NSW Public Libraries, eBooks & the development of the eLending Portal
NSW.net

NSW.net is a branch within Public Library and Community Learning Services division at the State Library of NSW.

- Connectivity (subsidised broadband connections: associated technical support)
- Digital Content
  - 100+ Consortia opt in products (eJournals, eBooks, eAudio, streamed Music and Video content)
  - 10 State-wide licensed databases for use by the NSW public library network and their communities
“…….Is the Library Offering eBooks and if not why”?

- Content availability
- Ownership vs leasing
- Formats: ePub, AZW...
- Collection Development
- eBook aggregators
- Christmas presents !!!
- Another patron and their Kindle
- The Big 6
- Access and Discovery
- Deep Integration
- Preservation
- Friction
- Return on Investment
- ILL?
- DRM
- Independent & Self Published authors
- NSW.net
- The joys of downloading
- Return on Investment
PLNRPC proposed a research project to investigate the impacts of eBooks and eReaders on public library services.

The research would include a discussion and analysis of:

- legislation DRM, copyright, Library Act
- licensing arrangements
- pricing and subscription models
- device options
- access points and integration with library management systems
- usage
- content

How best to present the research?
Online eLending Portal vs. publication

• Keeping up with eLending developments is akin to trying to pin a tail on a leopard

• A research publication would be out of date within a month!

• Decision made to create an online portal to share information.

• Online Information portal:
  • easy to update quickly to reflect evolving eLending ecosystem
  • provides a collaborative space for discussing issues and sharing information
NSW.net eLending Portal

• The portal is to reside on the NSW.net website (www.nswnet.net)

• eLending selected for title of portal as it provides greater latitude to encompass new formats (music & video) which may become a focal point in the future.
The Big 6 Publishers

The following section provides an overview of the current stance of the ‘big 6’ publishers regarding eLending in public libraries.

Go to
Independent Publishers
The emergence of the digital publishing paradigm has created new opportunities for independent publishers.

Self Published Authors
The emergence of digital publications has democratised the process of publishing for aspiring authors.

Library as a Content Creator
With the rapid rise of self publishing there are opportunities for libraries to nurture the aspiring authors in the local community by providing writing workshops, and multimedia labs with the software and hardware required to create digital publications.
eLending Advocacy

Library associations and professional organisations are actively creating policies and principals around the concept of eLending to ensure that libraries have equitable access to content.

ReadersFirst Principles:

To achieve a better user experience for library patrons, e-content providers must be willing partners, and offer products that allow users to:

Search and browse a single comprehensive catalog with all of a library’s offerings at once, including all e-books, physical collections, programs, blogs, and donor opportunities. Currently, content providers often only allow searches within the products they sell, depriving users of the comprehensive library experience.

Place holds, check-out items, view availability, manage fines and receive communications within individual library catalogs or in the venue the library believes will serve them best, without having to visit separate websites (libraries, not distributors, should be enabled to manage all interactions with users).

Seamlessly enjoy a variety of e-content. To do this, libraries must be able to choose content, devices and apps from any provider or from multiple providers, without bundling that limits a library’s ability to serve content they purchase on platforms of their choice.

Download e-books that are compatible with all readers, from the Kindle to the Nook to the iPad and so on.
eLending Platforms

Introduction
At present Australian public libraries interested in offering their communities access to eBook collections do so through eContent aggregators.

Acquisition Models
This section provides a concise overview of key facets of the numerous eBook aggregator business models currently on offer.

eBook Vendors
An overview of domestic and international eBook vendors

Custom Developed Library eLending Platforms
An overview of eLending platforms developed by library services

Purchase, subscription, concurrent access, leasing, perpetual access, embargoes, title-by-title, approval plans, client driven acquisition, short term loans………

Access 360, Bolinda Digital, eBooks on EBSCOHost, EBL, Ebrary, Freeding, Myilibrary, OverDrive, 3m Cloud Library Wheelers ePlatform

Douglas County Library, CALIFA, Contra Costa County Library
**Axis360 (BLIO)**

Baker and Taylor is an established distributor of print books to public libraries in the US and Australia via their subsidiary company James Bennett. The company has recently entered the eBook market with their own digital media platform Axis 360. Baker and Taylor library clients can purchase print and eBooks on a title by title basis via the Axis 360 platform (cloud based Service). The content is provided under a leasing arrangement. eBook titles are offered in the proprietary BLIO format and ePub. The BLIO format is particularly suited to image rich titles such as cookbooks and children books and interactive (multimedia) textbooks. BLIO was developed by inventor Ray Kurzweil and the US National Federation for the blind.

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**NSW.net**
Jan/Feb 2013  54% of NSW public Libraries provide eBook content to their communities

By region this equates to:
56% of Metropolitan Services
51% of Country Services
eBook platforms used by NSW PLN

- Overdrive 48%
- Wheelers 22%
- EBL 9%
- INFOBASE 7%
- GVRL 6%
- OUP Ref 4%
- eBooks on EBSCO 2%
- Blio 2%

Total 100%
Licensing & Legislation

This section provides an overview of issues pertaining to the licensing of eContent and outlines the current copyright legislation and associated exemptions supporting library usage.

Australian Law Reform Commission inquiry

The ongoing transition from analog to digital media has presented a number of challenges to existing Copyright law in Australia and also internationally, which has been the focus of vigorous public debate.

Book Industry Strategy Group

The Book Industry Strategy Group was established by the Department of Innovation Industry, Science and Research in February 2010 to help the Australian book industry prepare for the digital age by addressing key issues of supply chain integration...

Copyright Peak Bodies and Related Organisations

The following Australian and International peak bodies, organisations and advocacy websites are focused on the issues of copyright and eContent licensing...

eContent Ownership

eContent ownership is an increasingly complicated area for public libraries to navigate due to the divergent policies of publishers and aggregators...
Formats

- eBook formats overview

eReading Devices

- E Ink, Tablets, Smartphones & Apps

E-Reader and Cloud Based Services

With the development of cloud based services it is not uncommon for an e-book consumer to use a range of devices to read an e-book title over the course of a week.

Accessibility

For members of the community with visual disabilities e-books and eReading devices have the potential to assist users to gain access to the digital collections provided by public libraries.

NSW Public Library Approaches to Providing eLending Training

An overview of eBook and eReader training initiatives

eLending Training Material from NSW Public Libraries

Support material developed by NSW Public Libraries

NSW.net eLending Kit Pilot Project

The NSW.net eLending Kit (or “ELK”) is a pilot project designed to increase public library staff knowledge and experience of eLending devices and the eLending environment.

FAQs and Handouts

- A Quick Start on Borrowing eBooks - What you need... (Coffs Harbour)
- Apple Android Devices General Helpsheet (City of Newcastle)
- ASUS Tablet Information Sheet (City of Newcastle)
- Batinda Digital eAudiobooks FAQs (City of Newcastle)
- Downloading a Batinda eAudiobooks (City of Newcastle)
- EBL eBook Library FAQs for Customers (City of Newcastle)
- eBooks 101 FAQs for Library Staff (City of Newcastle)
- eBooks DRM Copyright and Libraries Staff Information (City of Newcastle)
- Embracing eReaders Wagga Wagga Handout (Wagga Wagga)
- Embracing eReaders Wagga Wagga Workshop (Wagga Wagga)
- Embracing eReaders Wagga Wagga - Getting Around (Wagga Wagga)
- How to get to the eBooks and eAudio Books (Shoalhaven)
- How to use NRL’s EBL eBooks Collection 8 Easy Steps (City of Newcastle)
- iPad iPod Touch iPhone Information Sheet (City of Newcastle)
- Kobo Information Sheet (City of Newcastle)
- Toshiba AT109 tablet Information Sheet (City of Newcastle)

Flyers and Posters

- Download Poster (City of Ryde)
- How to Flyer (City of Ryde)
- Online Flyer (City of Ryde)
- Zinio Flyer (City of Ryde)

PowerPoint Presentations and Speakers Notes

- Discover Your e-Library Training (note still in development) (City of Newcastle)
- eBooks eReaders and EBL for the Library Staff (note some artwork and links removed) (City of Newcastle)
- eBooks PDF (Albury)
- eBooks PowerPoint (Albury)
- Embracing E-Readers Wagga Wagga Powerpoint
- Embracing E-Readers Wagga Wagga Speakers Notes Word
- eReaders and Tablets PDF (City of Sydney)

Sample Action Plans and Running Sheets

- eBooks, EBL and eReaders Training Outline for Staff (City of Newcastle) Word
- eBook Running Sheet (City of Newcastle) Word
- Running Sheet Discover Your e-Library September 2012 (City of Newcastle) Word
- Sample Action Plan (City of Newcastle) Word
Additional Content & Feedback

**FREE CONTENT**
Free digital content: Hathi Trust, Project Gutenberg, Open Library...

**DICTIONARY OF TERMS**
eLending terms and definitions...

**ELENDING PORTAL BLOG**
The latest eLending news and updates...

**FURTHER READING**
Relevant journal articles, books and websites...

eLending LISTSERV: [http://mailman.vicnet.net.au/cgi-bin/mailman/listinfo/elending](http://mailman.vicnet.net.au/cgi-bin/mailman/listinfo/elending)

Feedback:

“eLending Portal looks pretty awesome. Just what we were looking for”

“Thank you for the portal it will be invaluable for us.”

“This is an excellent resource, I am going to make sure that staff take a look at the eLending Portal”
Questions?

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