Staff Survey-MA eBook Project

Q1 In what type of library do you work?
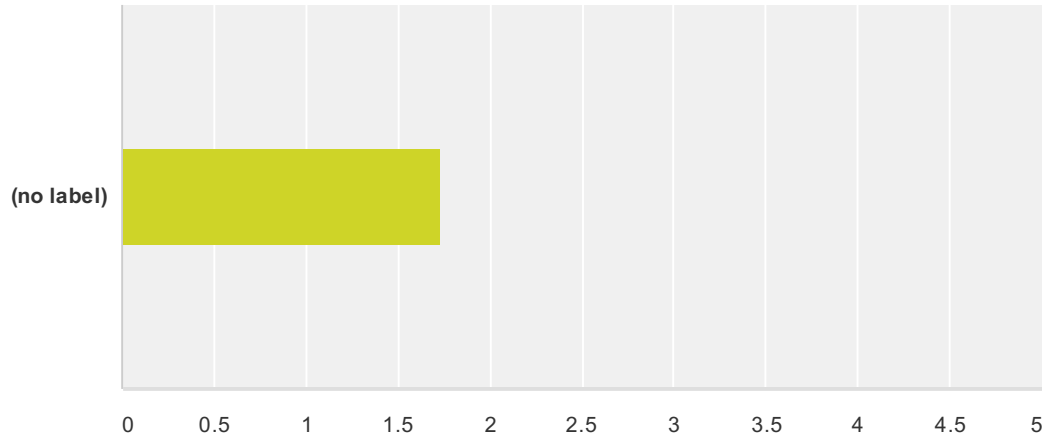
Answered: 75   Skipped: 0
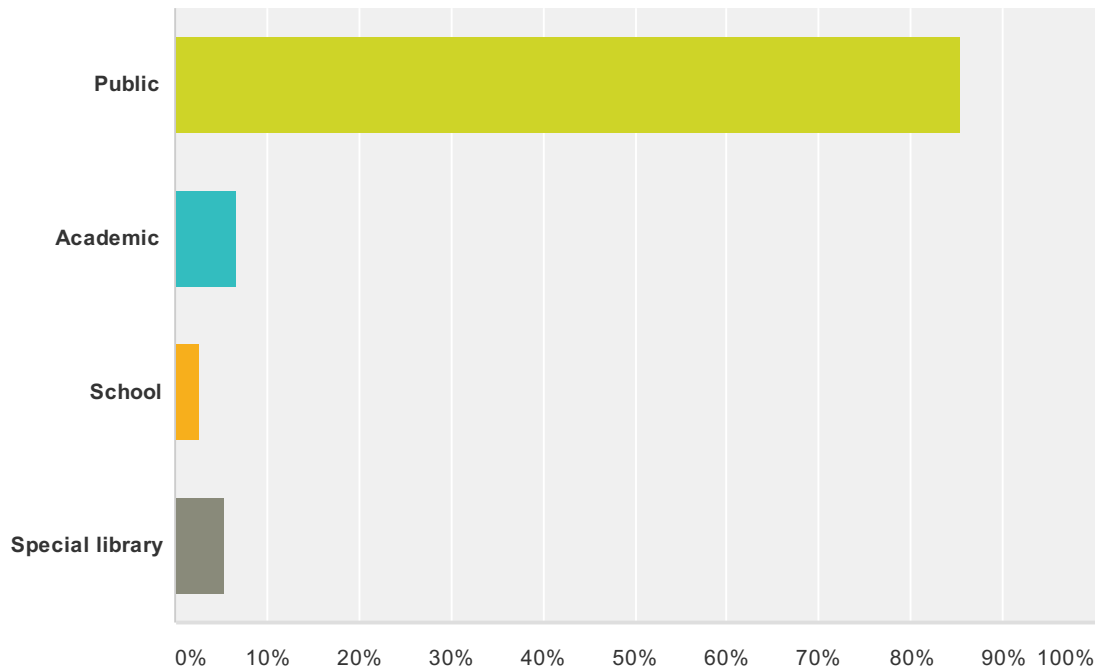
Answer Choices	Responses	
Public	**85.33%**	64
Academic	**6.67%**	5
School	**2.67%**	2
Special library	**5.33%**	4
Total		**75**

| #	Other (please specify)	Date
	There are no responses.	

Q2 How comfortable are you with eBooks in general?

Answered: 75   Skipped: 0

	Very comfortable	Somewhat comfortable	Somewhat uncomfortable	Very uncomfortable	Total	Average Rating
(no label)	**44.00%** 33	**40.00%** 30	**14.67%** 11	**1.33%** 1	75	1.73

Q3 Were you aware of the MA eBook Project and that your library was a pilot library?

Answered: 75   Skipped: 0
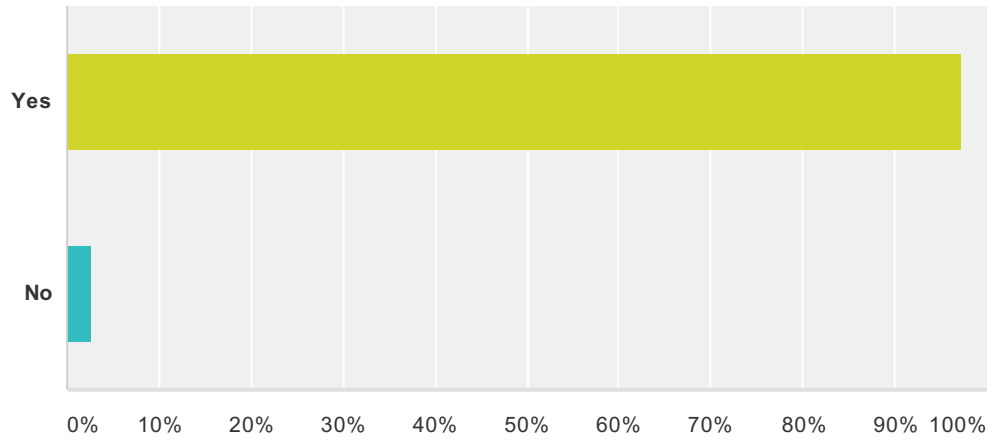
Answer Choices	Responses	
Yes	**97.33%**	73
No	**2.67%**	2
Total		**75**

Q4 Did your library use the Launch Kit or other training materials provided to each pilot library?

Answered: 74   Skipped: 1
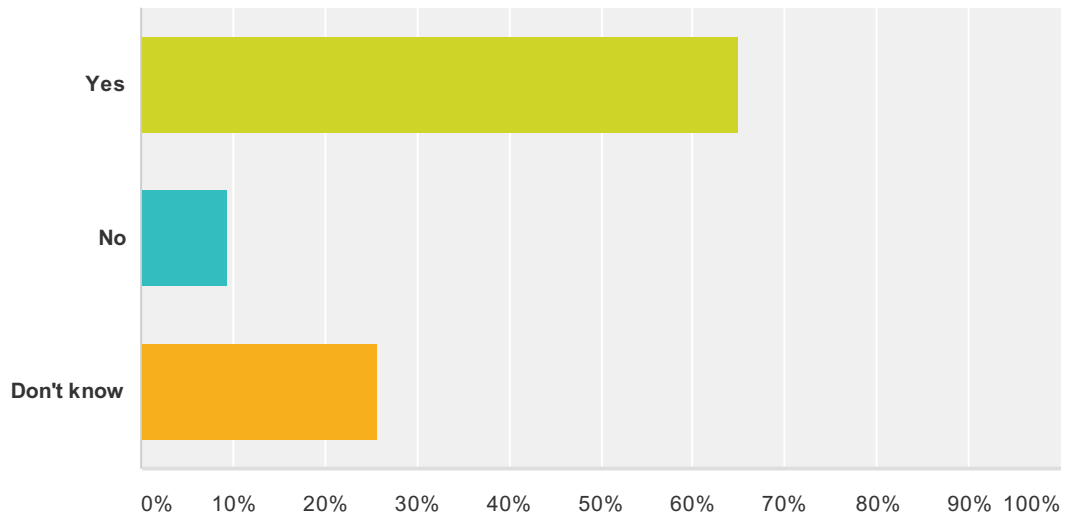
Answer Choices	Responses	
Yes	64.86%	48
No	9.46%	7
Don't know	25.68%	19
Total		74

Q5 Were you trained or feel that you were given enough information to discuss the MA eBook Project with patrons?

Answered: 73   Skipped: 2
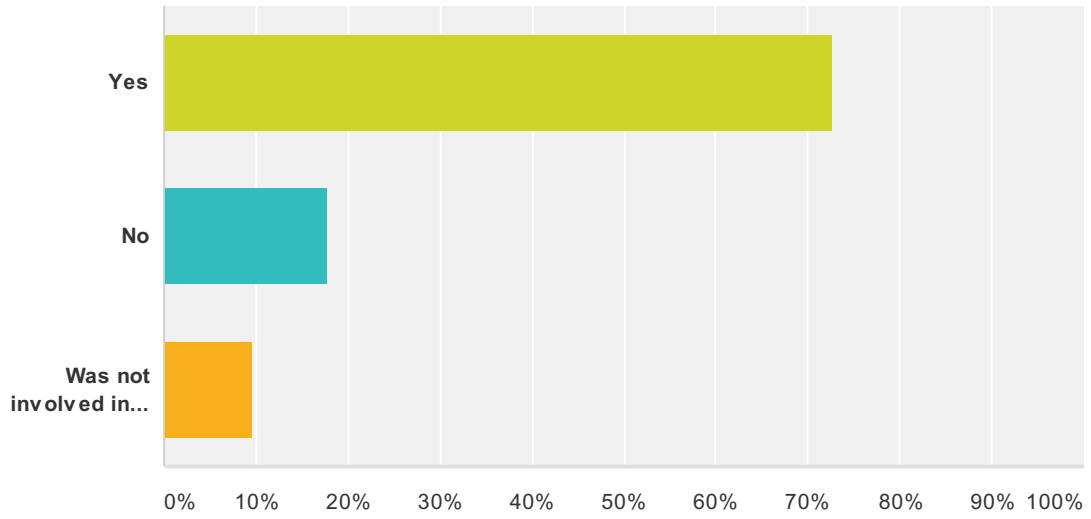
Answer Choices	Responses	
Yes	**72.60%**	53
No	**17.81%**	13
Was not involved in this project	**9.59%**	7
Total		**73**

#	Other (please specify)	Date
1	in some areas I felt trained; in others, not so much	6/25/2014 3:24 PM
2	enough to refer them to the "experts" in our library	6/25/2014 10:46 AM
3	I could use more information on EBL, though	6/25/2014 9:38 AM
4	I found the training information to be confusing	6/24/2014 2:50 PM
5	Too many problems with it and it seemed flawed. NO easy way to access it.	6/11/2014 4:50 PM
6	Only used personally	6/10/2014 10:56 PM

Q6 What did you use to search for eBooks? Check all that apply.
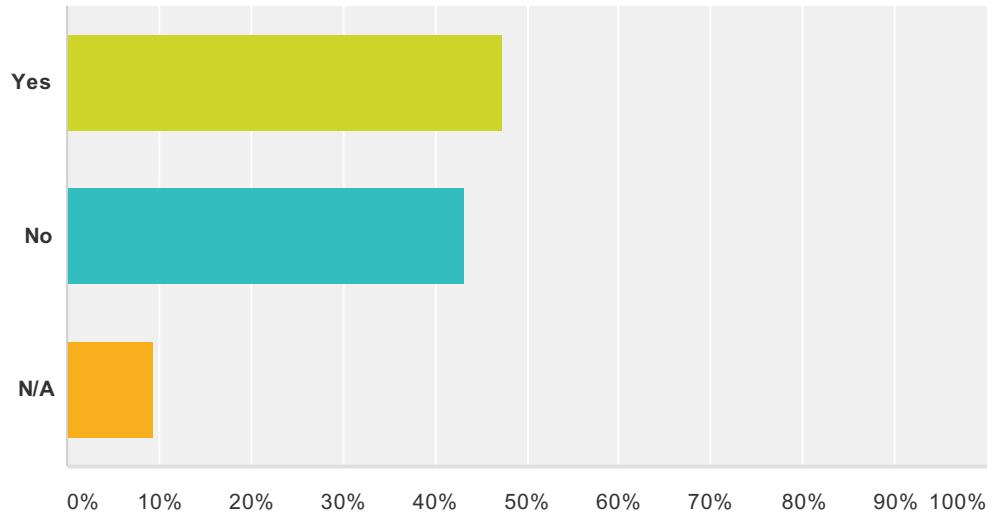
Answered: 71   Skipped: 4
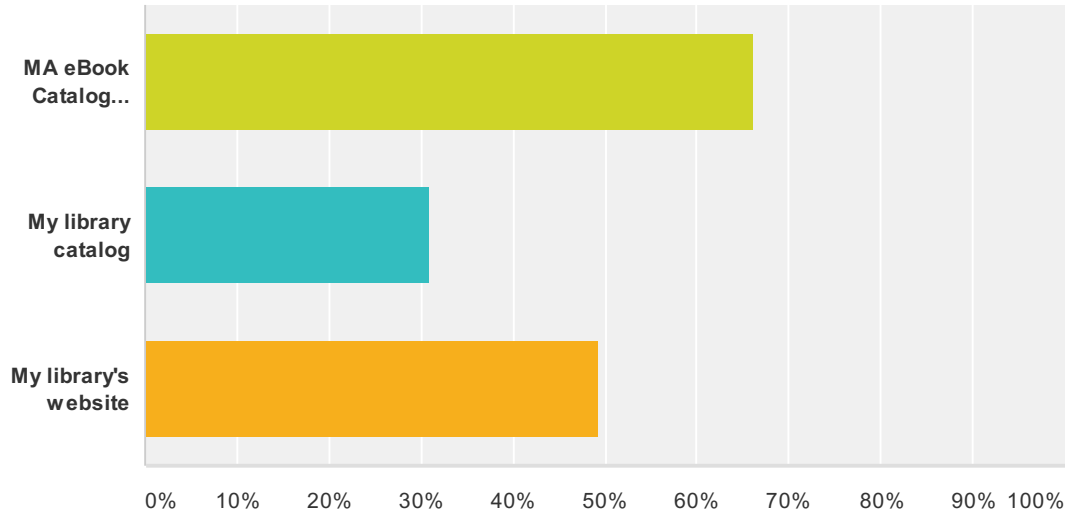
Answer Choices	Responses	
MA eBook Catalog (www.ebooks.masslibsystem.org)	**66.20%**	47
My library catalog	**30.99%**	22
My library's website	**49.30%**	35
Total Respondents: 71		

#	Other (please specify)	Date
1	I used my library website because my librarian created a landing that was easier to look at and navigate than the one provided by MLS.	6/25/2014 12:23 PM
2	Link from my library's website to the MA eBook Catalog	6/25/2014 10:43 AM
3	individual products	6/17/2014 2:01 PM
4	m.hudsonpl.axis360.baker-taylor.com	6/10/2014 4:05 PM
5	I went directly to Axis 360	6/10/2014 12:44 PM
6	vendors	6/10/2014 11:24 AM

Q7 Did patrons ask your assistance in using any of the eBook platforms (BiblioBoard, B&T Axis 360, EBL)?

Answered: 74   Skipped: 1

Answer Choices	Responses	
Yes	**47.30%**	35
No	**43.24%**	32
N/A	**9.46%**	7
Total		**74**

Q8 Were you able to help them find what they were looking for?

Answered: 51   Skipped: 24
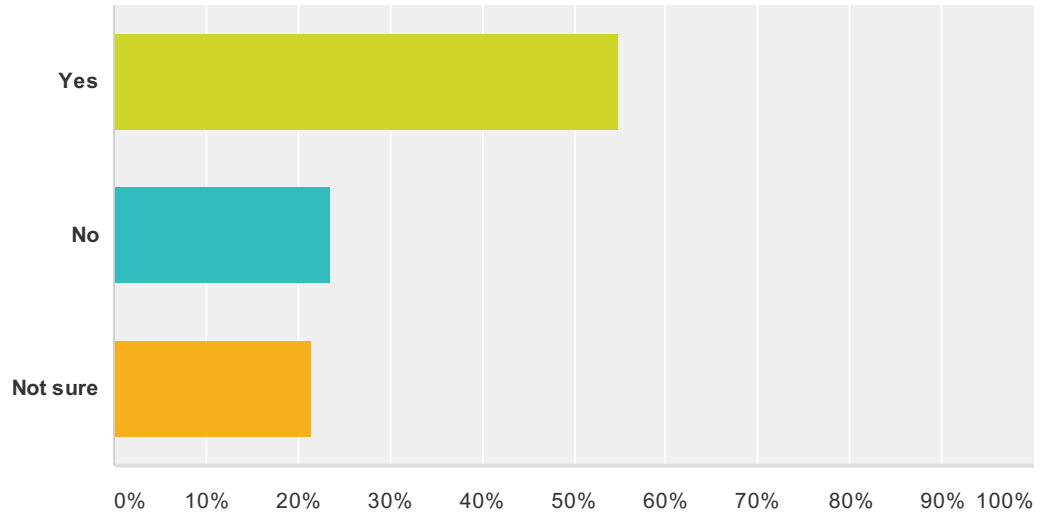
Answer Choices	Responses	
Yes	**54.90%**	28
No	**23.53%**	12
Not sure	**21.57%**	11
Total		**51**

Q9 If you were not able to help them, please explain the issue or difficulty? (technical, content, no access, etc)

Answered: 23   Skipped: 52

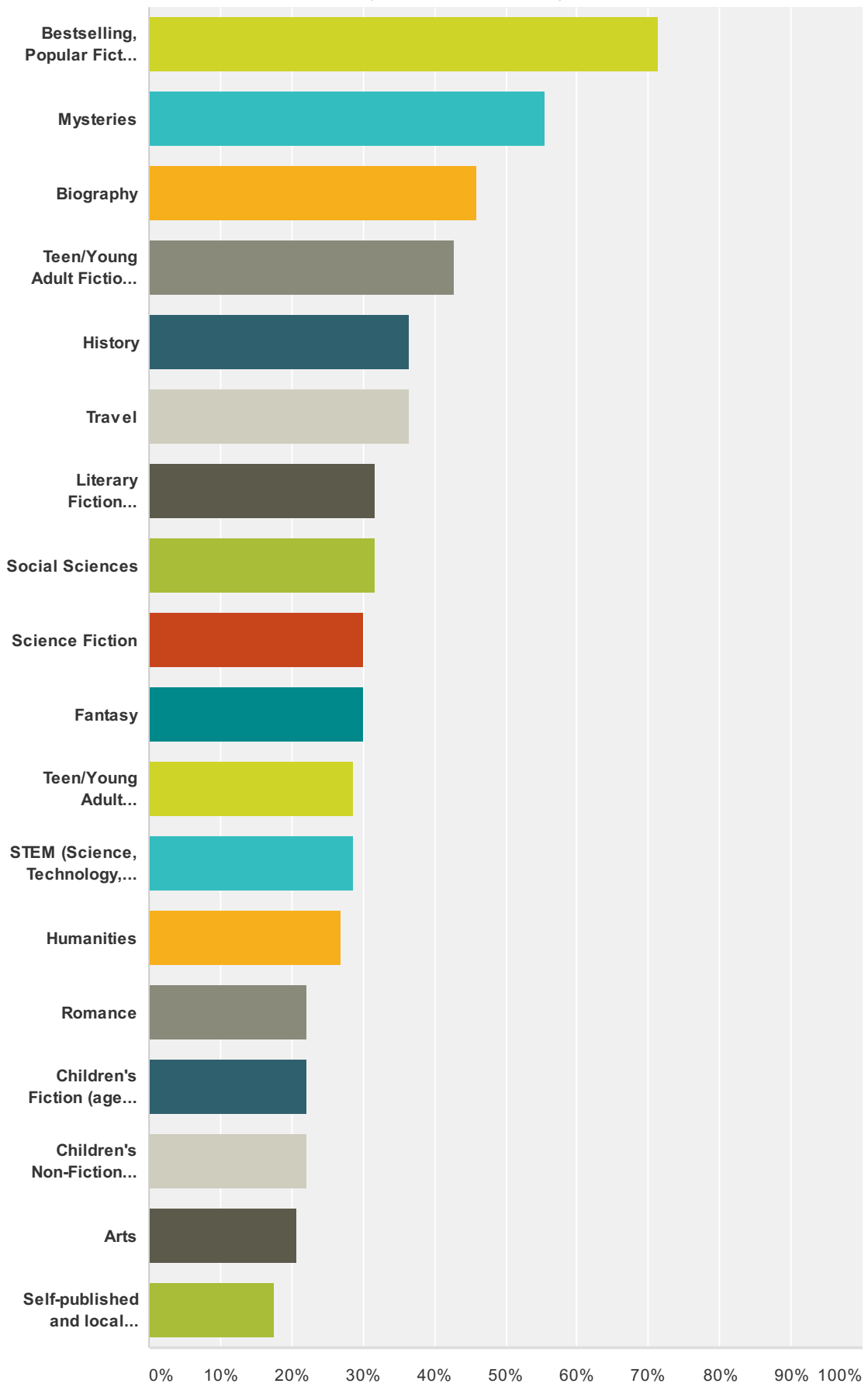| #	Responses	Date
1	In some instances I was. In other instances I wasn't. Definitely a combination of technical issues, their own unfamiliarity with their device, and then the book just not being available in any of the platforms.	6/25/2014 3:24 PM
2	technically complicated; low demand so hard to remember from patron to patron; not much law	6/25/2014 2:41 PM
3	In general, there were technical problems: downloading the software and getting it to work; checking out materials to the device. The software platforms were not intuitive and were harder to use than Overdrive. People gave up after a few unsuccessful attempts. The Library created online tutorials--and then a feature would change and we'd have to decide if the change was big enough to re-film the tutorial or if we should just keep it as is. There were also content issues--not enough popular materials to choose from. For the most part our patrons were not interested in any platform other than B&T's, and because that required downloading apps and it was not easy for most, they were less likely to use the collection. The Library put a LOT of resources into creating tutorials, handouts, training staff and individual patrons for very little return. I will not recommend continuing this project and will recommend continuing spending our time and resources with Overdrive and our Overdrive Advantage account.	6/25/2014 12:23 PM
4	Many of our patrons are Kindle users, and using any of the MA eBook Pilot Project Databases with Kindles is very cumbersome. Even knowing workarounds, it was very difficult to articulate to patrons with limited technological skills how to utilize these platforms with a Kindle.	6/25/2014 12:09 PM
5	got them help from those in the know	6/25/2014 10:46 AM
6	I sent patrons to the eBook expert to assist them. It's more efficient to have the trainers show patrons how to access it.	6/25/2014 10:23 AM
7	lack of sufficient knowledge	6/24/2014 8:09 PM
8	No one asked	6/24/2014 7:51 PM
9	I wasn't asked	6/24/2014 5:36 PM
10	Time constraints at the circulation desk	6/24/2014 3:09 PM
11	Didn't get questions on those formats.	6/14/2014 11:53 AM
12	I typically work at circulation and not reference.	6/12/2014 11:47 AM
13	Since I wasn't involved in the project and don't work a public desk patrons didn't approach me. But I checked out books for my personal use and was so impressed with the service that I have since told many neighbors and friends about the project.	6/12/2014 10:58 AM
14	I suspect they were not enough aware of it to ask for help.	6/12/2014 10:37 AM
15	technical issues mostly - We successfully reached the point where we were able to check out and download the book, but a few times there was confusion about the location of the book on the patrons device.	6/12/2014 9:22 AM
16	usually on the patrons end with their device, especially the seniors. All the devices are different and there were always problems. Always technical, and patrons not knowing their own device.	6/11/2014 4:50 PM
17	Lack of content in the research area	6/10/2014 6:28 PM
18	The answer to #8 is really "it depends". In most cases we were able to find things, in others not. We did not have luck looking for specific titles for patrons, but found most of our questions were more technical - helping them use the interface to find appealing available titles.	6/10/2014 5:33 PM

19	Patrons get very frustrated by having to access eBooks, eAudion, etc. across different platforms: Blio, Overdrive, etc. all have different interfaces. What I hear over and over is: well, on Amazon, you just click to download and they make it so easy. It's hard to compete with that until we have one process that fits all eContent for ease of access.	6/10/2014 4:03 PM
20	Lack of content.	6/10/2014 2:54 PM
21	The size of the collection available in the pilot project was simply not enough to motivate significant use of the project.	6/10/2014 2:23 PM
22	I was able to help them most of the time, but sometimes the apps were just too confused on the device and the patron was sure they remembered their passwords but it still didn't work.	6/10/2014 11:24 AM
23	Mostly because people didn't ask, or otherwise indicate that they were interested in using the Pilot.	6/10/2014 11:06 AM

Q10 What are some suggested genres, topics or subjects you would like to see more of in this collection. Check all that apply.

Answered: 63   Skipped: 12

Staff Survey-MA eBook Project

Category	Percentage
Bestselling, Popular Fict...	
Mysteries	
Biography	
Teen/Young Adult Fictio...	
History	
Travel	
Literary Fiction...	
Social Sciences	
Science Fiction	
Fantasy	
Teen/Young Adult...	
STEM (Science, Technology,...	
Humanities	
Romance	
Children's Fiction (age...	
Children's Non-Fiction...	
Arts	
Self-published and local...	

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Answer Choices	Responses	
Bestselling, Popular Fiction (NY Times Bestsellers, for example)	**71.43%**	45

Mysteries	**55.56%**	35
Biography	**46.03%**	29
Teen/Young Adult Fiction (ages 13-18)	**42.86%**	27
History	**36.51%**	23
Travel	**36.51%**	23
Literary Fiction (Classics)	**31.75%**	20
Social Sciences	**31.75%**	20
Science Fiction	**30.16%**	19
Fantasy	**30.16%**	19
Teen/Young Adult Non-Fiction (ages 13-18)	**28.57%**	18
STEM (Science, Technology, Engineering, Mathematics)	**28.57%**	18
Humanities	**26.98%**	17
Romance	**22.22%**	14
Children's Fiction (ages 0-12)	**22.22%**	14
Children's Non-Fiction (ages 0-12)	**22.22%**	14
Arts	**20.63%**	13
Self-published and local authors	**17.46%**	11
Total Respondents: 63		

#	Other (please specify)	Date
1	Books For Job Seekers, Books on Substance Abuse	6/25/2014 3:24 PM
2	Law	6/25/2014 2:41 PM
3	Popular fiction and non-fiction materials that people want in print are what they want in ebook format.	6/25/2014 12:23 PM
4	Bestselling popular NF from NY Times Bestseller, for example, more lifestyle and health, psychology, self-help	6/24/2014 2:50 PM
5	Test prep materials (CPT/Accuplacer, TEAS, GRE, etc)	6/24/2014 12:38 PM
6	All of the above.	6/18/2014 8:08 PM
7	academic subjects through EBL	6/17/2014 10:00 AM
8	textbooks	6/14/2014 9:24 AM
9	Popular Fiction/NonFiction & Bestsellers in Audiobook format	6/12/2014 4:48 PM
10	Cookbooks	6/10/2014 10:56 PM

Q11 What has been the greatest help in terms of support from MLS staff, other pilot libraries, and/or vendors?

Answered: 27   Skipped: 48

#	Responses	Date
1	I think our Reference Librarian has been the greatest help. She was the point person and handled 99% of patron questions.	6/25/2014 3:24 PM
2	n/a	6/25/2014 2:41 PM
3	I feel that my staff members have provided more support for this project than has been provided back to us. This has not been the collaborative effort is was promised to be. Library participants had very little input into fundamental decision making on structure and content decisions were weak at best. In general, I find this to be a failed pilot. I'm happy that we participated as I feel it is our duty to help the Library field, but this project should end at this point.	6/25/2014 12:23 PM
4	I have found the MLS staff, particularly Deb Hoadly and Stephen Spohn, extremely helpful and supportive in advancing this project.	6/25/2014 12:09 PM
5	MLS staff	6/25/2014 10:43 AM
6	Going to some of the workshops.	6/24/2014 8:38 PM
7	?	6/24/2014 8:09 PM
8	Training materials	6/24/2014 6:36 PM
9	Patrons really preferred Overdrive. They said the Axis 360 was clunky	6/24/2014 4:56 PM
10	The vendors quickly resolving gateway issues when made aware.	6/24/2014 4:21 PM
11	Regular updates, sharing of publicity projects, ease of dealing with the vendors, helpful tutorials	6/19/2014 7:18 AM
12	Regular blog entries and email updates from Deb Hoadley.	6/18/2014 8:08 PM
13	?	6/17/2014 10:00 AM
14	Great web sites, help screens and people to turn to! Great products help, too.	6/14/2014 11:53 AM
15	Instructional brochures	6/12/2014 4:48 PM
16	Device specific help from other libraries	6/12/2014 3:52 PM
17	Vendor training demos	6/12/2014 2:56 PM
18	N/A	6/12/2014 11:47 AM
19	Our Reference staff answered all my questions in the beginning when I tried to help my husband check out books on his iPad.	6/12/2014 10:58 AM
20	not sure	6/11/2014 4:50 PM
21	Hearing from fellow pilot library colleagues was extremely helpful, esp. re: promotion and programming.	6/10/2014 7:34 PM
22	Nice to have the centralized coordination and infrastructure setup done at the statewide level.	6/10/2014 5:33 PM
23	Discussion about what has worked for others.	6/10/2014 2:54 PM
24	vendors have been very responsive with support when needed, good how to materials, good with providing marketing materials.	6/10/2014 2:32 PM
25	The information shared by other pilot libraries.	6/10/2014 1:25 PM
26	step-by-step booklets	6/10/2014 11:24 AM
27	User inferface and easy navigation and good overall documentation - making it seamless for the patron to figure out	6/10/2014 11:06 AM

Staff Survey-MA eBook Project

Q12 As we move forward, what are some ways you would like us to support the eBook project?

Answered: 39   Skipped: 36

#	Responses	Date
1	I am in an academic library but I see this project as more of a boon to public libraries. Yes, it would be great if there was more academic "content" but a broader appeal is better. Standardized loan polices and maybe just one vendor are important.	6/25/2014 3:58 PM
2	Not sure.	6/25/2014 3:24 PM
3	??	6/25/2014 2:41 PM
4	Don't spend any more time or money on this project. The BLC should take the money it has earmarked and put it into state aid or the networks for econtent which will directly benefit libraries and their patrons. This project has been a failed attempt. There is not enough money needed to create an effective statewide program. I am not willing to take the money I already spend on econtent and give it to MLS for this project. Overdrive, while flawed, is meeting our (public library) needs and is a product that is improving both in content and function. I was there when Librarians demanded that the State--through MLS--investigate a statewide ebook platform. These three platforms have not worked for my population to my satisfaction. I also object to a draft funding scheme that charges public libraries more than academics for the program. There is NO way that I could allocate $5000 to this project without severely affecting other portions of my materials budget. And I certainly will not spend $5000 on what has been demonstrated during the pilot project.	6/25/2014 12:23 PM
5	I would like to see significantly more robust Kindle support, as well as a streamlined system for documenting and addressing bugs or patron reported issues with any of the three platforms. I would also like to see the collections from the three platforms more fully integrated into the online catalog so they could be more easily accessed by patrons conducting general searches. And of course I would like to see either more vendors brought into the program or the collections of existing vendors continuously expanded to include most popular and newer literature.	6/25/2014 12:09 PM
6	Ways to market in addition to marketing materials.	6/25/2014 10:43 AM
7	Can't think of anything	6/24/2014 8:38 PM
8	Videos showing how to download Axis360 etc to various devices for patrons to view would help tremendously	6/24/2014 8:37 PM
9	?	6/24/2014 8:09 PM
10	More content	6/24/2014 6:36 PM
11	Easier to use	6/24/2014 4:56 PM
12	Work with the vendors to ensure that all eBooks are available on as many [current] devices as possible.	6/24/2014 4:21 PM
13	More training.	6/24/2014 2:10 PM
14	Keep working with the academics!	6/24/2014 12:38 PM
15	More self paced training	6/23/2014 5:16 PM
16	Build the collection	6/19/2014 7:18 AM
17	---	6/18/2014 8:08 PM
18	expansion of the collection scope.	6/17/2014 10:00 AM
19	Expand it across the state and sustain it - don't pull the rug out from under us, please! Got some great stuff here. Hope soon that everyone who wants to can get access to it!	6/14/2014 11:53 AM
20	Web page redesign that makes the scope and range of the content more obvious to patrons	6/14/2014 9:24 AM

21	Growing the collection	6/12/2014 4:48 PM
22	Device specific brochures for each platform offered	6/12/2014 3:52 PM
23	create help documentation for users	6/12/2014 2:56 PM
24	Make the software easier to use and discovery less time consuming	6/12/2014 12:33 PM
25	N/A	6/12/2014 11:47 AM
26	The project can always use more publicity throughout the state. Maybe thru Senior Centers and schools and in general.	6/12/2014 10:58 AM
27	Integrate holdings with PAC, and make everything readable on the same app.	6/12/2014 10:37 AM
28	Initially the start up process. Most patrons forgot they signed up . Wish it was much simplier process for gaining access to it.	6/11/2014 4:50 PM
29	Plenty of books available.	6/10/2014 10:56 PM
30	- One-stop tech support online. One website where patrons can be directed, which aggregates help info for all of the different platforms and vendors.	6/10/2014 7:34 PM
31	Get the vendors on board with simplifying and unifying platforms. Patrons get frustrated and simply buy the e-book with one click.	6/10/2014 6:28 PM
32	Patrons found the three different platforms confusing (particularly combined with our existing ebooks). That made four completely different ways to get econtent, with different interfaces, borrowing models, and content. I think we'd prefer the state to focus on one platform and really put the resources into that rather than spreading out to include multiple options.	6/10/2014 5:33 PM
33	Funding for current titles	6/10/2014 4:09 PM
34	Integrate B&T Axis360 with the Evergreen Catalog. Continue to make the process as easy and seamless as possible for the patrons so they don't have to "ramp " up a new learning curve.	6/10/2014 4:03 PM
35	Without more content, it will be hard to get patrons to really use the system(s) - especially B&T for public libraries.	6/10/2014 2:54 PM
36	provide different modes of training. Encourage more use of the blog/discussion list for communication among library staff tasked with patron assistance.	6/10/2014 2:32 PM
37	Better documentation and instructions about how to use the platforms, as well as information about checkout limits, etc, which is currently very difficult to find.	6/10/2014 1:25 PM
38	Get rid of EBL. The collection is not necessary for most public and school libraries, and if this project becomes a reality for the state, I feel it would be a poor use of our money to support EBL.	6/10/2014 11:47 AM
39	make a single app for everyone to use for all ebook options	6/10/2014 11:24 AM