so, do we get files of marc-records for these titles so that we can delete them since we no longer have access to the books?	If so, do we get files of marc-records for these titles so that we can delete them since we no longer have access to the books?	If so, do we get files of marc-records for these titles so that we can delete them since we no longer have access to the books?
This should not happen once purchased. If you upload marc records for titles you do not own in order for the PDA project to run, then if you want to stop it, the un-purchased titles will be easily recognizable in order for you to be able to remove them with not trouble. Again only “published” and working e-books are delivered marc records for.	You will receive these files in both .csv and .mrc format. The MaRC record files can then be loaded or deleted from the cataloguing module of your library’s management system.	If a book is completely withdrawn, we will notify you so that you can delete the record from your catalogue.	You can then request to receive marc records to delete titles you no longer have access to (note that this is a manual process; currently no automatization).	MARC-delete records are generated for each of those removed titles. You can then upload those MARC-delete records to your catalog to remove those titles (most catalogs have this capability).
How many pages can be printed from your e-books? Are the same printing rules set up for all your e-books?	How many pages can be printed from your e-books? Are the same printing rules set up for all your e-books?	How many pages can be printed from your e-books? Are the same printing rules set up for all your e-books?	A) How many pages can be printed from your e-books? B) Are the same printing rules set up for all your e-books?	How many pages can be printed from your e-books? Are the same printing rules set up for all your e-books?
You can print 20% of each book- so it depends how long the book is for the maximum number of pages. Patrons should see how many pages they can print under the details tab.	It varies from book to book as the publishers have different demands. It will always be possible to see for each book when opening it – the amount of pages allowed to print/copy will be mentioned. The DRM will keep track of how many pages are left per person via the login. In most new contracts it will be 20% print and 10% copy, but some have free DRM. Please see attached list sorted by publisher. We are constantly negotiating better terms for the users.	Print parameters are set by the publishers. Unlike many aggregators, we do not work to the lowest common denominator, preferring to have a variable allowance. The average limit is around 16 pages per request and the allowance is clearly displayed for the end user. The Digital Rights Management will also prevent too many requests per day, week and month in order to prevent the systematic printing of a title.	A) Print restrictions are publisher dependent, but most allow 60 pages to be printed per session. B) No, some publishers have print restrictions (i.e. fewer pages or not at all) but again, most allow 60 pages per session.	40 Pager per browser session, and it can be 40 pages all at once if the user wants. Please note the 40 pages implies to: - Number of pages that can be printed. - Number of pages that can be image-pdf downloaded. - Number of copies that can be performed Full book downloads require Adobe DRM rules (only a portion of the book can be printed, limited time

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