eReader Forum Discussion Questions - SUMMARY

For all libraries-
1.   What is the current need for eBooks/eReaders at your library?

For teaching purposes and training
- Staff
- Patrons

To support curriculum for students
- Many textbooks moving to eBook format
- Many schools doing 1:1 program

Patrons are asking for them
We have some eBooks, but would like more
- Not enough copies available

PLAC patrons want to use OverDrive
To be prepared for Christmas 2011 (many given as gifts)
To provide service to rural communities
To offer books to visually impaired in large print
Circulating eReaders have become damaged/parts are missing

For libraries that currently offer eReaders/eBooks-
2.   What eReaders do you have and why did you select them?

Nook (color and B/W)
Sony
Kindle
iPad
iPod Touch
Kobo
Literati
Pan Digital
Sony Lookbook
HTC Touch Cruise (phone)
Android (phone)

Many are only used for staff training (with intention of eventually lending).
Nook and Sony are most commonly owned.
Many do not have Kindles yet. Some on order due to patron demand and OverDrive news.
Barnes and Noble provides good customer support.

3.   What kind of content do you provide? What vendors do you use? Are you a member of a consortium?

OverDrive
- Both standalone and Consortiums
- Some with added Advantage (local collection added)

NetLibrary
Recorded Books
Freegal
Follett

Colleges- PDFs of academic titles
Consortiums-
Indiana Digital Download Center
Indiana Digital Media

eIndiana

4. What would have made the transition to digital easier?

Not having DRM
Having more devices on hand
Money/grants
Less confusion about eMedia
- Training (for patrons AND staff)
  - Workshops
  - Online
- Handouts
- Understanding of platforms and their capabilities

Less work required at library level
- Again, handouts available for library use

More time to offer classes or one-on-one training to patrons
Having a good/prepared IT staff
A way to keep up with changes
A way to work with colleagues
It seems like vendors are learning too
Help from OverDrive (although it has improved in the past 6 months)

5. How do you instruct patrons to use the readers/content?

By phone
Workshops
One-on-one instruction
Open house/walk-in instruction times scheduled
Classes on different eReaders
Handouts and brochures (print and online)
Some libraries have a dedicated computer station/laptop for staff or patrons to access content
Partnerships/demonstrations with eReader sellers
- Best Buy
- Barnes and Noble

"Petting zoos"- have volunteers bring in readers for others to try out.
OverDrive-provided help

For those interested in providing eBooks/eReaders-

6. What would make it easier for you to provide this service?

What ISL can do-
Money /Grants
Becoming more familiar with readers/prices
- Receiving updates on eReader related news from ISL
- Listserv?

Having readers for patrons to try
Having more books available
- More books through INSPIRE

Having a clearinghouse for training/support
More connections between public, academic and school libraries/opportunities for partnership
What vendors/publishers can do
Some vendors offer unlimited access (i.e. Springer is DRM free)
More publisher cooperation