

Q&A: Accessing EBL - Ebook Library

1. *How is EBL different from other ebook providers?*

EBL offers a variety of innovative and flexible ways for libraries to purchase and use ebooks, tailored specifically to the needs of university and research librarians and their patrons. EBL provides **title-by-title selection** of recent and relevant ebooks for **multiple concurrent access** and electronic reserve, as well as offering **chapter-level lending** and **course pack tools**.

With EBL's sophisticated **Demand-driven Acquisition** tools, libraries have optimal control over their selection and budgeting processes – without purchasing anything that their patrons do not need. And, EBL ebooks are available for purchase and **perpetual ownership** – there is no need to pay to use the same content again each year or to pay for content that your patrons are not using.

Ebooks can be either **read online or downloaded** to a computer, ebook reader, phone or other device. Reading in EBL's online reader only requires a browser and downloading ebooks from EBL only requires that patrons of the library have the freely available Adobe Digital Editions installed on their computers. All EBL ebooks are **compatible with most ebook readers**, phones and devices and can **be downloaded directly to iPhones, iPads and Android devices** using the free Bluefire Reader app. **No proprietary plug-ins are needed.**

2. *What subject areas does EBL cover?*

EBL works with hundreds of leading academic publishers worldwide. EBL's catalog contains content in a broad range of disciplines with a strong selection of titles in Science, Technology and Medicine (STM), Business, Social Sciences and Humanities.

3. *How are ebooks accessed?*

Ebooks can be accessed through a library's OPAC by an 856 link in a catalog record or via general URL to the EBL catalog. An ebook accessed from an 856 link will take a patron directly to the requested ebook within EBL. EBL titles are also indexed in most major federated search and discovery services such as Serials Solutions, Ex Libris, etc. EBL can help advise libraries on how to set-up access through discovery layers.

Once a patron has been authenticated, they can perform simple and advanced searches within the EBL platform, including full-text searches. Librarians choose whether they want their patrons to be able to search and browse all or a selected sub-set of EBL content or just those titles that the library owns.

4. *Do library patrons need a user name and password combination to access ebooks?*

In most cases, EBL can be set-up as Single Sign-on (SSO) protocol, integrating with the library's existing authentication protocols. EBL can be easily accessed through EZproxy, Athens, Shibboleth, CAS and various other custom authentication protocols.

5. *Can EBL ebooks be read online and off-line?*

Yes. EBL ebooks can be read in the browser online or downloaded to a computer, compatible phone, tablet or device.

6. *What software is required for reading EBL ebooks?*

EBL does not require the use of proprietary plug-ins or software. For reading online, patrons only need to have a browser installed on their device. For downloading to a computer for offline access, patrons need Adobe Digital Editions. EBL ebooks can be downloaded or transferred to any device that supports Adobe Digital Editions or the freely available Bluefire Reader. This includes iPhones, iPads, Kindle Fire, Android devices and most ebook readers.

A list of readers compatible with Adobe Digital Editions can be found here - <http://blog.ebib.com/?p=633>. More information on the Bluefire Reader (for iPhone, iPad, Android devices, and Kindle Fire can be found here - <http://www.bluefirereader.com/bluefire-reader.html>).

7. *Can patrons copy, paste, and print ebook content?*

Each patron can print up to 20% of any ebook's total content and can copy and paste up to 5%. To ensure patrons have a consistent experience and help set expectations, the EBL interface clearly shows patrons copy and print permissions for each title, as well as used and remaining copy/print allowances.

8. *How is access managed for downloaded content?*

EBL's admin tools enable librarians to specify ebook borrowing periods according to content type. When a loan expires on an ebook that has been downloaded, the user's access automatically "turns off". Patrons do not need an Internet connection to read downloaded ebooks and printing and copying is allowed in the downloaded ebook.

9. *Are EBL ebooks compatible with any reading devices (hardware)?*

Yes. EBL ebooks can be downloaded or transferred to any device that supports Adobe Digital Editions or the freely available Bluefire Reader. This includes iPhones, iPads, Android devices and most ebook readers.

A list of readers compatible with Adobe Digital Editions can be found here - <http://blog.ebib.com/?p=633>. More information on the Bluefire Reader (for iPhone, iPad, Kindle Fire and Android devices can be found here - <http://www.bluefirereader.com/bluefire-reader.html>).

10. *What access permissions apply to ebooks?*

All titles in the EBL catalog are available for purchase with perpetual access and with simultaneous access permissions. EBL offers three different access models, the most common of which is Non-Linear Lending™. Optional models include a Textbook Lending model and Unlimited Access model, for reference materials and content with specific circulation requirements.

Non-Linear Lending™

Non-Linear Lending™ provides multiple concurrent accesses to content. Each "copy" of an ebook that a library purchases via Non-Linear Lending™ allows up to 325 loan instances per year. At the end of the lending year, these 325 loan instances automatically renew at no additional cost.¹

Textbook

EBL's Textbook Lending model functions the same way as Non-Linear Lending™, but access is limited to a maximum of three simultaneous users.

Unlimited Access

Unlimited Access ebooks have no restrictions on the number of loan instances or number of simultaneous users allowed.

11. What constitutes an ebook loan instance?

EBL ebooks have a **free browse period** (10 minutes for owned books and 5 minutes for non-owned books). When a book is browsed, it is not counted as a loan instance. A loan instance is defined as access by an individual patron within a 24-hour period that exceeds the free browse period or if the user chooses to download, copy or print from the ebook.

12. How many users can access an EBL ebook at one time?

Any number of patrons can access a title at the same time for titles purchased with the Non-linear Lending™ model or Unlimited Access model. Titles purchased with the Textbook model allow for three concurrent users. (See question 10 for a description of access models).

13. Can patrons search any/all EBL titles or just those that their library has purchased?

Librarians have the option to allow their patrons to search and browse any ebook in the EBL collection (whether owned by the library or not). Some libraries choose to make the entire EBL catalog available to their patrons, while others may choose to set-up a profile to select a subset of content to make visible based on certain criteria such as subject areas, publisher, price, etc.

14. How many times can an online user access an ebook during a loan instance?

When an ebook is accessed online, each loan instance consists of 24 hours. A patron can access an ebook as many times as desired during the 24-hour period without incurring additional loan instances.

Libraries set their own loan periods for downloads. When a patron chooses to download a book from EBL, the number of days set by the library is subtracted from the total loan period.²

¹ A loan instance is defined as access by an individual patron within a 24-hour period that exceeds the free ten-minute, per-title browsing period. Libraries purchasing additional ebook copies via Non-Linear Lending receive 325 annual loan instances per copy purchased (e.g.: two copies = 650 loan instances).

² If a patron accesses that same title online or tries to download again during the original loan period, no additional days are subtracted from the total loan instances.

15. How did EBL choose 325 loan instances per year for its Non-Linear Lending™ model?

EBL worked very closely with libraries and publishers alike to develop a model that allowed for multiple-concurrent access at a fair price. Publishers have indicated their acceptance of 325 loan days (*with additional free browse time*) as an approximation of a typical year's use of a book within a multiple-concurrent access framework.

16. If a book has met or exceeded its 325 loan instances per year, what options are available?

It should first be pointed out that it is extremely rare for usage to reach the 325 annual limit. This level of usage only happens for a very small percentage of titles. In order to help seamlessly manage usage limits, the EBL admin system will send an alert to designated librarians when any EBL title is approaching the 325 annual limit. Libraries can customize the alert settings to set the usage trigger point (e.g. 20 loan instances remaining) and to whom the alert is sent. Customizable settings are also available to take action when annual loan instances are used up.

Possible options include:

- Permitting an ebook to expire until the end of the year, when its 325 loan instances renew. In this instance, the ebook will be unavailable until the next lending year begins
- Purchasing an additional copy of the book. This will give the library 325 more loan instances in this and subsequent years. Additional copy purchasing can be automated or mediated by a librarian
- Initiating a Short-Term Loan (EBL Rental) of the ebook to fulfill a specific demand niche. Rentals can be mediated or non-mediated and can be invoiced to the library or paid by the patron, as per library settings.

17. What happens if the library does not use its 325 loan instances on a given title?

Libraries receive 325 loan instances per ebook copy purchased, per year. These renew one year from the purchase date at no charge. However unused days cannot be carried over from year to year.

18. Are there other ways to access EBL titles?

EBL Short-Term Loan (EBL Rental)

Short-Term Loan is a pay-per-use model that can be used as an alternative to Inter-Library Lending or as a Demand-driven Acquisition tool. This model provides access to a *single user* for a specified period of time. For example, one-day/one-user rentals will be provided at a percentage of the total ebook list price³.

³ Pay-per-use prices are set by publishers as a percentage of list prices and vary according to title. EBL suggests the following pay-per-use pricing as a guideline: one day = 5-15% of list; one week = 15-20%; two weeks = 20-25%; and four weeks = 25-30%.

Electronic Reserve and Course Packs

Each ebook that a library purchases from EBL allows one chapter of the library's choosing for e-reserve or course pack access at no charge. This means that one chapter of any owned ebook can be given a separate access URL from the book (i.e. similar to a virtual photocopy for closed reserve). The EBL admin system enables libraries to assemble course packs made up of multiple chapters from different books, giving them a single access URL.

While the chapter is on e-reserve or in a course pack, the ebook remains in circulation and chapter uses do not count against the library's 325 loan instances. At any time, one chapter can be used as a reserve chapter or in a course pack at no charge. Additional chapters can be purchased and added to the e-reserve and course pack systems at per-chapter prices.

19. *How are electronic reserve lending periods determined?*

Librarians select appropriate lending periods for e-reserve books and chapters using customized settings in EBL *LibCentral*.

20. *Can patrons print reserve chapters or course packs? What are the restrictions?*

Yes. Individual patrons (and their instructors/libraries) have the ability to create one printed copy of each reserve chapter or course pack.

Q&A: Administering EBL

1. *Does EBL provide a platform for library administration, acquisition, and collection management of ebooks?*

Yes. EBL's *LibCentral* provides a wealth of functionality and customization options for librarians – including an acquisition portal, collection management tools, customizable system alerts and system settings, COUNTER-compliant usage statistics and invoice reporting. The COUNTER-compliant statistics include the following:

- Book Report 1 - Number of Successful Title Requests
- Book Report 3 - Turnaways by Month and Title
- Book Report 6 - Total Searches and Sessions by Month and Service.

2. *Does EBL provide MARC records with 856 links?*

Yes. EBL provides free MARC records with customized 856 links for all titles in the catalogue. MARC records can be downloaded for books as they are purchased or at any time for any book or list of books. MARC records for EBL titles can also automatically be purchased from OCLC or through EBL's vendor partners.

3. *Is EBL Open URL / Z39.50 compliant?*

Yes. EBL is Open URL/z39.50 compliant. EBL can be set-up as a target in many of the federated search or link-resolver products.

4. Does EBL provide downloadable usage statistics?

EBL's *LibCentral* provides a range of real-time usage statistics, including **COUNTER** reports, which can be downloaded as Excel files.

5. Does EBL offer alerting services for ebook loan instance expirations and renewals?

Yes. Librarians can create customizable alerts and/or can choose to automatically purchase new ebook copies as needed for high-demand titles.

6. Can librarians create distinct access permissions by patron type, e.g.: undergraduate student, law student, graduate student, instructor, library staff?

Yes. EBL can be configured with different permissions for different user types. These settings are especially easy to use with Shibboleth authentication.

7. Are there different levels of administrative permissions for librarians? Can these be changed as needed?

Yes. Librarians can approve and modify staff roles and permissions at any time via EBL *LibCentral*.

8. Is EBL accessible for patrons with disabilities?

Yes. The online portal is designed to be navigated by patrons with visual disabilities. Ebooks are also enabled with *read-aloud* functionality within Adobe Acrobat and EBL's online reader.

Q&A: Pricing

1. What does EBL's pricing convey?

When a library purchases an ebook from EBL, they *own the digital copy in perpetuity* and receive an *archival copy* to keep.

2. Is there a minimum purchasing requirement?

Libraries can purchase as many or as few titles as suit their collection and budgetary needs, with no minimum. Using EBL's pay-as-you-go purchasing option, selections can be made by paying the content price plus a 10% platform fee. Institutions making volume purchases are eligible for further discounts.

3. Is there an annual maintenance fee?

We waive annual maintenance fees for any library spending \$3,000 a year or more on content. For libraries spending less than \$3,000, an annual maintenance fee of \$750 will be charged. If applicable, maintenance fees begin one year after the platform fee is paid off.

4. *What happens if a library stops paying annual fees?*

Library patrons will retain their access to the titles the library has purchased, and the library still owns its archival copy of the ebook. However librarians will lose access to the added features and functionality of *LibCentral*, EBL's administrative portal.

5. *What does EBL offer to consortia?*

EBL offers a number of different consortia purchasing models for demand-driven and title-by-title purchasing. These include incentives and discounts to be negotiated per consortium.

6. *What is the average price of an EBL ebook?*

Content 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.

7. *Are reserve uses deducted from my library's 325 annual loan instances?*

No. Chapters and ebooks that are made available through EBL's textbook and reference/reserve lending models are managed independently.

8. *Does EBL offer Inter-Library Lending (ILL) for its ebooks?*

Certainly, ebooks offer a faster and more convenient alternative to shipping physical books between libraries. Pay-per-use access to *non-owned* ebooks is provided at prices comparable to ILL.

Short-Term Loan provides unlimited access to an ebook for a single user at-a-time, with pricing that reflects the time period of the loan. As with all EBL content, the publisher sets pricing, but EBL recommends the following guidelines:

- 1 day = 5-15% total ebook list price
- 1 week = 10-20% total ebook list price
- 2 weeks = 15-25% total ebook list price
- 4 weeks = 20-30% total ebook list price.