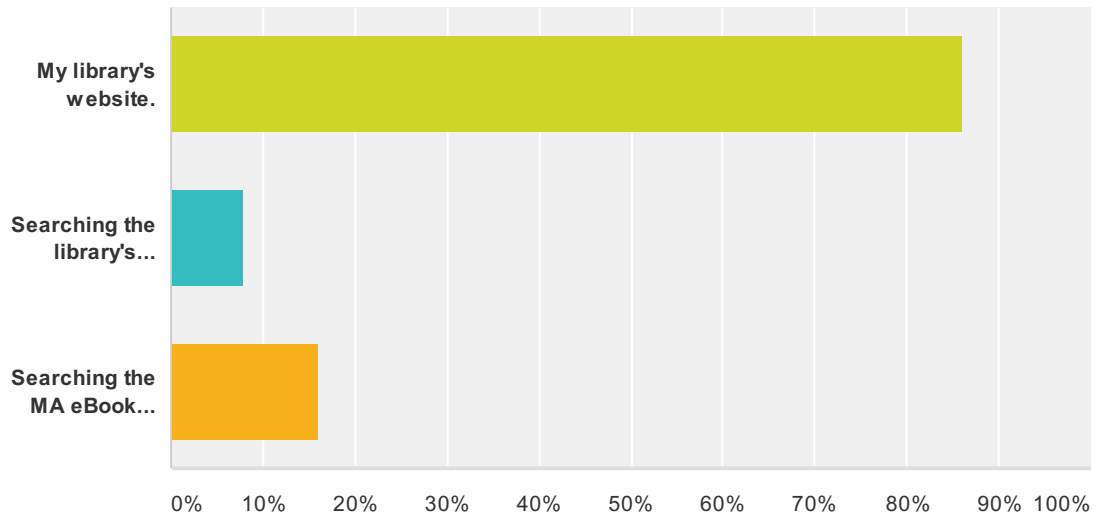


MA eBook Project Survey

Q1 How did you find or access the eBooks from the MA eBook Project (EBL, BiblioBoard & B&T Axis 360)? Check all that apply.

Answered: 50 Skipped: 3

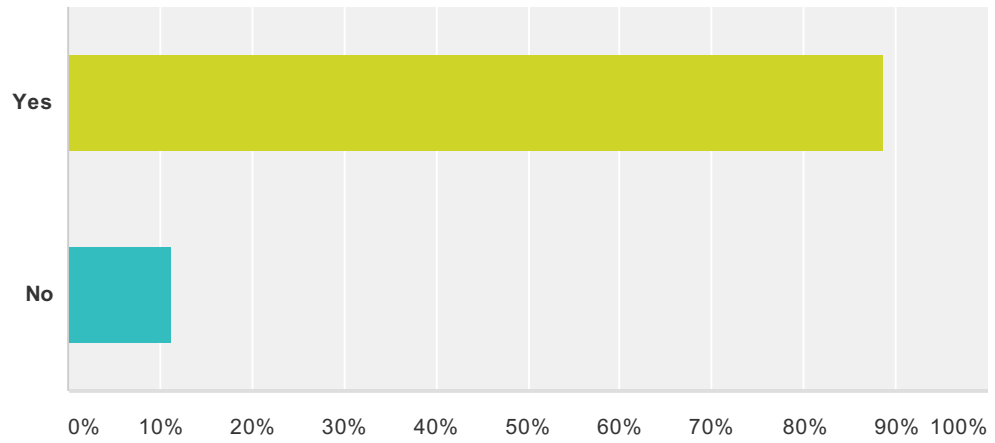


Answer Choices	Responses
My library's website.	86.00% 43
Searching the library's catalog.	8.00% 4
Searching the MA eBook Catalog (www.ebooks.masslibsystem.org)	16.00% 8
Total Respondents: 50	

#	Other (please specify)	Date
1	local newspaper	6/25/2014 3:40 PM
2	One of the librarians told me	6/25/2014 2:47 PM
3	Reference Dsk	6/17/2014 4:33 PM

Q2 Were you able to find an eBook you were interested in or met your needs?

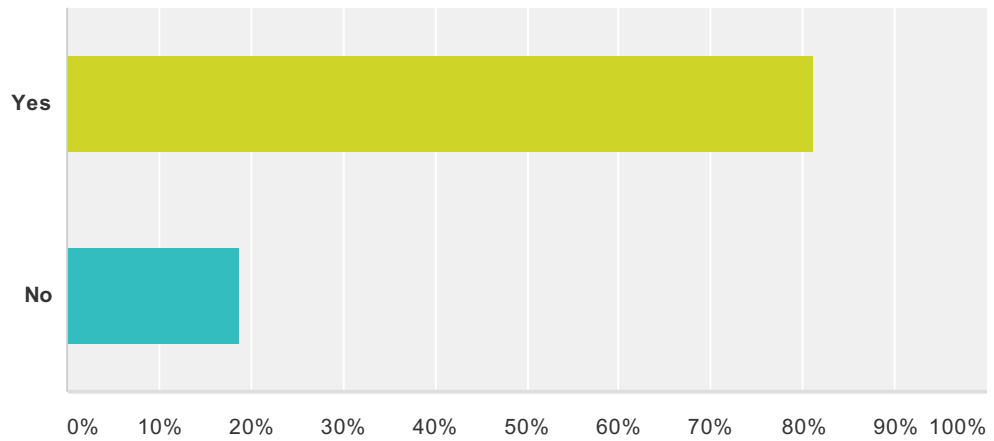
Answered: 53 Skipped: 0



Answer Choices	Responses	
Yes	88.68%	47
No	11.32%	6
Total		53

Q3 Were you successful in accessing the eBook? (either downloading it or checking it out)

Answered: 53 Skipped: 0



Answer Choices	Responses
Yes	81.13% 43
No	18.87% 10
Total	53

#	Other (please specify)	Date
1	Very few of the available ebooks appealed to me. This was one exception. I finally figured out how to access the book, but I wasn't quite done with the book within the specified two-week time period. I was aware I only had two weeks but I just didn't have time to finish. At that point, there's no warning, the book just vanished from my Nook.	6/25/2014 8:35 AM
2	does not work for Kindle	6/24/2014 4:16 PM
3	Some yes and some no.	6/17/2014 11:53 AM
4	hAVENT LOOKED FOR ONE YET	6/16/2014 11:40 AM
5	Not at first, but eventually I figured it out.	6/11/2014 7:14 PM
6	Took a VERY long time to figure it out.	6/9/2014 4:15 PM

MA eBook Project Survey

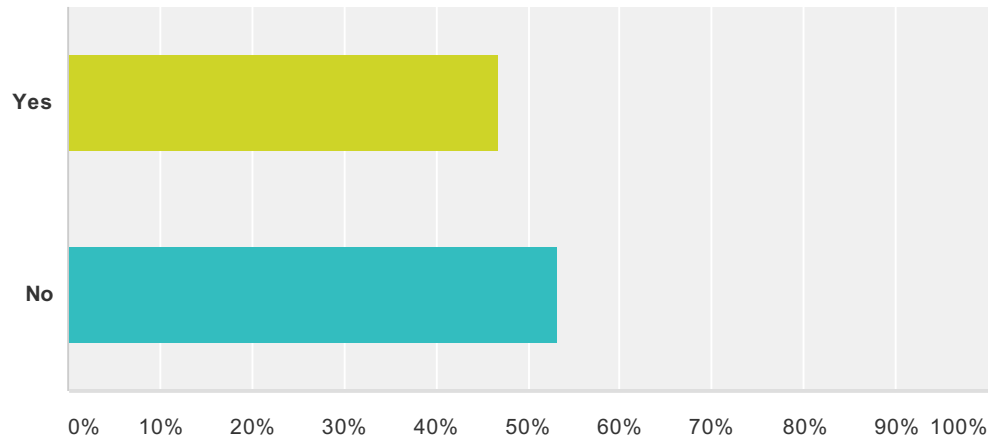
Q4 If you were not able to check it out or read it, why not?

Answered: 11 Skipped: 42

#	Responses	Date
1	My setup had one e-mail and Amazon, another. However, two days later, Ann was able to help me access some books!	6/25/2014 2:47 PM
2	could not log into EBL	6/24/2014 4:16 PM
3	Issues with Adobe authorizing devices... issues with the Blio app.	6/24/2014 2:09 PM
4	none of the books I want are in ebook form	6/23/2014 5:55 PM
5	Couldn't tell where/if the book went on my device with the EBL titles. The Baker and Taylor titles do not suit my interests and I was told they don't work on the Kindle. The various logins for the different products is confusing.	6/19/2014 2:07 PM
6	It uses Adobe digital editions, which doesn't exist for Linux.	6/19/2014 12:35 PM
7	There aren't enough. They're all unavailable.	6/18/2014 5:44 PM
8	Directions were extremely poor. There was nowhere to go to answer basic questions	6/17/2014 11:53 AM
9	Haven't tried to find one yet- What would you suggest?	6/16/2014 11:40 AM
10	I can't figure out how to download the books to my Kindle.	6/13/2014 10:14 AM
11	Using Baker and Taylor's collection: At first I was able to get as far as checking out the book and downloading it, but could not find where it had downloaded to. Eventually, I discovered that I needed to authorize my device through Adobe DE, and then I was able to read the book. There was nothing that prompted me to authorize, like there is with Overdrive, so I didn't realize immediately that that was the problem.	6/11/2014 7:14 PM

Q5 If the items was already checked out, did you add your name to the hold list?

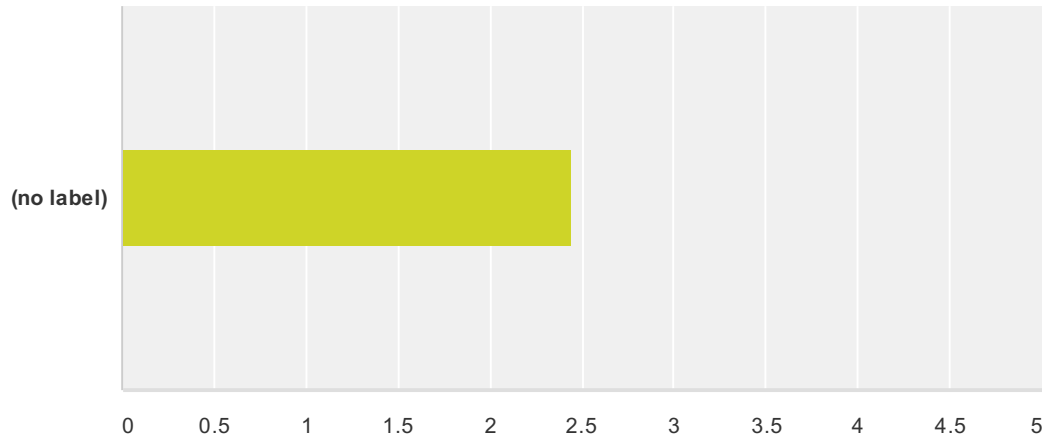
Answered: 45 Skipped: 8



Answer Choices	Responses	
Yes	46.67%	21
No	53.33%	24
Total		45

Q6 Rate the ease of this experience.

Answered: 52 Skipped: 1

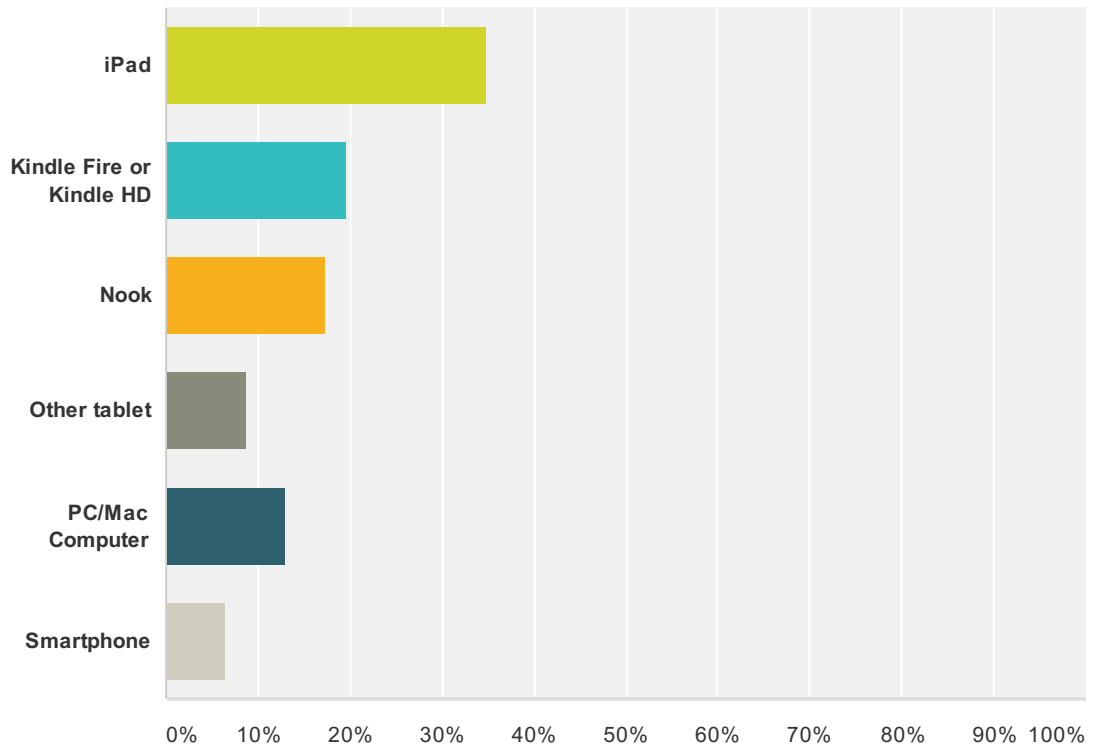


	Easiest	Easy	Moderate	Difficult	Total	Average Rating
(no label)	19.23% 10	34.62% 18	28.85% 15	17.31% 9	52	2.44

#	Other (please specify)	Date
1	It was much easier the second time. The first time was rather confusing.	6/25/2014 9:13 AM
2	Another interface, another format, another reader.	6/18/2014 4:44 PM
3	Each vendor was a different experience. Easy applies to BiblioBoard and EBL. Axis360 was cumbersome and awful. Did not like all the extra steps to get the reader and wait for a book to be available.	6/10/2014 3:04 PM

Q7 What type of device did you use to read the eBook you downloaded or checked out?

Answered: 46 Skipped: 7



Answer Choices	Responses
iPad	34.78% 16
Kindle Fire or Kindle HD	19.57% 9
Nook	17.39% 8
Other tablet	8.70% 4
PC/Mac Computer	13.04% 6
Smartphone	6.52% 3
Total	46

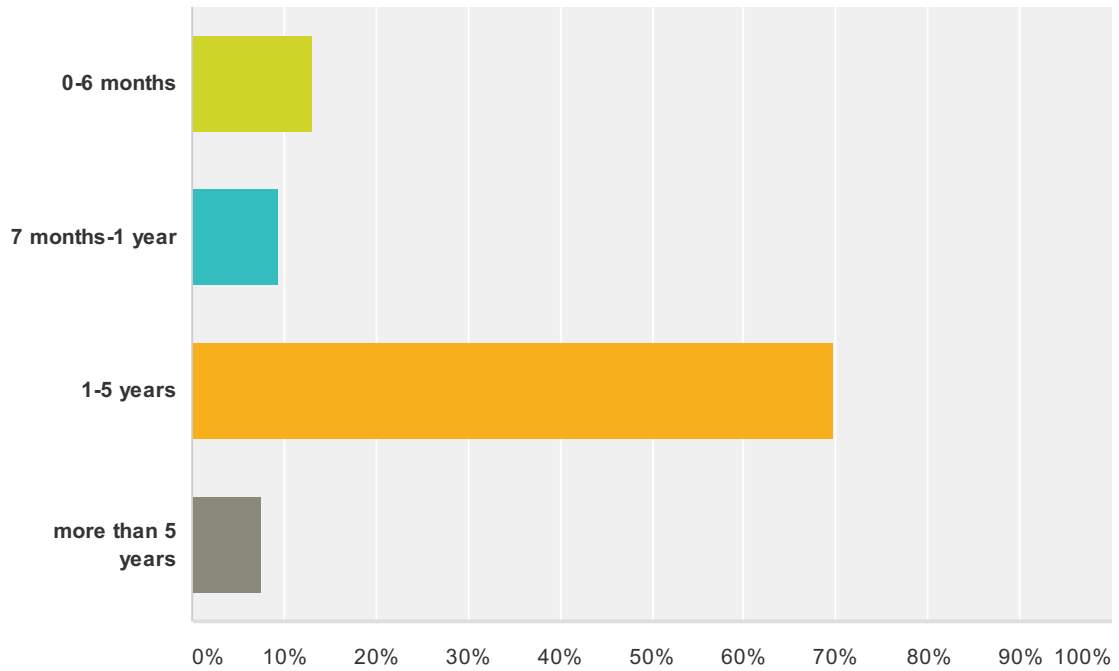
#	Other (please specify)	Date
1	Nook and iPad	6/25/2014 10:18 AM
2	none	6/24/2014 4:16 PM
3	Use multiple devices - Kindle, Nook, Kindle Fire, Kobo	6/24/2014 2:09 PM
4	Kindle and Smartphone	6/24/2014 1:48 AM
5	Couldn't download it	6/19/2014 12:35 PM
6	Kindle Paperwhite	6/18/2014 7:11 PM
7	Stone Tablet- Circa: Mesolithic Age	6/16/2014 11:40 AM

MA eBook Project Survey

8	Kindle (not Fire or HD)	6/13/2014 10:14 AM
9	Check all that apply does not work, I used another tablet and pc as well.	6/10/2014 3:04 PM

Q8 How long have you been reading eBooks?

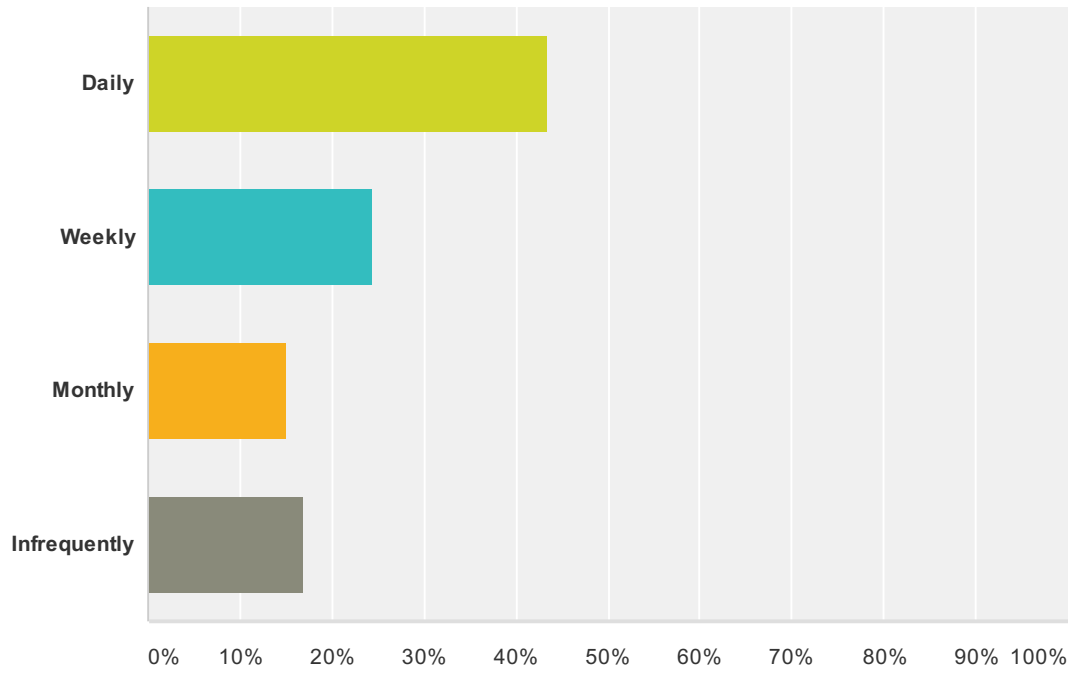
Answered: 53 Skipped: 0



Answer Choices	Responses
0-6 months	13.21% 7
7 months-1 year	9.43% 5
1-5 years	69.81% 37
more than 5 years	7.55% 4
Total	53

Q9 On average, how often do you use eBooks?

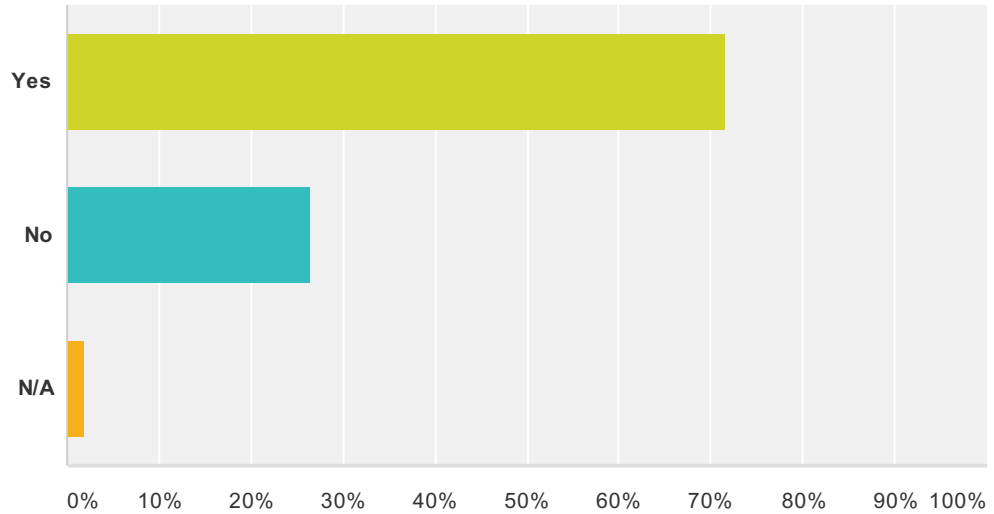
Answered: 53 Skipped: 0



Answer Choices	Responses	
Daily	43.40%	23
Weekly	24.53%	13
Monthly	15.09%	8
Infrequently	16.98%	9
Total		53

Q10 Did this eBook experience meet your expectations? Please explain your answer.

Answered: 53 Skipped: 0



Answer Choices	Responses
Yes	71.70% 38
No	26.42% 14
N/A	1.89% 1
Total	53

#	Other (please specify)	Date
1	very easy to use once the friendly, knowledgeable library experts set it up	6/25/2014 3:40 PM
2	I was very satisfied with the help I received that night and since then by Ed and Ann	6/25/2014 2:47 PM
3	Slow reader - 2 weeks not enough	6/25/2014 12:14 PM
4	eBooks can only be taken out for 2 weeks which isn't always enough time to finish reading the book.	6/25/2014 8:35 AM
5	I use Overdrive which is great.	6/24/2014 4:16 PM
6	larger catalogue of new books and less wait time	6/22/2014 2:43 PM
7	I can at least download a book directly via Amazon and Overdrive.	6/19/2014 12:35 PM
8	The interface was clunky, not intuitive and often did not let me log in unless I went through my libraries links. I have an awful time with the MA eBook site. A specific book link would then bring me to the entire catalog not the book!	6/19/2014 11:20 AM
9	Not enough books. Not available often enough.	6/18/2014 5:44 PM
10	I love being able to check out eBooks. As a result of the library having more eBooks I read more often.	6/17/2014 10:09 PM
11	Don't use it very often because it has been such a frustrating experience	6/17/2014 11:53 AM
12	The search function in axis 360 could be better, and the ability to browse by more specific subjects would be great	6/12/2014 10:30 AM
13	I was able to download a book and read it off my tablet, it is what I expected. A little confusing but once I was connected it was quite simple.	6/11/2014 7:55 PM

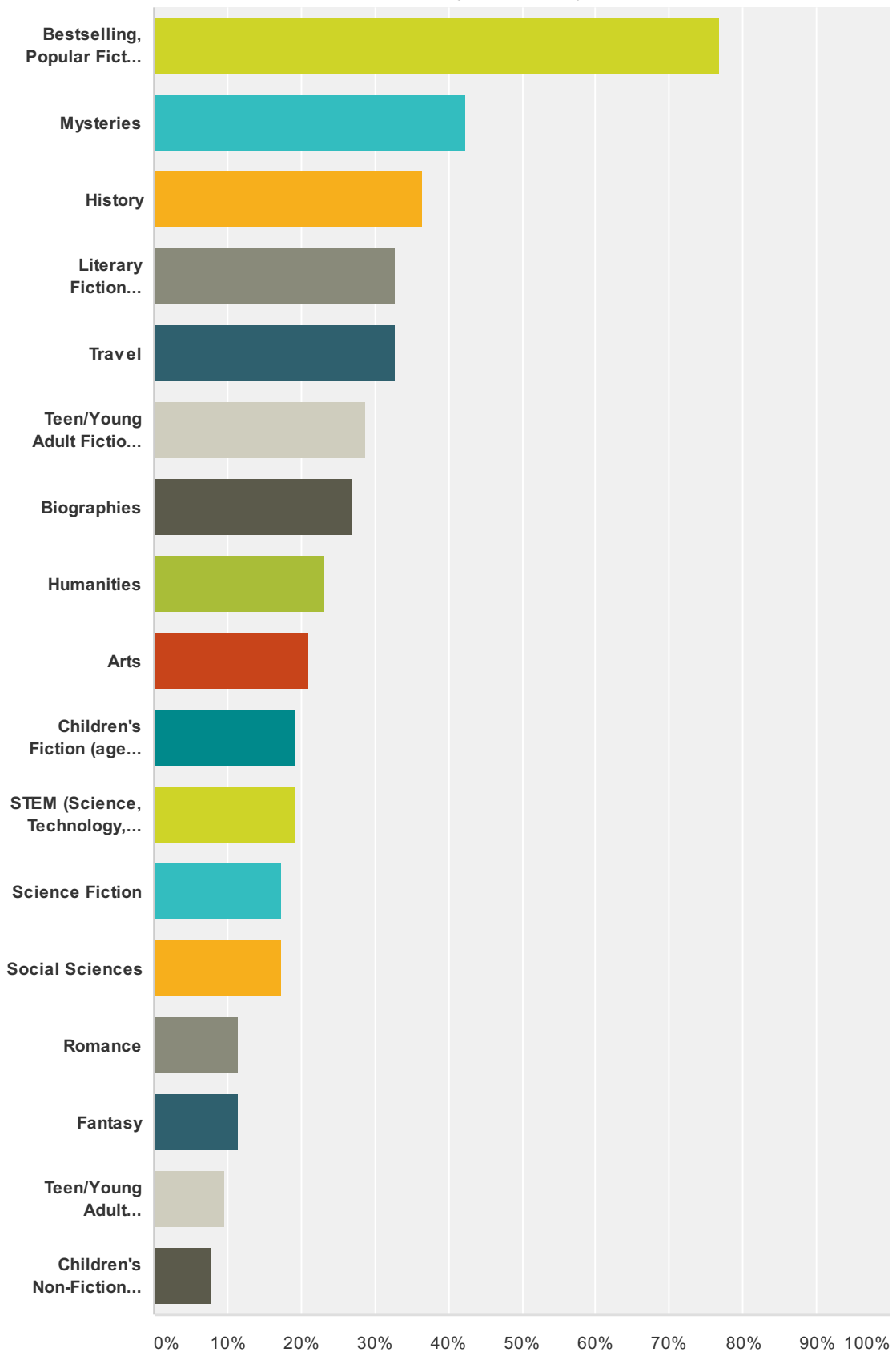
MA eBook Project Survey

14	It wasn't as streamlined as previous ebook experiences, but it was very nice to have an additional resource for borrowing and extra copies of the ebooks I wanted to read.	6/11/2014 7:14 PM
15	BiblioBoard was gorgeous. A wonderful experience. EBL had great academic content and no waiting to see a title. Axis 360 was too complicated and I did not like downloading for only 2 weeks or waiting because there was only 1 "copy."	6/10/2014 3:04 PM
16	Not user friendly.	6/9/2014 4:15 PM

Q11 If we were to expand our eBook collection, what categories of books would you prefer? Check all that apply.

Answered: 52 Skipped: 1

MA eBook Project Survey



Answer Choices	Responses
Bestselling, Popular Fiction (NY Times Bestsellers, for example)	76.92% 40
Mysteries	42.31% 22

MA eBook Project Survey

History	36.54%	19
Literary Fiction (Classics)	32.69%	17
Travel	32.69%	17
Teen/Young Adult Fiction (ages 13-18)	28.85%	15
Biographies	26.92%	14
Humanities	23.08%	12
Arts	21.15%	11
Children's Fiction (ages 0-12)	19.23%	10
STEM (Science, Technology, Engineering, Mathematics)	19.23%	10
Science Fiction	17.31%	9
Social Sciences	17.31%	9
Romance	11.54%	6
Fantasy	11.54%	6
Teen/Young Adult Non-Fiction (ages 13-18)	9.62%	5
Children's Non-Fiction (ages 0-12)	7.69%	4
Total Respondents: 52		

#	Other (please specify)	Date
1	I no longer get eBooks from the library. The process is a bit cumbersome, the library either doesn't have the books I want or there's a long wait list, and you can only get them for two weeks. I found it just wasn't worth it and I don't even look at the catalog anymore.	6/25/2014 8:35 AM
2	Christian	6/24/2014 4:26 PM
3	Backlist classics and high-value books, not junk, please!	6/24/2014 1:48 AM
4	other languages, academic, business, religion, fashion	6/17/2014 4:33 PM
5	Law	6/16/2014 1:07 PM
6	Anything to do with Red Hot Chilli Peppers (The Band)	6/16/2014 11:40 AM
7	Spiritual	6/10/2014 5:49 PM