The management of e-books in academic libraries in Sweden

The E-books Research Group of the Universities of Gothenburg and Borås received a grant from the Vetenskapsrådet to investigate the e-books phenomenon in Sweden. So far, studies have been undertaken of public libraries, booksellers, publishers and authors and we now turn our attention to academic libraries. We hope that you will be able to contribute to our work to ensure a better understanding of the processes and issues of concern in relation to e-books and all respondents will receive a copy of the initial report on the investigation. We ask you to identify the library for two reasons, first, because it may be useful for us to contact you for further information on some issue, and secondly, because we may find it useful in categorising the institutions for the purposes of statistical analysis. We do not intend to name individual institutions in our report, but, if it becomes desirable to do so in any instance, we shall first contact you for permission.

The questionnaire is in English simply because it has been designed for use internationally. However, where there are open questions, please feel free to respond in Swedish.

Please, return the filled in questionnaire by **March 16** in the provided return envelope.

Sections A and B of this questionnaire refer to e-books acquired through commercial agencies by purchase or licence. Section C deals with freely available open access resources and materials produced in-house. Use extra sheets if you want to provide expanded answers.

Section A: Acquiring and managing e-books

1. What share of the total resources budget is now consumed by e-book purchase or licensing?   _____%

> Do you expect this proportion to increase, decrease or remain about the same?

> Increase |__| Decrease |__| Remain about the same |__|

2. What has been the main driving force in the move to acquire e-books? *Please select only one response.*

> Economics – cost per use and storage costs are lower |__|

> Demand from students |__|

> Demand from teachers |__|

> A need to make the latest technology available |__|

> Other _____

3. What proportion of your e-book purchases or subscriptions are:

> …directly from the publisher |__|

> …from an e-book aggregator (e.g., EBSCO) |__|

> [… Through library consortium LMBA or other (LT)]

> Other (please indicate which): _____

4. A number of 'business models' are possible for e-book acquisition: which of the following is the model under which most of your e-book budget was spent during the last year? *Select only one response.*

      renting and subscription |__|

      patron-driven acquisition (PDA) |__|

      evidence-based selection (EBS) |__|

      purchase for perpetual ownership |__|

            from vendors |__|

            from publishers |__|

            [through the Consortium (LT)]

5. Which of the models do you use in addition to the main model? *Check all that apply.*

      renting and subscription |__|

      patron-driven acquisition (PDA) |__|

      evidence-based selection (EBS) |__|

      purchase for perpetual ownership |__|

            from vendors |__|

            from publishers |__|

            [through the Consortium (LT)]

6. An American university librarian has suggested that deals with publishers should meet the five criteria shown below. Can you indicate how far each criterion is met in your dealings with publishers overall? [Note: 1 = not satisfied at all; 5 = completely satisfied]

      unlimited access: |1 |2 |3 |4 |5 |

      DRM-free downloads: |1 |2 |3 |4 |5 |

      interlibrary lending: |1 |2 |3 |4 |5 |

      purchase of individual titles: |1 |2 |3 |4 |5 |

      'reasonable' prices: |1 |2 |3 |4 |5 |

      Any other? _____

7. Can you indicate how far each criterion is met in your dealings overall with aggregators? [Note: 1 = not satisfied at all; 5 = completely satisfied]

      unlimited access: |1 |2 |3 |4 |5 |

      DRM-free downloads: |1 |2 |3 |4 |5 |

      interlibrary lending: |1 |2 |3 |4 |5 |

      purchase of individual titles: |1 |2 |3 |4 |5 |

      'reasonable' prices: |1 |2 |3 |4 |5 |

Any other? _____

8. Approximately, what percentage of your e-book resources is in Swedish/Lithuanian?
_____ %

Does this proportion satisfy the needs of users?

Yes |__| No |__|

What might be done to increase the proportion of Swedish language material? _____

_____

_____

Who are the main suppliers of Swedish/Lithuanian language e-books?

_____

_____

Do you use the e-book suppliers eLib or Atingo for access to Swedish language books? (SE)

No |__| Yes, eLib |__| Yes, Atingo |__| Yes, both eLib and Atingo |__|

9. Do you need to acquire access to e-book in languages other than Swedish or English?

No |__| Yes |__|

Which language(s): _____

From which suppliers?: _____

10. Have you found it necessary, over the past two years, to discontinue access to e-book resources, for any reason?

No |__| Yes |__|

Which resource(s)? _____

For what reason? _____

_____

11. Are the e-books you can access recorded in your own online catalogue?

Yes |__| No |__|

How does the library user discover the e-book collection?

_____

_____

Is this done automatically through connection to providers' databases?

Yes |__| No |__|

How is it done? _____

_____

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Section B: Use of e-books

12. How many providers are used for access to e-books? |____|

     and how many collections are made available? |_____|

     and how many titles? |_____|

     Does the library experience any problems in using multiple providers?

     No |__| Yes |__|

              What kind of problems are experienced? _____

              _____

              _____

     Are you aware of any problems experienced by the users in relation to the number of platforms used by providers?

     No |__| Yes |__|

              What kind of problems are experienced? _____

              _____

              _____

13. Do your suppliers put in place any of the following barriers to the full use of e-books?
[Note: 1 = not used at all; 5 = widely used by providers]

     embargoes on recent publications: | 1 | 2 | 3 | 4 | 5 |

     limits to number of simultaneous loans: | 1 | 2 | 3 | 4 | 5 |

     limits to number of pages printed: | 1 | 2 | 3 | 4 | 5 |

     not available for short-loan collection (SE): | 1 | 2 | 3 | 4 | 5 |

     not available for inter-library loan: | 1 | 2 | 3 | 4 | 5 |

     DRM limitations: | 1 | 2 | 3 | 4 | 5 |

     books removed from subscription packages | 1 | 2 | 3 | 4 | 5 |

     Any other? _____

14. What are the most significant consequences of the limitations you have identified?

_____

_____

_____

15. Can you estimate what proportion of total 'loans' are attributable to e-books, and what to printed books? [*We understand the difficulty in interpreting the data provided by publishers and aggregators and seek only an approximation.*]

How do you account the use of e-books (which measures and methods are used, where do you get the data from)

(LT) _____

Total loans for the last reporting period; _____

Proportion of printed books: _____%

Proportion of e-books: _____%

16. It has been found that the quality of presentation in some e-books is not as good as the equivalent printed book. Have your users experienced this problem?

No |__| Yes |__|

What have you done as a result?

Contacted the publisher to record your dissatisfaction |__|

Simply accepted the difference, without further action |__|

Purchased more copies of the printed book |__|

Other _____

17. Do you ever receive complaints from academic staff about the need to use e-books rather than printed books?

No |__| Yes |__|

Is there any variation in this according to subject field? That is, are staff in some fields more or less accepting of e-books?

No |__| Yes |__|

Can you say in which subject fields staff are most accepting of e-books? _____

And in which fields they are least accepting? _____

_____

18. Do you ever receive complaints from students about the need to use e-books rather than printed books?

No |__| Yes |__|

Is there any variation in this according to subject field? That is, are students in some fields more or less accepting of e-books?

No |__| Yes |__|

Can you say in which subject fields students are most accepting of e-books? _____

And in which fields they are least accepting? _____

_____

19. Are you aware of any problems of access to e-books experienced by distance learners?

No |__| Yes |__|

What kind of problems? _____

_____

How are those problems resolved? _____

_____

20. In your opinion, what would be the optimum system for access to e-books in universities? *(Please use an additional sheet if necessary)*

_____

_____

_____

_____

_____

_____

21. What factors prevent the realisation of this 'ideal' situation? *(Please use an additional sheet if necessary)*

_____

_____

_____

_____

_____

_____

Section C Open access and locally produced resources

22. Do you provide links to free e-book resources such as Project Runeberg or Hathi Trust?

No |__| Yes |__| --> What advantages do you see in providing such links?

_____

_____

_____

Do you find such links:

rarely used	|__|
regularly used	|__|
frequently used	|__|
no record retained| |__|

23. Do you do any digitising of existing print materials for the purpose of preservation or replacement of stock?

No |__| Yes |__|

Are those publications then available:

To staff and students of your university |__|

To staff and students at other universities in Sweden |__|

To all by being openly available on the Web |__|

24. Has the university published its own e-textbooks and/or scholarly monographs?

No |__| Yes |__|

Are these usually published in Swedish/Lithuanian?

Yes |__| No |__|

In which language(s) are they available? _____

_____

Are they sold commercially or available open access?

Sold |__| OA |__|

Are they available to anyone or only to local users?

To all |__| To local users |__|

25. Are there aspects of the management or use of e-books in you library that we have not covered in this questionnaire and which are important? If so, please indicate them briefly below:

_____

_____

_____

_____

_____

Please provide the name of your library, together with a contact telephone number and an e-mail address. *As noted earlier, this information will be used only to categorise the responses, to contact you if further information is needed, and to provide you with a copy of the initial report on the survey.*

Library: _____

Tel. no.: _____

E-mail: _____

Thank you for participating in this survey, we hope that you will find the results of interest when you receive the report.