E-books and Resource Sharing: A White Paper

The CARLI Resource Sharing Committee
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Executive Summary

E-book readership and ownership of e-book readers are increasing and academic libraries are reconfiguring building layouts to emphasize technology and group spaces. E-books have also been growing in CARLI libraries. Therefore, it is appropriate for CARLI to discuss how e-books fit into its culture of resource sharing and its role as an advocate and innovator for libraries on the issue.

A literature review reveals two main obstacles to effective e-book interlibrary lending:

1. Licensing agreements restricting the sharing of e-books, combined with the current legal framework, which views transfer of electronic content, such as e-books, as similar to photocopying. Academic libraries do not always participate directly in the license negotiation process and ILL concerns are generally overlooked.
2. Lack of ILL workflows to handle varying e-book formats and lack of staff knowledge about e-book rights and restrictions.

Patrons find it confusing, when they are now able to discover more library resources than ever before, to find those resources are sometimes inaccessible. Libraries find it frustrating that e-books, which have the potential to simplify ILL, have instead made it more difficult.

A variety of solutions to address e-book resource sharing problems have been tried, including:

- Sample license contract language for libraries including ILL provisions.
- Electronic Resource Management (ERM) tools to indicate whether or not electronic materials are available via ILL, as well as the format or support required.
- Papers and statements by various library consortia bringing attention to the issues libraries are facing regarding e-books and resource sharing.
- Products to address both workflow issues and publishers' copyright concerns. Specifically *Occam's Reader*, currently being developed by Texas Tech University and the University of Hawaii-Manoa through the Greater Western Library Alliance, and *Hermes*, Columbia University's vendor-neutral lending platform.
- Patron Driven Acquisition (PDA), Demand Driven Acquisition (DDA), or Purchase On Demand (POD) as a cheaper, alternative way to provide access to e-books. Short-term, fee-based, demand driven leasing of e-books is an option offered by EBSCO, among others. Some authors have suggested the seeds of a solution can be found in current e-journal resource sharing practices.

Illinois resource sharing, until last year, has been more robust than nationwide resource sharing, which, according to the National Center for Education Statistics, decreased between FY08 and FY12. Within the

CARLI consortium the overall total lending of library materials through I-Share has increased annually from 2005 through 2012. 2013 showed the first decrease (4%) in total lending in over 6 years.

The cause of this decline could be contributed to a variety of factors, but the increasing amount of non-shareable e-books within I-Share may play a role. In spite of the difficulties presented by e-books, most libraries are purchasing them. Our Committee surveyed CARLI library directors to try and determine the current state of e-book collecting within our consortium.

Survey findings include:

- 84% of respondents currently purchase e-books. 10 of 11 libraries that do not currently purchase e-books plan to purchase them in the future.
- 60% of respondents estimated that e-books purchases were 10% or less of their current book budget. 89% estimated that 30% or less of their book budget was spent on e-books.
- 72% of respondents reported their e-book budget had increased over the past two years. 84% expect their budgets to increase somewhat or significantly over the next two years.
- The top four most influential factors encouraging CARLI member e-books purchases were: 1) e-book features such as search capabilities, 2) decisions made by collection development librarians, 3) decisions made by the library director, and 4) patron demographics such as large off-campus populations or online programs.
- The top four factors influencing CARLI members not to purchase e-books were: 1) dissatisfaction with e-book license provisions, 2) lack of desired titles, 3) relative pricing of e-books, and 4) and patron preference for print.
- Only 19% of directors reported that resource sharing was a factor in their decision to purchase or to not purchase e-books.
- When asked how they thought how they thought CARLI's resource sharing strategic priority will evolve over the next 5-10 years, responses showed concern that increased collection of e-books would further limit resource sharing, while acknowledging local campus pressure to provide students with digital resources.
- Many respondents expressed hope that CARLI will be part of figuring out a solution, either by advocating for improvements to e-book licenses or through developing new solutions to the problem for members, such as funding e-book PDA programs.

CARLI is already moving forward to experiment with the consortial sharing of e-books through the "EBL eBook PDA Pilot Project" for all CARLI Governing Members. As e-book ownership grows within the consortium, it will be important to re-examine CARLI's existing I-Share Agreement and I-Share Resource Sharing Code, addressing concerns about how e-books fit into these documents.

Additionally, the committee would like to see CARLI, with its considerable size and influence, take on the following four tasks in regards to e-books and resource sharing:

- Advocate – Recognize that licensed material cannot always substitute for owned material. Use consortium influence to pressure publishers for improved e-book licensing terms, and more resource sharing-friendly technology. Perhaps issue a statement similar to the Oberlin Group Statement.
- Research – Consider e-book interlibrary lending needs when looking for a post-Voyager system. Use the EBL Pilot Project to examine the patron use of e-books within CARLI. Encourage relevant CARLI committees to explore issues such as how learning is affected by the e-book format.
- Innovate - Provide financial resources for the creation or support of technologies assisting with the mediation e-book lending (Occam's Reader, etc.), as well as pilot projects exploring alternative ways of meeting patron e-book requests.
- Support - Provide support to member libraries to purchase e-books, negotiate contracts, and store and share digital material, collectively or individually. Continue to support consortial e-book purchasing.

We believe that CARLI can make significant contributions in each of these areas.

Introduction

A new Pew Research Center survey reports that e-book readership and the ownership of e-book readers or tablet computers continue to rise in the U.S. as we enter 2014 (Zickuhr & Rainie, 2014). In addition, many academic libraries are moving to remodel and reconfigure old spaces, or build new spaces, with less emphasis on physical collections and more on technology and group spaces, often called "information commons" (McCormack, 2012; Lippincott, 2006). It is therefore not a surprise that many CARLI member libraries are adding e-books to their collections. This can be observed in any list of search results in the I-Share catalog. We believe that this is an appropriate time for CARLI libraries to begin discussing how e-books fit into our consortial culture of resource sharing, and the role of CARLI as a leader and advocate for libraries in this fast-changing field.

The continuation and expansion of resource sharing options is a prominent strategic priority for CARLI, which views the service as an "operational/tactical priority" (http://www.carli.illinois.edu/about/priorities). As representatives of CARLI member libraries we have all experienced the benefits that the I-Share catalog has brought to the interlibrary loan (ILL) community in Illinois through automation and the ever-expanding availability of resources. Indeed, as Frederiksen, Cummings, Cummings, and Carroll state, "[i]nterlibrary loan is one of the key methods by which. . . materials are shared between libraries and thereby provided to the scholars, researchers, students, and other patrons each library supports" (2011, p. 118). One of the dominant issues facing resource sharing today "is the issue of e-books" (Goldner & Birch, 2012, p. 6).

A review of pertinent literature reveals some of the major obstacles to the interlibrary lending of e-books, and shows that while some librarians are optimistic that historic ILL practices can be adjusted to facilitate e-book lending (Goldner & Birch, 2012), others think that e-books will require radical changes in how we think about resource sharing (Levine-Clark, 2011). Our committee's survey of CARLI directors on the issue of e-books and resource sharing also reveals some interesting trends in the CARLI resource sharing environment and brings to light some of the common hopes and concerns of consortium members on the subject. There are important questions to be considered and key tasks that CARLI can take on as we move together into the future.

Literature Review

Obstacles to Interlibrary Lending of E-books

There are two prominent obstacles to the resource sharing of e-books. First, vendors often impose strict licensing agreements that trump the traditional copyright rules and regulations governing libraries and their services. Historically, ILL has been grounded in sections 108 and 109 of title 17 of the *United States Code* (a.k.a. U.S. Copyright Law) which allow libraries to lend items they own and distribute a limited number of copies (United States Copyright Office, 2011). Because libraries typically license rather than own e-books, they can't assume these traditional rights but must negotiate lending terms with publishers who often seek to limit the number of potential users (Hales, 2012). Subscription models are the primary venue available for academic libraries to provide access to e-books, and

limitations on usage for these models, including interlibrary loan, are determined by the licensing agreement (McCormack, 2012; Howard, 2014; Massie, 2012; IFLA, 2013; Breeding, 2011; Frederiksen et al., 2011). We agree, as Duke librarian Robert Byrd states, that the "the inability to loan e-books really undermines the services [libraries] provide to our users" (as quoted in Howard, 2014), and that licensing restrictions allow publishers to stifle the interlibrary loan of e-books (Hales).

Hales (2012) raises the problem that ILL staff are not generally in a position to negotiate license contracts and that, in some cases, license negotiation does not occur through the library, but through another campus unit. It is important that libraries and their consortia communicate language for appropriate ILL terms to whoever does negotiate these contracts (Minitex, 2013). Beyond the individual license, Müller (2012), and Xu and Moreno (2013) advocate the development of a new legal framework that will allow the ILL of e-books. Müller explains that "libraries need a statutory solution for their e-book activities" (p. 154) because current law views *lending* as an action exclusive to physical objects and *copying* as the concept that most closely matches the transfer of electronic content such as e-books.

Outside the issue of copyright and restrictive licensing, technological variety combined with a lack of sufficient workflows and lack of knowledge within a traditional ILL unit form a second major obstacle to the sharing of e-books. Many borrowing libraries will not place a loan request for an e-book if the print equivalent is available, often assuming that a request for an e-book will not be filled (Frederiksen et al., 2011; Radnor & Shrauger, 2012). In this complex landscape, library staff may simply be unaware of which e-books are covered by which licenses, and which licenses come with which rights and restrictions. For Frederiksen et al., this presents a major issue since there are academic publishers such as Springer who do allow for the ILL of their e-books.

Another workflow issue for ILL staff is that e-books are made available through any number of diverse and incompatible systems and formats (Howard, 2014; Bae, 2013). This variety makes it difficult from a borrowing standpoint to recognize if the lending libraries even have the needed resources, much less the appropriate licenses to lend the item electronically (Goldner & Birch, 2012). Suggestions for workflow improvements include the use of Electronic Resource Management (ERM) tools to indicate within the OPAC where negotiated ILL is acceptable to assist borrowing libraries (Goldner & Birch). This would be a benefit within the lending institution as well, where ILL staff may also work under the assumption that electronic materials cannot be lent. Radnor and Shrauger (2012) also recommend the inclusion of e-book-related questions on ILL request forms, such as whether the patron will accept an e-book version of the title, and whether the patron recommends the title for purchase in e-book format by the library (a form of mediated patron-driven acquisition).

As Goldner and Birch (2012), Hales (2013), and Wicht (2011) note, the internet has had the benefit of increasing by leaps and bounds the discovery of a vast treasure trove of information resources held by the world's libraries and archives, and, in combination with other technological developments, has the potential for increasing access to those resources as well. However, the increase in online publishing seems to have led to increased difficulties and confusion for interlibrary loan staff and frustration for

their customers, who don't understand why e-books cannot be instantly transferred from one library to another.

Potential Solutions

Many of the articles we reviewed urged libraries to become more active in negotiating favorable terms for ILL into licensing agreements and in lobbying for legislative actions to address the constraints put on sharing information by the current contract law paradigm for e-resources (Hales, 2012; Müller, 2012; Minitex, 2013). Minitex provides helpful sample contract language for librarians to borrow when negotiating with vendors. Since 2012, a number of library organizations including IFLA (2013), the Australian Book Industry Collaborative Council (Xu & Moreno, 2013) and now the Oberlin Group of Liberal Arts College Libraries (Bagley et al., 2014) have released background papers and statements bringing attention to the needs of libraries in the ever-expanding e-book marketplace, including the need for ILL provisions. Raising awareness, however, has not yet turned the tide. It is still difficult for individual librarians, or libraries for that matter, to successfully negotiate ILL rights. Frederiksen et al. state that "[m]any libraries have not managed to negotiate ILL rights for their e-books, with only 2% of libraries in one study indicating that all of their licenses allow ILL" (2011, p. 122–123).

Libraries and consortia have begun to address the technical obstacles to e-book ILL. One product that addresses the workflow issue for lending e-books is *Occam's Reader* (http://occamsreader.org/), currently being developed by Texas Tech University and the University of Hawaii-Manoa through the Greater Western Library Alliance. Howard (2014) reports on this pilot project to build custom software to make it both easy and secure for libraries to share e-book files, while still addressing the concerns of publishers that resource sharing will negatively affect book sales or copyright. *Occam's Reader* provides an avenue that establishes the workflows necessary for ILL of eligible e-books via Springer, which has been one publisher willing to work with libraries to license e-books for interlibrary loan. In a nutshell, the item is loaded on to a secure server and stripped of publisher metadata and features such as copying, downloading, and printing options. The users receive an email with login credentials to access the book, and the file will disappear from the server after the assigned due date. "The idea is to give borrowers quick access while reassuring publishers that copyrighted content will remain secure and can be shared without eating into sales" (Howard).   The system is being designed to work with OCLC's ILL platform, ILLiad.

After struggling with the technicalities of lending e-books using various vendor platforms, Columbia University is working on a vendor-neutral e-book lending platform called *Hermes* that may provide another technical solution to the challenge of lending e-books between institutions (Bae, 2013). At a consortial level, groups such as the Orbis Cascade Alliance, the Colorado Alliance of Research Libraries, and the Western New York Library Resources Council have begun to develop alternatives to ILL for providing e-books among member libraries (Hales, 2012; Wicht, 2011; Xu & Moreno, 2013).

Solutions Beyond Traditional ILL

For a number of authors, the future of e-book ILL lies beyond traditional ILL structures and practices. Many recommend various forms of Patron Driven Acquisition (PDA), Demand Driven Acquisition (DDA), or Purchase On Demand (POD) models, in the belief that they will reduce ILL staff time and costs while providing on-demand access to patrons (Galligan, 2012; Levine-Clark, 2011). These authors also explain that making a database of all available PDA titles is essential to this model, in order to aid patron discovery.

Levine-Clark argues that libraries should demand that publishers begin to provide for short-term, demand driven access to e-books, and not focus on traditional ILL rights for e-books. "Short-term leasing could, and should, become the primary means of gaining access to material not in the collection," he states (Levine-Clark, p. 72). For Goldner and Birch (2012) this had already begun to happen, with the decision to buy or borrow an item "now part of the resource sharing workflow in many libraries across the world." (p. 7). Wicht (2011) also describes short-term, PDA services already available from EBL, ebrary, EBSCO, and MyiLibrary, generally using a fee structure similar to the one already in place for print transactions. This may be the answer for libraries looking to borrow rare items not accessible by other means, or to assist patrons needing immediate delivery of items (Wicht). Vendors such as EBL and ebrary allow free browsing of material for a certain number of pages or a certain amount of time before a short-term purchase must be made and the final pricing is determined by the length of the loan. Other authors, such as Radnor and Shrauger (2012), are of the opinion that short-term loans are the least desirable option for ILL of e-books due to pricing structures and limited check out periods.

If the "question is how to satisfactorily meet the borrowing needs of a consortium from another library…. [d]irect purchasing would appear to be the only option in the e-book environment" (Xu & Moreno, 2013, p. 7). Purchase On Demand (POD) programs allow interlibrary loan staff to satisfy patron ILL requests for titles with a fast turnaround (Wicht, 2011). There is some question, however, as to how patron-driven or library-staff-mediated workflows should be in order to balance immediate patron needs with a library's long-term collection development strategies and budgetary limits (Wicht; Radnor & Shrauger, 2012).

Massie (2012) compares the current print vs. e-books dilemma with the now-common situation of libraries divesting themselves of print journals for digitized journals in repositories such as JSTOR. Frederiksen et al. note that "while ebook access does not precisely replicate the ejournal experience, it does in many ways parallel it, with publishers providing varied allowances for ILL" (2011, p. 119). Breeding, too, compares the e-book situation to the shift in academic libraries to electronic journals, pointing out that "the concept of library loan for electronic content has become solidly established already" (2011, p. 25). Noting that while academic libraries have worked with and developed "new technologies they have [also] maintained their role in providing access, in many ways far beyond what was possible previously" (Breeding, p. 25), Breeding and Massie seem cautiously optimistic that e-books can be dealt with in a similar manner. Xu and Moreno note that "[i]t was only as the library community

came together to develop standard wording to be incorporated into license negotiations, that access provisions for resource sharing amongst libraries was enabled [for e-journals]" (2013, p. 2). The role of the library community will be the same for e-books.

Which Solution?

The literature challenges us all to look beyond the traditional methods of resource sharing. No single library has the budget to collect everything, whether print or electronic, so we need options that allow sharing beyond our immediate patron group. Breeding calls for librarians to figure out a "more sophisticated model" centered on purchasing of individual titles rather than bulk subscriptions (2011, p. 27). Hales is looking to librarians to "explore alternatives to ILL and whether they may provide better service with regard to electronic resources" (2012, p. 124). Massie (2012) encourages us to make grey areas of the current legal situation work for us rather than against us. For Wicht (2011), this is an issue that will need to involve cooperation between ILL, Acquisitions, and Collection Development departments to develop the necessary workflows that allow for resource sharing. Xu and Moreno (2013) remind us that the key to the future of e-book sharing will be dependent on whether libraries can reach a compromise that addresses the publishers concerns over e-book lending.

As e-books become more widespread, what will happen to our print collections? Massie examines the potential of concentrating print collections into shared print repositories for ILL needs (consortial off-site storage), but ultimately concludes that librarians "simply do not have enough experience to [know how to] reduce collections to the minimal number of copies needed to support the entire system" (2012, p. 128).

The State of CARLI Resource Sharing in 2014

Since its creation by merger in 2005, CARLI has carried on the strong resource sharing tradition in Illinois libraries begun by its predecessors. As stated in the bylaws (http://www.carli.illinois.edu/sites/files/Bylaws.pdf), CARLI's mission is "to create and sustain a rich, supportive, and diverse knowledge environment that furthers teaching, learning, and research through the sharing of collections, expertise and programs." The sharing of collections ranks high on that list.

CARLI's shared online catalog, I-Share, expands access to circulating collections to library patrons across the state. As of May 2014, there are 86 I-Share member libraries whose collections are reflected in the shared catalog. In addition, ILLINET libraries across the state are eligible to apply for an I-Share account in order to borrow materials from the system. The depth and breadth of library collections, coupled with the statewide library delivery service, make collection sharing easy and affordable. The consortial PDA project for print monographs that began in 2012 likewise increased the availability of titles to I-Share library patrons.

From 2005 through 2012, the overall total lending of library materials through I-Share has increased annually, sometimes significantly, from year to year. It is difficult to distinguish between which portion

of the increase can be attributed to more libraries joining I-Share and which portion is due to an increase in overall usage. New libraries not only bring new collections to lend, but patrons who borrow, making it difficult to isolate one factor from the others. The fluctuation in the overall student enrollment in CARLI member institutions from year to year may also play a role. Last year, 2013, showed the first decrease in total lending in over 6 years, despite an increase in the overall number of I-Share libraries. It is too early to claim a trend or suggest the cause; we will need to see the 2013-2014 fiscal year totals that will be posted this summer, but many of us have wondered what influence the increasing number of e-books in the I-Share catalog has had on these statistics.

Table 1: *I-Share Lending from 2005-2013*

No. of Libs in I-Share	Fiscal Year	On-Site Lending	Remote Lending	Total Lending, incl. all libs.	Change from previous year
80	2013	36,131	386,643	422,774	-19067
76	2012	41,074	400,767	441,841	16586
76	2011	43,601	381,654	425,255	41353
76	2010	51,314	332,588	383,902	14750
76	2009	55,151	314,001	369,152	6595
76	2008	58,413	304,144	362,557	8303
71	2007	64,696	289,558	354,254	10672
65	2006	69,094	274,488	343,582	-565
65	2005	81,352	262,795	344,147	-

As comparison, according to the National Center for Education Statistics, resource sharing numbers of returnables are down nationwide with interlibrary loans of returnables sent by academic libraries to other libraries decreased from FY08 to FY12. However, during the same time frame, loans by Illinois academic libraries increased from 568,229 (Phan, Hardesty, Sheckells, & Davis, 2009) to 645,711 (Phan, Hardesty, & Hug, 2014). Reasons for the increase in Illinois compared to the national decline are most likely multiple, but the robust Illinois resource sharing tradition is a contributing factor.

CARLI Director Survey: The Impact of E-books on CARLI Resource Sharing

The literature on e-books discusses numerous surveys regarding librarian, library staff, and public opinion on and use of e-books. For example, the 2012 Library Journal and School Library Journal survey of academic libraries was a 37 question survey with responses collected from 339 academic libraries across the United States. Our committee decided to develop its own, much shorter survey of CARLI library directors with the aim of determining the current state of e-book collecting within CARLI libraries, the motivations behind purchasing (or not purchasing) the format, the role resource sharing issues play in e-book purchase decision-making, and to see what opinions directors had on the CARLI's resource

sharing priorities in the light of the increasing presence of e-books in the consortium (see Appendix A and B for a copy of the survey and full survey comments).

This survey, distributed via email in early 2014, provided valuable insights into the thoughts and questions of CARLI members regarding e-books. As one director stated, "I see that with more and more CARLI libraries purchasing e-books, there is less opportunity to share resources. That being the case, it calls us to examine our priorities regarding resource sharing as a consortium." Another respondent asserted "[r]esource sharing is the lifeblood of CARLI and must become a greater consideration in making purchase decisions." Other responses cited the need to address licensing and sharing e-books among members, while several questioned if CARLI libraries will invest enough in e-books to cause a ripple effect reducing resource sharing. Overall it is too early to know for certain how e-books will impact CARLI resource sharing, but it is not too late to devise strategies to minimize any negative effects as we move forward together.

Who in CARLI Purchases E-books?

The very definition (and spelling) of "e-book" is a complicated matter for academic libraries, and can "refer to reference books, electronic reference materials that may not even resemble a book as we know it, academic journals, scholarly monographs, etextbooks, even long documents available solely as Web pages" (Library Journal & School Library Journal, 2012, p. 4). Because our committee was particularly interested in resource sharing issues surround e-books, for the purpose of our survey we defined e-books as electronic books that have been purchased or licensed by a library in such a way that they are only accessible to that library's patrons.

We received 68 responses to our survey, with 44 (65%) from I-Share libraries and 21 (31%) from CARLI members who were not I-Share members. Most responses were from private institutions (59%), followed by community colleges (26%), and public institutions (10%). Three respondents (4%) did not indicate an I-Share/CARLI category or an institution type.

Of the 68 total responses to our survey, 57 CARLI members (84%) indicated that they currently purchase e-books. Only 11 members (16%) did not. When CARLI's non-I-Share members are examined separately, a greater percentage of non-I-Share libraries did not purchase e-books (29%), as opposed to I-Share members (only 11% do not purchase e-books). When private, public, and community college institutions are considered separately, private institutions were the lowest percentage of e-book purchasers (78%), and public institutions the highest (100%). Community colleges fell in the middle, with 89% of respondents purchasing e-books.

Table 2: *E-book Purchasing by CARLI Members*

Library Category (total responses)	Does Your Library Currently Purchase E-books?	
	Yes	**No**
Total (68)	57 (84%)	11 (16%)
I-Share (44)	39 (89%)	5 (11%)
CARLI (non-I-Share) (21)	15 (71%)	6 (29%)
Public Institutions (7)	7 (100%)	0 (0%)
Private Institutions (40)	31 (78%)	9 (22%)
Community Colleges (18)	16 (89%)	2 (11%)
Category not indicated (3)	3 (100%)	0 (0%)

Many committee members have shared anecdotal evidence that their patrons have noticed (and have had some difficulty or confusion with) an increasing number of e-books in their I-Share catalog search results within the last few years. This increase has not gone unnoticed by CARLI, which has helpfully added the option to "hide eResources to which I don't have access" in I-Share search results. Our survey confirms that the level of current purchasing is high within the CARLI membership. It also seems to agree with national surveys, such as the 2011 and 2012 Library Journal e-book surveys, which both found 95% of academic libraries respondents had e-books in their collections in some form or another (Miller, 2011; Library Journal & School Library Journal, 2012). Perhaps if our survey had not so narrowly defined "e-book" and had not specified in the question "currently purchasing," our overall e-book ownership numbers would be even higher.

CARLI Member E-book Spending Trends

The majority of survey respondents that indicated they purchased e-books (60%) estimated that 10% or less of their book budget was spent on e-books, and only 9% estimated that more than 30% of their book budget was spent on e-books. The vast majority (89%) estimated that 30% or less of their book budget was spent on e-books.   Only one I-Share library and one non-I-Share CARLI library (both private institutions) estimated that they were spending more than 50% of their book budget on e-books. When the library categories are separated out, the percentages remained much the same, with between 87%-92% saying their e-book spending accounted for less than 30% of their total book spending. For now, it seems that the majority of CARLI member books purchased are in print format.

Academic libraries responding to the 2012 Library Journal and School Library Journal academic library e-book survey indicated that they expected e-books to account for almost 20% of their total budget by 2016, and estimated approximately 9% of their current, 2011, materials budget was devoted to e-books. Though our numbers reflect book budget percentages rather than total budget percentages, it appears that CARLI members are matching national e-book purchasing trends.

Table 3: *Estimated Percentage of Book Budget Spent on E-books in CARLI Member Libraries*

Category	% Book Budget Estimated Spent on E-books						
	1-10%	**11-20%**	**21-30%**	**31-40%**	**41-50%**	**50% +**	**Not indicated**
Total (57)	34 (60%)	11 (19%)	6 (10%)	2 (3.5%)	1 (2%)	2 (3.5%)	1 (2%)
I-Share (39)	24 (62%)	8 (21%)	4 (10%)	1 (2.5%)	1 (2.5%)	1 (2.5%)	0 (0%)
CARLI (15)	8 (53%)	3 (20%)	2 (13%)	1 (6.5%)	0 (0%)	1 (6.5%)	0 (0%)
Public (7)	4 (57%)	0 (0%)	3 (43%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Private (31)	20 (65%)	7 (23%)	1 (3%)	1 (3%)	0 (0%)	2 (6%)	0 (0%)
Community (16)	8 (50%)	4 (25%)	2 (12.5%)	1 (6.25%)	1 (6.25%)	0 (0%)	0 (0%)
Category not indicated (3)	2 (66%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (33%)

In the past two years, most CARLI member libraries have increased their e-book spending to some extent, with 71.5% of total respondents saying their spending had increased significantly or somewhat. Most of the rest (23%) said that their spending had remained the same. Only one library, a public I-Share institution, indicated that their spending had decreased. These figures go along with what seems to be a national rise in e-books in academic libraries. The 2012 Library Journal and School Library Journal e-book survey states the number of e-books in academic libraries went up 41% between the 2011 and 2012 surveys. Frederiksen et al. (2011) cite a 2009 figure from the National Center for Education Statistics that e-books in academic libraries grew from 7 million in 2003-2004 to 102.5 million in 2008.

Table 4: *Recent CARLI Member E-book Spending Trends*

Category	Over the Past Two Years, My Library's E-book Spending Has…					
	Increased significantly	Increased somewhat	Stayed the same	Decreased somewhat	Decreased significantly	Not indicated
Total (57)	20 (35%)	21 (36.5)	13 (23%)	0 (0%)	1 (2%)	2 (3.5%)
I-Share (39)	16 (41%)	13 (33%)	9 (23%)	0 (0%)	1 (2.5%)	0 (0%)
CARLI (15)	4 (27%)	8 (53%)	3 (20%)	0 (0%)	0 (0%)	0 (0%)
Public (7)	2 (29%)	4 (57%)	0 (0%)	0 (0%)	1 (14%)	0 (0%)
Private (31)	14 (45%)	11 (36%)	6 (19%)	0 (0%)	0 (0%)	0 (0%)
Community (16)	4 (25%)	6 (37.5%)	6 (37.5%)	0 (0%)	0 (0%)	0 (0%)
Category not indicated (3)	0 (0%)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	2 (66%)

When asked about their estimated spending on e-books over the next two years, CARLI member libraries again indicated that purchases would likely increase. The vast majority, 84%, said their spending would likely increase somewhat or significantly. Only 10% said spending would likely remain the same, and 3% (only two libraries) said that it would decrease somewhat. Of the 11 libraries that currently do not purchase e-books, 10 said they expected their spending to increase, indicating they would be likely to start purchasing e-books in the next two years.

Again, these numbers seem to match national trends. In the 2011 Library Journal e-book survey 26% of academic libraries said that they would definitely be purchasing e-books within the next two years, and 54% said maybe (Miller, 2011). Only 7% said they definitely would not (Miller). In the 2012 Library Journal and School Library Journal e-book survey, of those that did not have e-books as part of their collection (5% of total respondents), the majority (69%) expected to add them in the next few years. The same survey showed that between the 2011-2012 school-year and the 2010-2011 school-year, nationwide academic library e-book spending went up $44 million.

Table 5: *Estimated Future CARLI Member E-book Spending Trends*

Category	Over the Next Two Years, I Estimate My Library's E-book Spending Will…					
	Increase significantly	**Increase somewhat**	**Stay the same**	**Decrease somewhat**	**Decrease significantly**	**Not indicated**
Total (68)	13 (19%)	44 (65%)	7 (10%)	2 (3%)	0 (0%)	2 (3%)
I-Share (44)	7 (16%)	31 (70%)	5 (11%)	1 (2%)	0 (0%)	0 (0%)
CARLI (21)	6 (29%)	12 (57%)	2 (9.5%)	1 (4.5%)	0 (0%)	0 (0%)
Public (7)	2 (29%)	4 (57%)	0 (0%)	1 (14%)	0 (0%)	0 (0%)
Private (40)	10 (25%)	25 (62.5%)	4 (10%)	1 (2.5%)	0 (0%)	0 (0%)
Community (18)	1 (5%)	14 (78%)	3 (17%)	0 (0%)	0 (0%)	0 (0%)
Category not indicated (3)	0 (0%)	1 (33%)	0 (0%)	0 (0%)	0 (0%)	2 (66%)

Why are E-books Purchased?

The literature cites numerous reasons librarians, library staff, and patrons like and decide to purchase e-books. Some of these reasons include: value-added content, search features, ability to cut and paste content, 24/7 access, potential for video, audio, images, updates/erratum, backups for preservation/lack of damage due to patrons and disaster (fire, tornados, etc.), no shelving/space needs, no fines/replacement cost billing, portability, customizing text size, eco-friendly (lack of paper use), and ability to collect detailed usage statistics (McCormack, 2012). Librarians also like the potential for fast access in ILL situations due to less staff processing and delivery time (Wicht, 2011; Xu & Moreno, 2013). The 2012 Library Journal and School Library Journal survey states top three factors for academic libraries purchasing e-books were "24/7 access" (74%), "supports distance learners" (72%), and "allows multiple users at one time" (70%) (p. 45).

In our survey, the top four most influential factors encouraging CARLI member e-books purchases were: e-book features such as search capabilities, decisions made by collection development librarians, decisions made by the library director, and patron demographics such as large off-campus populations or online programs. The least influential factors were usage statistics and campus administrative mandates. The relative influence of these factors shifted somewhat, but remained relatively constant

across different library types. As might be expected, patron demographics were an especially influential factor for community college libraries.

Table 6: *Factors Encouraging CARLI Member E-book Purchases*

How Was the Decision Made to Begin Purchasing E-books at Your Library?	Library Category							
	Total (57)	I-Share (39)	CARLI (15)		Public (7)	Private (31)	Community (16)		Category not indicated (3)
E-book features	33 (58%)	24 (62%)	8 (53%)		4 (57%)	19 (61%)	9 (56%)		1 (33%)
Librarians	31 (54%)	21 (54%)	10 (66%)		5 (71%)	18 (58%)	8 (50%)		0 (0%)
Director	29 (51%)	22 (56%)	7 (47%)		3 (43%)	16 (52%)	10 (62.5%)		0 (0%)
Patron demographic	29 (51%)	17 (44%)	12 (80%)		3 (43%)	15 (48%)	11 (69%)		0 (0%)
Title selection	16 (28%)	10 (26%)	6 (33%)		2 (29%)	9 (29%)	5 (31%)		0 (0%)
External data	16 (28%)	13 (33%)	3 (20%)		3 (43%)	7 (23%)	6 (37.5%)		0 (0%)
Space-saving	15 (26%)	11 (28%)	4 (27%)		1 (14%)	8 (26%)	6 (37.5%)		0 (0%)
Price	12 (21%)	9 (23%)	3 (20%)		2 (29%)	8 (26%)	2 (12.5%)		0 (0%)
Patron preference	11 (19%)	7 (18%)	4 (27%)		3 (43%)	6 (19%)	2 (12.5%)		0 (0%)
Admin. mandate	7 (12%)	6 (15%)	0		0	5 (16%)	2 (12.5%)		0 (0%)
Usage statistics	5 (9%)	3 (8%)	2 (13%)		3 (43%)	1 (3%)	1 (6%)		0 (0%)
Other	5 (9%)	5 (13%)	0 (0%)		1 (14%)	4 (13%)	0 (0%)		0 (0%)

"Other" factors influencing e-book purchased decisions cited in comments included "library- and patron-friendly terms [and] conditions," "participation in [an] electronic library consortium," search-friendly electronic reference book collection package options, and "because of 'good deals' with e-book publishers."

Why Are E-books Not Purchased?

Though there are many reasons for liking e-books, the literature also discusses what librarians, library staff, and patrons dislike about them (McCormack, 2012; Bae, 2013; IFLA, 2013). Commonly cited factors for not purchasing or having conflicted feelings about e-books include: the especially high price of academic titles, concurrent user limits, difficulty with discovery of titles, lack of printing, emailing, and downloading capabilities, eye strain/fatigue, poor navigation within the book, a page orientation that doesn't fit computer screens (portrait vs. landscape), gimmicky features that don't really add value and/or are a distraction to learning, platforms that are not uniform, lack of accessibility for disabled patrons, various technical issues (long load times, freezing, etc.), lack of "unique" collections (role of selectors handed over to publishers who offer e-book collections), and the need for constant adjustments to catalog records as content shifts in packages (McCormack, 2012; Breeding, 2011; Frederiksen et al., 2011). An additional concern is that presses may pull content out of e-book packages at any time, as occurred with four Canadian university publishers pulling around 600 titles from an e-book package (McCormack, 2012). Xu & Moreno (2013) also discuss the lack of ERM tools, confusing workflow for library staff, and potential problems with access to some titles in some areas of the world as publishers may be exclusive in what content can be purchased and accessed where.

In our survey, the 11 CARLI member libraries that do not currently purchase e-books (plus one that does that felt moved to answer the question despite survey instructions) indicated that their greatest influencing factors were dissatisfaction with e-book licensing and purchasing provisions, a lack of availability of desired titles, the pricing of e-books relative to print books, and patron preference for print books. These reasons seem similar to Library Journal and School Library Journal's (2012) most commonly-cited barriers to e-book use, which include issues of discoverability, user preference for print/dislike of reading online, lack of desired titles, delay between print and electronic availability of titles, DRM difficulties, pricing, and various technical issues and platform limitations (printing, annotating, downloading).

Table 7: *Factors Discouraging CARLI Member E-book Purchases*

Why Was Decision Made to NOT Purchase E-books?	Library Category (*total numbers reflect 11 libraries that indicated they did not purchase e-books, plus one other response from a private, I-Share library that said they did purchase e-books, but also answered this question)						
	Total (12)	I-Share (6)	CARLI (6)	Public (0)	Private (10)	Community (2)	Category not indicated (3)
License provisions	8 (66%)	5 (83%)	3 (50%)	0 (0%)	6 (60%)	2 (100%)	0 (0%)
Title selection	8 (66%)	4 (66%)	4 (66%)	0 (0%)	7 (70%)	1 (50%)	0 (0%)
Price	7 (58%)	2 (33%)	5 (83%)	0 (0%)	6 (60%)	1 (50%)	0 (0%)
Patron preference	6 (50%)	5 (83%)	1 (17%)	0 (0%)	5 (50%)	1 (50%)	0 (0%)
E-book features	4 (33%)	3 (50%)	1 (17%)	0 (0%)	2 (20%)	1 (50%)	0 (0%)
Director	3 (25%)	1 (17%)	2 (33%)	0 (0%)	3 (30%)	0 (0%)	0 (0%)
Usage statistics	2 (16%)	2 (33%)	0 (0%)	0 (0%)	2 (20%)	0 (0%)	0 (0%)
Librarians	1 (8%)	0 (0%)	1 (17%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)
External data	1 (8%)	0 (0%)	1 (17%)	0 (0%)	0 (0%)	1 (50%)	0 (0%)
Patron demographic	1 (8%)	0 (0%)	1 (17%)	0 (0%)	1 (10%)	0 (0%)	0 (0%)
Admin. mandate	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Other	7 (58%)	4 (66%)	3 (50%)	0 (0%)	6 (60%)	1 (50%)	0 (0%)

Nancy McCormack (2012) examines worries that changing the book medium may also negatively change the way we read and internalize information. In short, she asks two important questions about the way librarians are interacting with the current e-book market : 1) is it for the ultimate greater good of their patrons? And 2) is it in their own best interests? No one in our survey mentioned specifically that they worry that e-books will make readers "stupid" by changing cognitive processes and "deep reading"

habits as McCormack worries, though that may be behind some of the comments regarding dislike of format/platform, and student/librarian dislike of the medium.

"Other" factors cited in influencing CARLI member e-book purchase decisions included "[l]udicrous budget practices (capital depreciation) make any electronic resource purchases needlessly and painfully difficult to pitch," "digital rights management- our IT department cannot support multiple formats," and a collection development policy that did not match with current bargain e-book package offerings.

What Role Does Resource Sharing Play in Purchase Decisions?

When asked whether interlibrary resource sharing factors affected a library's decision to purchase or not purchase e-books, only 19% of the total respondents said that they did. Almost half said they did not, and 32% had a non-committal response or did not respond. Of those that said they were not influenced by ILL factors, many that elaborated on their answer indicated that purchases are influenced either solely or in the greatest part by their own, individual campus needs. Perhaps this shouldn't be surprising, as it is likely that most print materials are purchased due to the same individual motivations. In the Library Journal and School Library Journal (2012) survey of academic libraries, 65% of respondents said "consortial licensing/interlibrary loan rights" were important or very important e-book vendor attributes (ranked 5th in importance, also in 2011 survey).

Table 8: *Influence of Resource Sharing Factors on CARLI Member E-book Purchasing*

Library Category	Have ILL Factors Affected Your Decision to Purchase/Not Purchase E-books?			
	Yes	No	Non-Committal	No response
Total (68)	13 (19%)	33 (49%)	8 (12%)	14 (20%)
I-Share (44)	12 (27%)	21 (48%)	7 (16%)	4 (9%)
CARLI (non-I-Share) (21)	1 (5%)	12 (57%)	1 (5%)	7 (33%)
Public Institutions (7)	3 (43%)	2 (28.5%)	2 (28.5%)	0 (0%)
Private Institutions (40)	8 (20%)	20 (40%)	5 (12.5%)	7 (17.5%)
Community Colleges (18)	2 (11%)	11 (61%)	1 (5.5%)	4 (22.5%)
Category not indicated (3)	0 (0%)	0 (0%)	0 (0%)	3 (100%)

Though resource sharing may not be the ultimate make-or-break factor in library e-book purchase decisions, comments to this question indicate that there is a perceived need and desire for ILL-available e-books and/or a concern that this is not currently a readily available feature in most e-books.   One of the directors that indicated that ILL factors did influence purchase decisions at her institution said "[o]ur library would be purchasing more e-books if the publishers were more willing to grant us permission to provide a temporary copy of an e-book to another library." Another director said in her comment, "[n]o, but the inability to share e-books is a problem that CARLI should tackle sooner rather than later." Finally, though they did not commit to answer as to whether ILL factors influenced their e-book purchasing another respondent said "[w]e are concerned that since we are still buying predominantly print titles while some other institutions are moving to primarily electronic titles that our print books will be in constant use in I-Share and thus unavailable to our clients." Much of the literature also expresses similar concerns over the lack of ILL provisions and solutions for e-books and warns that if this continues, a situation could develop where a large percentage of library collections becomes unavailable for our traditionally wide patron base and/or locked for use to an exclusive clientele like the "subscription" libraries of the past (Massie, 2012; McCormack, 2012; Howard, 2014; IFLA, 2013; Frederiksen et al., 2011; Goldner & Birch, 2012; Hales, 2013; Müller, 2012; Wicht, 2011; Radnor & Shrauger, 2012; Schmidt, 2013).

E-books and the Future of Resource Sharing in CARLI

When asked how they thought CARLI's resource sharing strategic priority will evolve over the next 5-10 years if members invest heavily in e-books and other electronic resources, 52 of the 68 respondents had comments to share.

Many described how the advent of e-books has created a conflict between local needs and changing patron expectations for library resources and services on the one hand, and our historical professional ideals and practices, such as resource sharing, on the other. "[W]ith campus initiatives moving towards more online courses and towards requiring students to use digital resources and technology for all their coursework, libraries are going to be pushed to spend even more on e-resources at the detriment of print/loanable resources," said one director. Another stated "e-books and audiobooks continue to be a patron expectation and a natural offering for distance education students and others who prefer to research outside the Library space."

There were many comments indicating a worry that e-book growth within I-Share would reduce sharing. "It will be very difficult to sustain this [CARLI] priority as libraries go more and more E," said one director. Another warns that "[u]nless a consortial purchasing option becomes available I predict that in the future we will have fewer titles that we can share with UB patrons. Our contract with EBSCO specifically states that only those whom we define as our users are eligible to use our e-books." One director worried that the growth in e-books in CARLI will have a larger effect on some libraries than others, saying "I expect that further investment in ebooks will negatively impact resource sharing and will be detrimental to the availability of resources to students in smaller, less well funded institutions." Another said "[i]f I-Share members invest heavily in e-books, it will most likely cut down on resource

sharing. However, I'm not sure that member libraries will invest heavily enough in e-books to cause great changes."

Many also noted the technical difficulties of loaning e-books, even if allowed, citing lack of platform and format standardization. Others noted, as discussed in our literature review, the difficulty with just keeping track of various vendor license specifications. Massie (2012) notes optimistically that library conference presenters have been worried about e-books causing the death of resource sharing as far back as 2001, yet almost 15 years later this service is still going strong. Many respondents hope that CARLI will be part of figuring out a solution, either by throwing its weight around to advocate for improvements to e-book licenses to allow ILL provisions and multiple users, or through developing new solutions to the problem for members:

> In the past, libraries shared physical copies of books because that was the only way to share content. Over the past 15 years, CARLI has been brokering subscriptions for electronic serials (and some e-book and video packages) to give member institutions the opportunity to own or lease content at a price that is reduced because of scale. The same model could apply for e-books. I think the consortium should go back to first principles—why do we share resources? for the benefit of our patrons. What other means are at our disposal to make the content that they need available to them? Should or could CARLI set aside a fund to do PDA for e-resources for the consortium based on a request at any of the member libraries? CARLI needs to be agile in its response to changes in the publishing and collection building environment.

On the other hand, one director saw no problem with eliminating the CARLI resource sharing priority in the future "[i]f the purchase and circulation of e-books becomes…commonplace, standards and practices have matured, and market forces have stabilized." "If resources are not shareable, then we may need to adjust our priorities," was the conclusion of another.

Conclusion: CARLI's Role

CARLI is already moving forward to experiment with the consortial sharing of e-books through the "EBL eBook PDA Pilot Project" for all CARLI Governing Members, which went live in early May, 2014 (Clarage, 2014). This pilot includes MARC records for 29,000+ titles in the humanities and social sciences from seventeen publishers (Clarage). News of this project had obviously already reached some of our survey participants in early 2014:

> My hope is that we will be able to find ways, as a consortia, to work with publishers so that an increased investment in e-books does not necessitate a decrease in the amount of materials available to share with other I-Share members. I was very interested to learn about the CARLI PDA program for e-books and I hope that this is indicative of a softening in publisher attitudes towards cooperative e-book acquisition, and that experiments that publishers are engaging with elsewhere in terms of ILL for e-books prove successful enough to be more broadly adopted. I think that this priority is one that is becoming more, not less, important for libraries and their users even as it becomes logistically more difficult.

All I-Share member libraries sign the "Agreement for I-Share Participant Institutions" (http://www.carli.illinois.edu/membership/ishareagree) when they join the shared catalog. As part of the agreement, libraries agree to 20 terms and conditions, two of which should be closely considered when analyzing the effect of e-book acquisitions on the consortium:

> 5. Participants will support reciprocity in resource sharing and will refrain from implementing policy or operational changes that would significantly diminish I-Share resource sharing access to their circulating collections on a permanent basis.
> 6. Participants will provide the valid patrons of all I-Share libraries generous access and a minimum of barriers to their circulating collections through I-Share's resource sharing program.

Our survey indicates that the majority of most CARLI member book budgets are still spent on print titles, but that members believe their e-book holdings will only grow in the coming years. This trend, along with the technological and licensing problems with e-books discussed above raise questions in relation to the I-Share Agreement:

- Is the purchase of tightly-licensed e-books instead of shareable materials not in the spirit of the I-Share agreement, i.e., is switching funds from print materials to e-materials an "operational change that would significantly diminish I-Share resource sharing"?

- Or, is the purchase of strictly-licensed e-books in the spirit of the agreement if those e-books are not considered part of a library's circulating collection due to their nature and therefore exempt from the agreement?

- If the e-books purchased allow for interlibrary sharing, but the technology and workflows to facilitate such loans are not yet available, is that considered providing a barrier to shareable circulating collections?

Additionally, all I-Share member libraries are bound by the policies stated in the I-Share Resource Sharing Code, last drafted in 2012 (http://www.carli.illinois.edu/products-services/i-share/circ/I-ShareResourceSharingCode). The I-Share Resource Sharing Code applies to the supplying/borrowing of physical library materials (returnables) and expresses the belief that "[t]he exchange of materials between libraries is an important element in the provision of library service and it is believed to be in the public interest to encourage such an exchange."   This raises an additional question:

- If barriers exist that prevent e-book sharing within I-Share, and if the overall amount of shareable materials within I-Share is reduced, how is the public interest affected?

In 2011, the CARLI Board of Directors issued a recommendation that CARLI member selectors follow a five circulating copy guideline for purchasing (http://www.carli.illinois.edu/sites/files/coll_man/I-ShareNumber-of-CopiesRecommendation.pdf). Given that CARLI made this recommendation to encourage members to think more broadly than their individual institutions to the development of I-

Share as a consortial resource, and given that our survey indicates that members purchasing e-books are not heavily influenced by resource sharing concerns:

- Should CARLI develop similar recommendations or guidelines for members to consider when purchasing non-lendable e-books for their collections?

Additionally, the committee would like to see CARLI, with its considerable size and influence, take on the following four important tasks in regards to e-books and resource sharing: Advocate, Research, Innovate, and Support. We believe that CARLI can make significant contributions in each of these areas.

Advocate

- Acknowledge that licensing material is not the same legally or from a resource sharing standpoint as owning material.

- Advocate for more generous e-book licensing terms from vendors/publishers, similar to the "Oberlin Group Statement on Ebooks and Libraries."

- Advocate for increased publisher participation in resource-sharing-friendly e-book offerings.

Research

- When researching "I-Share Next," watch for next-generation systems with built-in capabilities to mediate e-book interlibrary loan.

- Use the existing "EBL eBook PDA Pilot Project" to examine patron use of e-books within CARLI. Some questions might include: Are the loan and renewal periods, which are shorter than for typical print materials, adequate? Which features of the platform do users like/dislike? Are there any useful patterns that can be recognized in use of these books? Which institutions' patrons use them? What types of patrons use them? What subjects are most popular? What comparisons can be made in the amount of use of e-books vs. print books CARLI-wide?

- Encourage the CARLI Instruction Committee(and/or other relevant committees or groups) to explore important, related e-book issues such as the similarities and differences in the way students use and learn from digital text as opposed to print formats.

Innovate

- Invest R&D dollars in creating/supporting technologies to share licensed e-book material in ways that comply with current copyright law (Occam's Reader, etc.).

- Possibly experiment with some of the other methods of e-book resource sharing discussed in the literature review above.

Support

- Create support materials that will assist member ownership of digital material either collectively or empower individual schools to purchase, store, and then share digital material.

- Provide examples of library-friendly, recommended language for e-book license agreements.

- Continue to support consortial purchasing of e-books that are lendable through I-Share to ensure the research needs of all members are met.

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Appendix A- CARLI Resource Sharing Committee Survey on E-books and Resource Sharing

CARLI's Resource Sharing Committee is interested in assisting the CARLI consortium to evaluate how its interlibrary resource sharing strategic priorities may evolve over the next 5-10 years as members increase their investment in e-books. To this end, we have created a short survey for CARLI member directors. (If preferred, please forward to the appropriate person at your library.)

For the purpose of this survey, e-books are defined as electronic books that have been purchased or licensed by your library in such a way that they are only accessible to your patrons.

1) Does your library currently purchase e-books? (If no, skip to #5)
2) What percentage of your library's current total book budget would you estimate is spent on e-books?
   - 0-10%
   - 11-20%
   - 21-30%
   - 31-40%
   - 41-50%
   - 51%+
3) Over the past two years, has your library's e-book spending
   - increased significantly
   - increased somewhat
   - stayed the same
   - decreased somewhat
   - decreased significantly
4) How was the decision made to begin purchasing e-books at your library? (select all that apply)
   - patron preference for e-books
   - decision of director
   - decision of collection development librarian(s)
   - mandate from campus administration
   - external data or literature from profession
   - pricing of e-books relative to print
   - e-book features (search capabilities, etc.)
   - library building space-saving considerations
   - patron demographics (for example, large off-campus population, distance education programs, etc.)
   - availability of desired titles
   - usage statistics for e-books vs. print
   - other factors [explain]
5) If not, why not? (select all that apply)
   - patron preference for print
   - decision of director
   - decision of collection development librarian(s)
   - mandate from campus administration
   - external data or literature from profession

- pricing of e-books relative to print
- dissatisfaction with e-book features (search capabilities, etc.)
- dissatisfaction with e-book license/purchase provisions
- patron demographics
- lack of availability of desired titles
- usage statistics for e-books vs. print
- other factors [explain]

6) Have **interlibrary resource sharing factors** affected your decision to purchase/not purchase e-books? (please elaborate)

7) Over the next two years, I estimate that my library's e-book spending will
- increase significantly
- increase somewhat
- stay the same
- decrease somewhat
- decrease significantly

8) CARLI's strategic priorities include resource sharing, and specifically an operational/tactical priority to "continue and expand the options for resource sharing" (detailed here: http://www.carli.illinois.edu/about/priorities);

   How do you think this priority will evolve over the next 5-10 years if I-Share members invest heavily in e-books and other electronic resources?

9) Which category best describes your library?
- Public institution
- Private institution
- Community college

10) Please indicate if you are an I-Share library, or a CARLI library (not using the shared catalog)

11) Any additional comments you would like to include?

12) Your institution (optional)

Appendix B- Full Text of E-book Survey Comments

CARLI's strategic priorities include resource sharing, and specifically an operational/tactical priority to "continue and expand the options for resource sharing" (detailed here: http://www.carli.illinois.edu/about/priorities)   How do you think this priority will evolve over the next 5-10 years if I-Share members invest heavily in e-books and other electronic resources?

- Only through the collective bargaining power of consortia will we be able to establish/maintain a consistent ability to share ebooks. Imperative that we keep trying.
- Unless our vendors can become more flexible in allowing e-books to be "loaned," I think this trend towards online resources is going to limit what's available to share through interlibrary loan. However, with campus initiatives moving towards more online courses and towards requiring students to use digital resources and technology for all their coursework, libraries are going to be pushed to spend even more on e-resources at the detriment of print/loanable resources.
- It will be very difficult to sustain this priority as libraries go more and more E.
- This priority should remain a priority. It should steer CARLI toward adopting e-book platforms that support ILL capabilities.
- As I understand it, much of the licensing would be detrimental to resource sharing. Print books can be checked out and shared with no restrictions. Ebooks have yet to meet the resource sharing ability of print.
- I see that with more and more CARLI libraries purchasing e-books, there is less opportunity to share resources. That being the case, it calls us to examine our priorities regarding resource sharing as a consortium. Is this trend going to continue to limit resource sharing or will there a solution that will work?
- If materials are purchased or licensed to allow interlibrary sharing, there should be no effect. However, logistically it's hard to see how to lend an e-book to another library / user, even if it's permitted by license.
- It will become more critical that we be able to use e-books purchased by other CARLI libraries like we do with print/AV materials.
- I think it will become increasingly important as e-books become increasingly popular. CARLI should actively pursue robust lending policies, both with vendors and with member libraries.
- Current licensing policies significantly impair libraries' abilities to share amongst themselves. We will have to find creative ways to circumvent these licensing policies.
- It may be impacted to some degree however I believe print resources will still be needed to share in the next 5-10 years. E-books for all their advantages also bring challenges (technology, legal, price) which leave print resources the most viable in the long term. I think most directors/deans think this too. Thus far with what we have seen in our e-book circulation, the reception from our students has been luke warm.
- I'm not sure. Ebooks are still so hard to use and difficult to manage. We try to purchase ebooks from only two major vendors because we feel they have the best user-side functionality.

- There will need to be consideration regarding sharing ebooks outside of home libraries.
- Consortia will need to evaluate ways to license and share e-book collections across member libraries, or to negotiate multiple-user licenses for individual titles.
- I expect that further investment in ebooks will negatively impact resource sharing and will be detrimental to the availability of resources to students in smaller, less well funded institutions.
- I think it should remain a priority so long as it's an unmet need. If the purchase and circulation of e-books becomes so commonplace, standards and practices have matured, and market forces have stabilized (haven't publishers been known to pull out of lending agreements, such as what many public libraries have with Overdrive, etc.? It would be annoying to have "purchases" suddenly disappear over licensing disputes.) The priority will evolve from a developmental emphasis to one of sustatinability.
- Unless a consortial purchasing option becomes available I predict that in the future we will have fewer titles that we can share with UB patrons. Our contract with EBSCO specifically states that only those whom we define as our users are eligible to use our e-books.
- In the past, libraries shared physical copies of books because that was the only way to share the content. Over the past 15 years, CARLI has been brokering subscriptions for electronic serials (and some e-book and video packages) to give member institutions the opportunity to own or lease content at a price that is reduced because of scale. The same model could apply for e-books. I think the consortium should go back to first principles--why do we share resources? for the benefit of our patrons.   What other means are at our disposal to make the content that they need available to them? Should or could CARLI set aside a fund to do PDA for e-resources for the consortium based on a request at any of the member libraries? CARLI needs to be agile in its response to changes in the publishing and collection building environment.
- the I-Share pool of 'resource sharing' collections in all formats will shrink if our digital 'first copies' cannot be loaned among us via ILL; if actively expanding resource sharing options is to survive as a tactical priority, that's something that we will all have to actively and aggressively work toward -- otherwise I can see individual libraries licensing publishers' e-book collections limited to their own campuses.
- Resource Sharing may be negatively affected. However, I know there are e-Books that can be "shared or loaned" to patrons outside the college/university. Hopefully, in the next 5-10 years more publishers / vendors will use this model and these electronic resources can be shared.
- E-Books and audiobooks continue to be a patron expectation and a natural offering for distance education students and other who prefer to research outside the Library space.   CARLI will need to plan for eBook set consortial purchases - perhaps in the Axis260 format the Illinois State Library has chosen. I-Share will need to plan for best practices and communication to patrons as locally owned eBooks begin to show up in the I-Share database.
- If I-Share members invest heavily in e-books, it will most likely cut down on resource sharing. However, I'm not sure that member libraries will invest heavily enough in e-books to cause great changes.

- CARLI may purchase e-book collections for the consortium. If publishers of e-books do not change their licensing to allow libraries to ILL electronic books; there will be no ILL of e-resources. CARLI might want to pursue broad-based licensing for e-books.
- Resource sharing is the lifeblood of CARLI and must become a greater consideration in making purchase decisions.
- Yes
- I would anticipate that the licensing issues and technical issues of sharing e-resources might increase their to CARLI cost initially, but might be offset by the ease and availability of those resources through I-Share in the long run.
- We will be interested in how our students and faculty take advantage of the new E-book initiative from CARLI. We would prefer to work with consortial access for now. But 10 years from now, we may have to make a shift to more ebook access locally for our patrons.
- Unless more licenses can be negotiated statewide for shared access to eBooks, there may be more of a limiting effect by the movement toward eBook purchase/license. In other words, resource sharing tends to be curtailed by the individual-school license, as opposed to a lendable print copy.
- My hope is that we will be able to find ways, as a consortia, to work with publishers so that an increased investment in e-books does not necessitate a decrease in the amount of materials available to share with other I-Share members. I was very interested to learn about the CARLI PDA program for e-books and I hope that this is indicative of a softening in publisher attitudes towards cooperative e-book acquisition, and that experiments that publishers are engaging with elsewhere in terms of ILL for e-books prove successful enough to be more broadly adopted. I think that this priority is one that is becoming more, not less, important for libraries and their users even as it becomes logistically more difficult.
- It will shrink unless there is a way to 'lend' e-books, perhaps after an embargo period or if usage of the electronic title falls below a certain threshold.
- Not sure what this question means. We will continue to collect in core topical areas to support our curriculum, and we expect that we will continue to own items that are not widely available in the system as a whole - we are a net lender.
- Digital materials will outpace physical items.
- I hope it will not change as a priority. I understand how tough it is in this environment.
- The priority will shift to finding/developing technical capability for us to share what, in many cases, we have the right to share - even if the technical capability is lacking.
- We are concerned that increased purchasing of e-books and other e-resources that come without rights to temporarily share with other libraries will erode the foundation on which CARLI (ILCSO) was founded.
- I believe the ideal of library resource sharing will not change, but vendors, licenses and restrictions will make this ideal less realistic in the manner in which we are accustomed. Sadly, local access is becoming more important than the overarching consortial access to resources.

- It may in fact be difficult to have this as a priority because of publisher restrictions on ILL. If the larger libraries in particular decide to purchase only ebooks it would significantly impact the shRING RESOURCES UNLESS PUBLISHERS ALLOW DIRECT ELECTRONIC TRANSMISSION OF BOOKS.
- Resource sharing should remain a CARLI priority, and we will look to CARLI to negotiate with e-book vendors for consortial licenses.
- Consortial purchasing, with substantial support of member institutions, may become the only way to "share".
- The answer to this question would be hard to predict. A lot depends on future development of the professional programs.
- Cost negotiation for site/users to enable inter-library sharing.
- Licensing agreements are going to have to change to meet demand.
- Not sure since we are not an I-Share library and have access through IHLS.
- If publishers' licenses for e-books do not change to allow for interlibrary resource sharing, loan of content among I-Share members will start to be reduced. As more content is available in digital format, and as libraries build collections and attempt to archive digital collections, it is imperative that libraries and publishers work through the current impasse on interlibrary lending of e-books.
- If e-books become a significant portion of the I-Share members' libraries, then it will have to be possible to lend to share them more easily or we will have to move away from resource sharing. Simply put, if the resources are not shareable, then we may need to adjust our priorities.
- Unless CARLI comes to terms with the ILL issues it will be difficult to expand the options for resource sharing, much less maintain what we have now, in an e-book world.
- I am not an I-Share member
- Admittedly, the limitations on e-book access will impact conventional interlibrary loan / resource sharing. One evolution would be for CARLI to negotiate a shared license for ebook content but the better option would be a statewide academic library card. Of course, we still don't have a universal public library card so I am really dreaming.
- I think it will remain, but we will need to work with OCLC to create better information sharing records inside of WorldCat. For instance, if I update our WorldShare Metadata to include both subscription ebooks which we do not have the right for interlibrary loan as well as ebooks we've purchased, there is no distinction made in the holdings records. Right now, our ebook lending in WorldShare has been turned off because of the flood of requests we were receiving for ebooks without ILL rights.
- I don't think the priority of resource sharing will change drastically, unless a significant percentage of library collections convert to e-books as a primary expenditure of "book" acquisitions. However, I think that this factor bears watching; perhaps an annual survey of CARLI libraries that asks what % of their acquisitions budget and/or content added (e-book titles vs print, circulating titles ONLY) was in the form of e-book content might give a better idea of how the trend is evolving inside the consortia.

- No, there will be many resources that will still require phycial materials and delivery. Also, on going issues with [comment cuts off here]
- I think it will evolve better for institutions that have more specific programs, as opposed to general education requirement courses. More advanced course specific materials will be heavily utilized by students, since they are seeking information as pending professionals, instead of students looking at general education materials that students have no desire to learn about in addition to their required textbooks.

Any additional comments you would like to include?
- Glad to see CARLI addressing this complicated issue. The proliferation of restricted access ebooks is frustrating to patrons even with the ability to exclude those records when searching.
- Negotiating the ability to purchase, or share, within or outside a consortia environment while abiding by copyright restrictions will be of the greatest importance. Navigating these and other evolving parameters is of particular interest to us and would play a role in our plan for consortia partnerships.
- We are expecting to start using Baker & Taylor's Axis 360 within the next year.
- Very timely and important topic. Worth our collective attention and effort.
- I see this as a huge challenge to the consortium as we move forward.
- CARLI can't predict the future 5-10 years out any better than the rest of us. The organization should be prepared to act quickly, however, to put into place timely solutions for member libraries.
- This was discussed at length at our most recent PrairieCat Administrative Council meeting on Feb 7 as libraries decide what to do with their B&T Axis 360 collections --- putting the titles in PrairieCat has a fee and it's not possible for someone not from that library to access them so it contributes to user disappointment.   This really needs to be a statewide multi-type library conversation starting now.
- Ebooks are not popular with our students. When mentioned to students they would rather print the ebook or don't even want to look at the ebook.
- The percentage for the book budget only reflects the purchase of individual e-book titles, and so does not reflect our substantial investment in e-books through subscription packages and large one-time purchases.
- We take this issue very seriously and would be willing to commit to a certain percentage of our budget being spent on shareable resources in order to counteract the negative effects of expanding online resources. And/or, we would support collective efforts to persuade publishers and vendors to become more flexible in their licensing of these resources.
- would like to see options come about for e-books like CARLI does now for databases and streaming videos.
- Please keep resource sharing as a top priority! It figures into our decisions about licensing and e-book purchases as an individual library, and it greatly concerns us as we look to the future of resource sharing in CARLI.

- The Oberlin Group, of which our library is a member, has recently put forth a statement on e-book contracts. The statement is not yet ready to be shared publicly but will be soon. I'd be happy to share when it is appropriate to do so.
- Thanks for surveying us on this important issue.