igelu *Newsletter*

International Group of Ex Libris Users

Welcome to a special issue of the IGeLU Newsletter dedicated to e-books!

"Did that happen yesterday or on the fourth flour?" An editorial

By Beate Rusch
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This comic quotation by Karl Valentin (1882–1948), Bavaria's most famous comedian, is also prophetic: it characterises what we today call virtual reality. In virtual worlds the old boundaries between time and space do not exist. There space is infinite and time's expression is simultaneity. Librarians have been engaging with these changed circumstances, with the shift of information to virtual spaces, on a daily basis for quite some time now. A perennial theme for the librarian is how to create appropriate and up-to-date discovery and ordering systems within this context. Collections of e-books, which have become a widespread phenomenon since the beginning of the new millennium, are but one example that raises this issue.

The history of e-books

The history of e-books began in the 1970s when works in the public domain, that is no longer under copyright, were put in electronic form. The indefatigable leader of this movement is the activist Michael Hart, the founder of Project Gutenberg. Regarded as the father of the e-book, on his website, www.gutenberg.org, Hart advocates that electronic texts should be available to all at any time, irrespective of place, and free of charge. Project Gutenberg was the inspiration behind Google's grand-scale initiative, Google Book Search. Since 2004, Google has been digitizing the holdings of libraries. This so-called Library Program currently has 17 partners in Europe and the USA. In 2007 alone seven institutions joined, with the most recent additions including the Boekentoren library of Ghent University, Belgium, and the Committee on Institutional Cooperation (CIC), USA, which

Creating e-books on Palms, Grade 6, ISD
Photo: Julie Lindsay

has 12 member libraries. It is simply the sheer quantity of e-books that are being produced and will be available in the future that makes the Google project so powerful and unparalleled.

For a long time commercial publishers reacted to this phenomenon with a confusing diversity of devices for reading e-books and complicated models of digital rights management, which only managed to convince a minority of readers. However, since the turn of the millennium things are changing. Both individual publishers (e.g., Springer) as well as publisher groups are now putting new e-books and e-book-related offers on the market. Some examples are: Net-Library, founded in winter 1999 by OCLC, and Safari Book Online, established 2001 by O'Reilly Media and the Pearson Group.

Challenges for Libraries

IGeLU has also taken up the theme of e-books. A focus group has been established in which clients and ExLibris discuss together the strategic challenges and opportunities for libraries associated with nascent e-book collections (see article by Ted Koppel). This Special Issue of the IGeLU Newsletter contains reports of practical

"Did that happen yesterday or on the fourth flour?" An editorial (cont.)

experience to accompany the focus group discussions. Zofia Brinkman presents the results of a survey of users at the TU Delft in the Netherlands, Monica Metz-Wiseman analyses five different licensing contracts, and Sarah Stamford from Cambridge, UK reports on praxis with Voyager. Colleagues from the Universidad Politécnica de Valencia, Spain, share their experiences with MetaLib, and colleagues from Porto, Portugal, report on DigiTool.

It is an open question whether reading habits will change because of e-books. While some wisecrack that if "the book had been invented after the laptop, it would be hailed as a great breakthrough" (Neil Gershenfeld), among others the term "Reading 2.0" (Peter Brantley) is doing the rounds.

These are exciting times, and to conclude I should like to quote Karl Valentin once again, but this time to disagree with him: "In former times even the future was better."

Unknown future (Lush.i.ous, Flickr.com)

Ex Libris introduces e-book Focus Group

By Ted Koppel, Ex Libris
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With the rapid emergence of large numbers of e-books from a variety of sources, Ex Libris, along with representatives of its user groups, has established an e-book focus group that will explore the issues related to e-books in the academic and research library environment and examine how e-books are acquired, managed, described, discovered, and delivered.

The ultimate goal of the focus group is to provide the academic and research library market with a set of solutions that will meet the challenges presented by e-books. The focus group and its mission were introduced at the EndUser conference that took place in April 2007 in Schaumburg, Illinois.

The e-book focus group's first task, which is already underway, is to study all aspects of the e-book industry and its practices, including publication, repositories, bibliographic control and metadata, and collection models; and to investigate how these practices affect libraries.

Next, armed with a strong grasp of the e-book industry and its delivery models, the focus group will identify workflows, tasks, and challenges arising from the introduction of e-books into the library. The group will also examine business processes related to five major activities — acquisition, management, description, discovery, and delivery — that are involved in building e-book collections and integrating them into library print collections.

The focus group will go on to identify problems in these areas, prioritize them, and make recommendations. The recommendations might be for the short term, reflecting immediate problems, or the long term, addressing future Ex Libris software products and development

While e-books share some commonalities with e-journals, the two formats also differ in many important ways:

Scale: Whereas tens of thousands of e-journals exist today, e-books will soon be available in the millions. Many techniques that might work for e-journals (such as A-to-Z lists) will not scale for e-books. Scale also has obvious implications for the size of the knowledge base if the e-books are to be individually managed.

Business models: Whereas some e-books are marketed according to business models resembling those for e-journals (subscriptions, "big deals"), many more are offered for free, either from commercial sites supported by advertising or from institutions like libraries. Incorporating these free e-books into library environments poses new challenges.

Identifiers: Many of the books that are being digitized lack standard identifiers (which are widely available for most e-journal content). This lack makes intersystem linking more challenging.

OPAC interaction: Because existing paper-based collections (managed by OPACs) overlap significantly with digitized e-book collections, stronger interactions between OPACs and e-book systems may be needed than has been required for e-journals.

Versions: Unlike journals, many books are published in multiple versions over time. This more complex bibliographic structure makes linking between OPACs and e-book collections more challenging (as is already evident in the "Find it in a library" links in Google Books).

The e-book focus group will have reported on its early activities at the Ex Libris Users of North America (ELUNA) meeting and technical seminar, held in Spearfish, North Dakota, in June, 2007. In the fall, the group will present its findings, suggestions, and recommendations at the IGeLU meeting in Brno, Czech Republic.

Credit to QueenBee77, Flickr.com

Loupe & Pinceau.
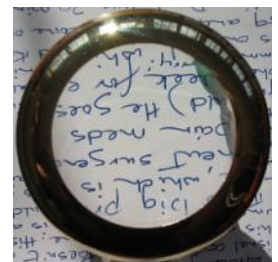(Credit to Callixte, Flickr.com)

Members of the E-Book Focus Group

IGeLU
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Steve Knight, National Library of New Zealand
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Magnifying glass. .
(Credit to Robbie1, Flickr.com)

What do users expect from e-books? The TU Delft experience

By Zofia Brinkman,
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The TU Delft Library is the largest technical library in the Netherlands. It is not only a university library but also a national Dutch library of technology. This means that we not only serve our students and our scientific staff, but also numerous users from the outside world (industry, companies etc).

In 2003 our library management made a strategic choice for "e-only" information resources. Given a choice between a printed and a digital version of an information resource, we prefer to purchase the digital one. Our web-based collection of e-books grows steadily. At this moment the TU Delft Library has access to a selected collection of e-books from the e-book provider NetLibrary and to a large number of online reference works from CRC Press. Recently the library decided to purchase all our new Springer titles in digital form. Currently our collection includes some 4400 e-monographs, 450 e-reference works and 900 e-conference proceedings, all of them included in the library catalogue.

These e-books come from different providers, therefore they are different in format, in their built-in functionalities, and in access models. This last issue especially (having two-hour access to a NetLibrary e-book but unlimited access to a Springer title) seems to be quite confusing to a casual e-book user.

Further development of our e-only policy requires answers to the following questions:

How do our users react to our e-only policy? How do they see our e-collection? Are they satisfied? What are their wishes?

The TU Delft Library web survey

We tried to get some answers on users' experiences with e-books by putting a survey on the library website from July 2006 to February 2007, aiming for substantial feedback from our users.

75 persons responded to the survey, half of them being external library users. We were hoping for better response as the results that we have got are hardly representative of the university population as a whole, yet I am convinced that the results are indicative for the larger population. We have to take the results seriously.

Here is a compilation of answers on users' experiences with our e-books:

	poor	fair	sufficient	good	excellent
Interface	3% (2)	14% (8)	53% (31)	25% (15)	5% (3)
Design / layout	5% (3)	13% (7)	57% (32)	20% (11)	5% (3)
Browse and print options	4% (2)	20% (11)	44% (25)	27% (15)	5% (3)
Making notes, marking		18% (10)	49% (28)	16% (9)	5% (3)
Readibility	7% (4)	13% (7)	52% (29)	23% (13)	5% (3)

Open questions

What do our users say in answers to open questions?

- Reference works are by far more popular with e-book users than other e-books. The users do not want to read whole textbooks on screen. Certain features like searching through the content and making notes within your own user space are certainly welcome. Reference works are, especially in the technical world, best suited for quickly finding specific pieces of information.

- The users appreciate the 24/7 availability of e-books, especially of the most popular titles.

- Our website doesn't apparently give enough information about our e-books and does not sufficiently guide the customer through the e-book world: the user wants to know more about different platforms, different access models and different functionalities.

- There is a need for better downloading and printing options

- Because the use of e-books is not yet sufficiently intuitive and it is different for every e-book provider, the user expects more e-mail / chat / telephone support.

- Sometimes technical compatibility problems occur on the user's side (opening/reading e-books).

What do users expect from e-books? The TU Delft experience (cont.)

What are the experiences elsewhere?

Because of the low response to our survey, I consulted a couple of articles on similar surveys taken elsewhere in order to compare our findings with those of other universities. Here, briefly, are some main conclusions from the student survey at the University of Strathclyde, Glasgow UK (1):

- E-book awareness among the students is low, e-books are not widely enough advertised throughout the university.

- The e-book is an important and convenient alternative for books in high demand or books out of print.

- Reading on screen for extended periods is being experienced as uncomfortable: copy and print policies should therefore be reviewed.

Some more results from the UK (2):

- The current usability of e-books is too poor to offer a genuine alternative to printed resources for serious academic study.

- The strength of e-books lies in their "added value" like keyword searching. This is a strong argument for choosing an e-book above a printed one.

- E-books should not be seen as a replacement of existing information resources but rather as a supplement.

The research done at the academic library of ETH Zürich (3) concludes the following:

There is a need for standardization in order to ensure that the e-books are independent of hardware and software, thus accessible by any potential reader.

Conclusions

The conclusions from the TU Delft Library survey are more or less consistent with the findings in other libraries. E-books are slowly being accepted by the users in a similar way that electronic journals were slowly accepted several years ago. We are still in an experimental stage with our e-book policy. We see e-books quickly changing from digitized printed books to digital-born information resources which have interactive features (like Knovel Library e-books), are keyword searchable and personalized. Our users certainly appreciate the added value of e-books and are gradually getting used to this new information resource.

What can be done in the short term to better satisfy the user?

The library must work on e-book awareness. E-books need more promotion through the

library website but also by embedding e-book awareness in regular education programs. Our library started with redesigning the website in such a way that that all information about e-books will get one prominent visible place.

There must be better support for users trying to find their way in the library e-book collection. In our library questions about e-books can be asked through our Ask Your Library feature, which includes support through e-mail, phone or chat.

For standardization libraries are dependent on e-book providers, who come and go, change their pricing models and do not (yet) work together. We can only hope that the complex world of different access models and formats will soon stabilize, and can be simplified by standardization steps leading to a user friendly

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Not so great expectations: e-book licenses

By Monica Metz-Wiseman
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In Charles Dickens' Great Expectations, Pip dreamt of becoming a wealthy gentleman and winning Estella's hand. In my e-resource licensing world, I fantasized that e-book licenses would somehow be different to those of e-journals. We have learned from our collective lessons that hours spent in comprehending "legalese", negotiating licenses, and tracking the progress of these legal beasts is not time well spent. Why then did I find myself reviewing five e-books licenses in a week? The answer can be found in the growing popularity of online books and the rush to meet that demand.

While the ink is not yet dry on e-journal licenses that account for huge percentages of our budgets, we forge ahead with a multitude of e-book licenses. What can we expect?

Expect Some Surprises

- Two of the major STM publishers do not have a stand-alone license agreement for the purchase of their e-books. Rather, the e-book agreement for these publishers is treated as a brief addendum to the main e-journal agreement. If a library solely desires e-book products, it must agree to the terms of the e-journal agreement first.

- Digital rights should be clearly outlined in any e-book license. How many pages or chapters can be downloaded or printed? Can one cut-and-paste some text, any text? Are all of the illustrations, graphs, tables, figures available? The best attempt to define digital rights in one agreement relies on the interpretation of "reasonable" downloading and "reasonable" amount of printing. Another vendor takes the negative tack and promises to terminate the License if "at any time any User downloads or prints substantial portions of any individual title." For the five licenses I reviewed, the terms regarding digital rights management were sparse or non-existent.

- What else is missing? We can make some generalizations about e-journals that do not necessarily translate to e-books. We generally subscribe to e-journals and purchase backfiles to those e-journals, but we can either subscribe to a collection of e-books or buy a collection of e-books. Some vendors allow swapping out of titles. In the five licenses I reviewed, with one exception, I couldn't determine if we were acquiring a subscription or purchasing e-books in perpetuity. Does the business model allow for simultaneous users or is it user-restricted? What about an annual fee once the title is purchased? How about MARC records? Do the business terms belong in the license or the invoice, or both?

- Can we use an e-book for interlibrary loan? Only one of the five licenses addressed interlibrary loan.

- Does a vendor provide use statistics? Only one agreement indicated that they provide use statistics. Were they COUNTER compliant? It didn't say.

More of the Same

Maybe some of the surprises I listed above were in fact more of the same of what we see in license agreements for e-journals today. There is much work to be done on both sides. Just the same, we do get to see some of our "old friends" in e-book licenses. Here are some of my personal favorites.

- Limited warranty and warranty disclaimer. This boilerplate language survives.

- Venue. In my five agreements, the governing law and venue covered five geographic locations from the U.K. to California. For public universities in the U.S., we cringe at this term.

- It's a mixed bag on perpetual access. Some vendors or publishers assigned archival rights, some didn't. Two outlined how they would deliver the licensed content at the end of the agreement, three did not.

As there seems to be as many business models for e-books as there are vendors, I would expect we will see greater complexity with e-book licenses than we already see for e-journal licenses. And like Pip, I no longer hold my great expectations for e-book licensing.

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Great Expectations in the Dickens House Museum. Credit to myf13 (Flickr.com)

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By Sarah Stamford
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Collaboration

Collaborative working is often quoted as key to the development of e-book supply, and at Cambridge we have already gained some experience of this, both inside and outside the University. Cambridge University consists of over 100 departments, faculties and schools, and nearly 30 Colleges, most of which have their own library. Additionally, the University Library, a major research library, does not have responsibility for acquisitions or service provision elsewhere in the University. It is the entirely separate College libraries who on the whole provide printed resources for undergraduate students.

Aware of the growth of e-book publishing and the need to widen access to materials for students, especially those with disabilities, six College librarians put together a trial subscription to a collection of just over 100 e-books to be available to all current staff and students of the University, carefully selected to provide a range of texts in all subject. With a small project base and limited funding it has been essential to buy e-books which were readily recognisable as valuable to our readers and to engage in promoting them as much as we could. Feedback, both quantitative and qualitative, was sufficient to assure us we were on the right track, and our collection continues to grow, as does both financial and administrative,support from most Colleges, several Faculties and the University Library. At a recent seminar on e-books, the University Librarian, Peter Fox, gave his full support for scaling up the project as soon as possible.

So far we are working with two major aggregators and one publisher. With one part-time member of staff working on the project we don't have much scope for researching and setting up agreements with individual publishers and for this reason working with these aggregators suits us best. We are also working with them to include statistics on the use of our e-books in the deep log analysis research being carried out at the CIBER unit at University College London.

Discovery

Statistics from UCL's Superbook benchmark survey suggest that 38% of hits on e-books are from the library catalogue, and that having a record for an e-book in the library catalogue doubles the chance of an e-book being accessed. Although we are aware that it is far from a perfect solution, loading catalogue records into our Voyager database is our preferred route of discovery because we can ensure that all e-books can be found from one place. Incidentally it is also helpful for staff to check whether we have already purchased an e-book or not. For these reasons we have insisted on the availability of MARC standard records as a key criterion in selection, although we are aware that this may become less crucial in future. Another key criterion is the availability of e-book access both on and off campus with password authentication. Cambridge terms are shorter than most Universities and it is important for us that students can continue to read e-books from home.

Delivery

Predictions suggest that digitally native students will expect resources to be delivered to the desktop with as few obstacles to access as possible. Our main concern at the moment is how to ensure that students have access to the most relevant information, whether as e-books or disaggregated e-content. Present expansion in the amount of material which is being made available electronically is welcome, but it isn't always core material. Like other libraries, we are anxious to encourage publishers to provide the most recent editions of their key textbooks online, and we look forward to the JISC e-book Observatory Project opening up ways forward in this field. The multiplicity of delivery methods and licensing restrictions make it a complex service to administer, especially for institutions with restricted staffing. However, we will continue to play as full a role with others in developing an e-book service.

More collaboration

We look forward to playing a part in the JISC e-book Observatory Project and with publishers, suppliers, the CIBER unit and developers of e-book reading devices, as well as our colleagues in Ex Libris, in this exciting new development.

http://www.sel.cam.ac.uk/ebooks@cambridge/

The Electronic Books Project Team in Cambridge (photo by Howard Beaumont, Selwyn College)

E-books in MetaLib—The PoliBuscador experiment

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If many aspects of a perfect management system for e-journals still have to be defined, this is more than true in the case of e-books. E-books are new and the immaturity of existing models is even greater.

This lack of maturity is evident in the integration of e-books in MetaLib and SFX. The limitations of SFX for the administration of the ISBN restrict the functionalities of this link technology. On the other hand the interoperability of the portals of e-books leaves much to be desired.

E-books in the UPV catalogue

The *Universidad Politécnica de Valencia* (UPV) currently has almost 45,000 e-books belonging to the Safari, E-Libro, NetLibrary, and Referex Engineering (Ei Village) portals, together with several encyclopaedias. These books are systematically included in the catalogue by means of the importation of the Marc records provided by the editors.

Configuration of the Catálogo UPV Libro electrónico

A few months ago, the UPV catalogue was configured in *PoliBuscador (PB)*, the MetaLib portal at Valencia,[1] as *Search and View*, in such a way that metasearches may be carried out from the portal against the *Catálogo UPV* resource.

E-books become part of the portal because they are downloaded to the catalogue, but it seemed interesting to isolate them as a subset and to be able to search them separately. Thus, a logic sub-catalogue of the *Catálogo UPV* was created and the new *Catálogo UPV Libro electrónico*[2] was configured.[3]

The first step was to make a copy of the configuration of the catalogue that was already included in the Local Knowledge Base. Secondly the configuration was modified so as to achieve a filter to produce the sub-catalogue of e-books. In order to do so the ExLibris manual was followed to use the *Filter for subset* field on the *Presentation Primary* form. This option allows filtering through one of the fields of the library register: WRD (all fields), WAU (author), WTI (title), WSU (subject), WYR (year), ISSN, or ISBN.

A few options were discussed until a feasible one was found: We decided to filter e-books on the basis of the *entry-corporative name field 710,* where in all cases the name of the editor appears as standardised: Safari, E-Library, etc.

The disadvantage of this filter is that it is very sensitive. As this is a field that is introduced manually by the cataloguing team, any change in the wording will need to be corrected on the configuration of the resource.

PoliBuscador

WRD=(ebrary OR Safari OR
NetLibrary OR Engineering
Village 2 OR Science Direct)

[1] http://polibuscador.upv.es PoliBuscador is the MetaLib portal at the Universidad Politécnica de Valencia (English version available for some screens)

[2] TN: *Catálogo UPV Libro electrónico - UPV e-book catalogue*

[3] The same procedure, copy of the Catalogue UPV configuration and production of the filter, has been used to create the *Tesis* (Thesis) and *PoliEnlaces* (*Polylinks*) resources. *PoliEnlaces* is a database elaborated by the UPV Library in order to include resources of interest on the WWW.

E-books in MetaLib—The PoliBuscador experiment (cont.)

The *Catálogo UPV Libro electrónico* in PoliBuscador

Part of the success of an electronic resource lies in its suitable location in the portal architecture. The main aspects that MetaLib offers to design the architecture are:

- The categories and sub-categories
- The keywords
- The quicksets

Since the implementation of the PoliBuscador e-books have been considered a typological category that, like others, coexists with the subject categories. This one includes all portals of e-books. For the moment it has not been thought necessary to develop them in sub-categories; if this occurs later they will not be thematic but typological in all cases.

The specific resources of e-books specialising in a subject have been included in the corresponding topic categories. For example, *Safari* has been included in the *Informática* [4] Category. In the case of multi-disciplinary resources, such as *E-Libro* [5], they have been allocated to several sets.

On the other hand, the lack of inter-operability of some e-book portals is compensated for by the fact that the *Catálogo UPV* resource is included in all appropriate categories.

So as to facilitate retrieval from the WRD field, all e-book resources have been classified with the descriptors *libro electrónico* [6] and *libro-e.*

Inclusion of the *Catálogo UPV Libro electrónico* [7] in the *quicksets* [8]

There is no doubt that *quicksets* are the key element of the architecture of a MetaLib portal; as both the list of *quicksets* and the resources allocated to each one are determinant as to the level of relevance of the replies Quicksets in PoliBuscador, as in any other MetaLib portal, have been designed in the interests of teaching and research. All of them follow a criterion of thematic grouping except that of *Patents*, which

strictly speaking is typological in nature, and that of *En castellano* which responds to a linguistic criterion (resources that preferably may be consulted in Spanish).

The decision as to which quickset both the global Library Catalogue and the e-book Subcatalogue should be included in, was taken after a period of study and internal debate during which arguments in favour and against each possibility were considered.

It was initially thought to include the *Catálogo UPV* resource in all the quicksets but, although increased visibility was an advantage, there were considerable linguistic disadvantages and others referring to content:

- A large number of the books in the catalogue are in Spanish and will therefore not respond to queries in English.

- A large part of the contents of the catalogue consists of general handbooks, while databases contents are mainly articles, patents and other research material. Metasearching resources with such different scope, could lead to irrelevant results.

The solution was provided by the *Catálogo UPV Libro electrónico*. Once configured, the trial period showed that its inclusion in the quicksets could comply with two important aims:

- The search results would be enriched by this e-content

- The e-book collection would be more visible and would make an investment that was beginning to be important become more profitable.

The records of this subset do share the same language and scope in the contents of the external databases. They both collect specialized contents written in English.

At present, the *Catálogo UPV Libro electrónico* has been introduced in all the quicksets. In time, a more domain-specific filter may be necessary, which would require multi-disciplinary portals to offer distinctive fields for creating

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[4] TN: *Informática - Computing*

[5] TN: *E-Libro - E-book*

[6] TN: *Libro electrónico - E-book*

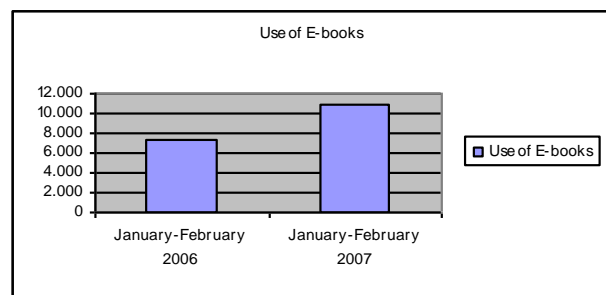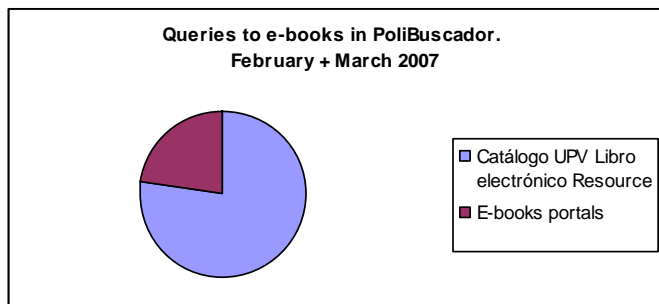[7]. TN: Catálogo UPV Libro electrónico - *UPV E-book Catalogue*

[8]. For a more detailed study of PB architecture consult: Colomina-Fons, Gloria, et al. (2006) Gestión de contenidos en PoliBuscador, el portal de acceso a la Biblioteca Digital de la Universidad Politécnica de Valencia. In *Proceedings VII Jornadas de Gestión de la Información*, Madrid (Spain). http://eprints.rclis.org/archive/00008600/ (consulted 25-04-2007)

E-books in MetaLib—The PoliBuscador experiment (cont.)

First resume

The two months of statistics available in the *Catálogo UPV Libro electrónico* do not yet allow us to appreciate a clear trend, but it is evident that the number of queries made to this resource is very much higher than those directed to the totality of e-book portals, as can be seen from the graph below. We must await the accumulation of sufficient critical data in order to analyse the replies of the resource from the report module before the suitability of the decisions made can be confirmed. On the other hand, if the months of January and February in 2006 and 2007 are compared a considerable increase in the use of e-books can be observed. Although a more detailed study remains pending, it can be considered that the actions carried out in the PoliBuscador have contributed to this increase.

Queries to e-books in PoliBuscador. February + March 2007
- Catálogo UPV Libro electrónico Resource
- E-books portals

Use of E-books

Acrobats in the University Garden (credit to Iblitz, Flickr.com)

Acrobats in the University Garden (credit to Iblitz, Flickr.com)

Valencia University campus (credits to Jan Jernmark, Flickr.com)

How to deal with e-books in DigiTool?

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E-books: easy to use, difficult to manage

The SDI – Serviço de Documentação e Informa-ção (Information and Documentation Service) – is the service at the Faculdade de Engenharia from the Universidade of Porto (FEUP), Portugal that manages, in an integrated way, the Archive, the Publishing Department, the Library and the Museum. Each of these services is hybrid, incor-porating both physical and electronic docu-ments.

The SDI faces the challenge of managing e-books from two different perspectives. Firstly as a library services provider, trying to give easy access to e-book collections subscribed to, and secondly as a publishing unit, trying to manage digital assets as an e-books publisher.

How to provide easy access?

FEUP subscribes to almost 42.000 e-book titles, few of which are local files. Most of them are online collections subscribed to for a year (CRCnetBases, Ebrary, Knovel, Referex and Safari Books) as well as several dictionaries and encyclopaedias (Encyclopædia Britannica, In-fopédia, Kirk-Othmer Encyclopaedia of Chemical Technology, Ullmann's Encyclopaedia and ChemnetBase dictionaries).

Considering the impossibility of performing inte-grated searches in e-book collections through MetaLib, some developments were done in order to give users the possibility of searching e-books through the ALEPH OPAC. The solution implemented used the integration of ALEPH (version 15.2) and DigiTool (version 2.4).

Three main problems were identified:

- the collections were not stable and needed to be updated, at least on a monthly basis;

- the records obtained from publishers are in MARC21 format (FEUP uses UNIMARC) and the bibliographic information is written in English; and

- it was not possible to obtain bibliographic records from all the publishers.

As a result the team decided:

- to create the collection of e-book biblio-graphic records in DigiTool, because it was

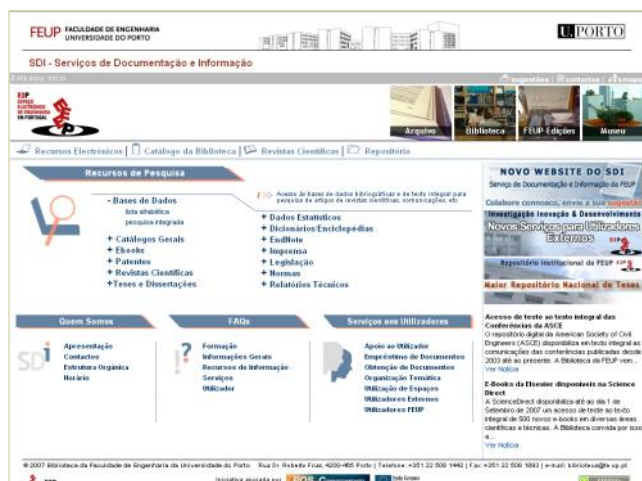easier to import the data and maintain the collection there than in ALEPH;

- to use MetaLib to integrate the search in a single Quick Search Set together with the Library Catalogue, to allow a single search for the users in the Library's document col-lection;

- to integrate the search in the Library Cata-logue itself, to allow users to search for e-books in the context of the traditional documents search; and

- that integration should be as automatic as possible, as it was not feasible to do the job manually.

The process of integration of the metadata as been defined as follows.

1. The first step was to get the bibliographic records – most of which are supplied by the publisher. For those that were not supplied a list of ISBN's was created and some refer-ence libraries were searched (using Z39.50 and MARCedit application). A few records could not be obtained and had to be manu-ally catalogued.

2. The second step was to convert all data to a format that DigiTool could easily import – MARCedit with few configurations could convert all data to DigiTool's MARC XML format and allows the addition of additional information to identify the collection in each record.

3. The third step was to import the converted data to DigiTool and build and maintain the single e-book metadata repository.

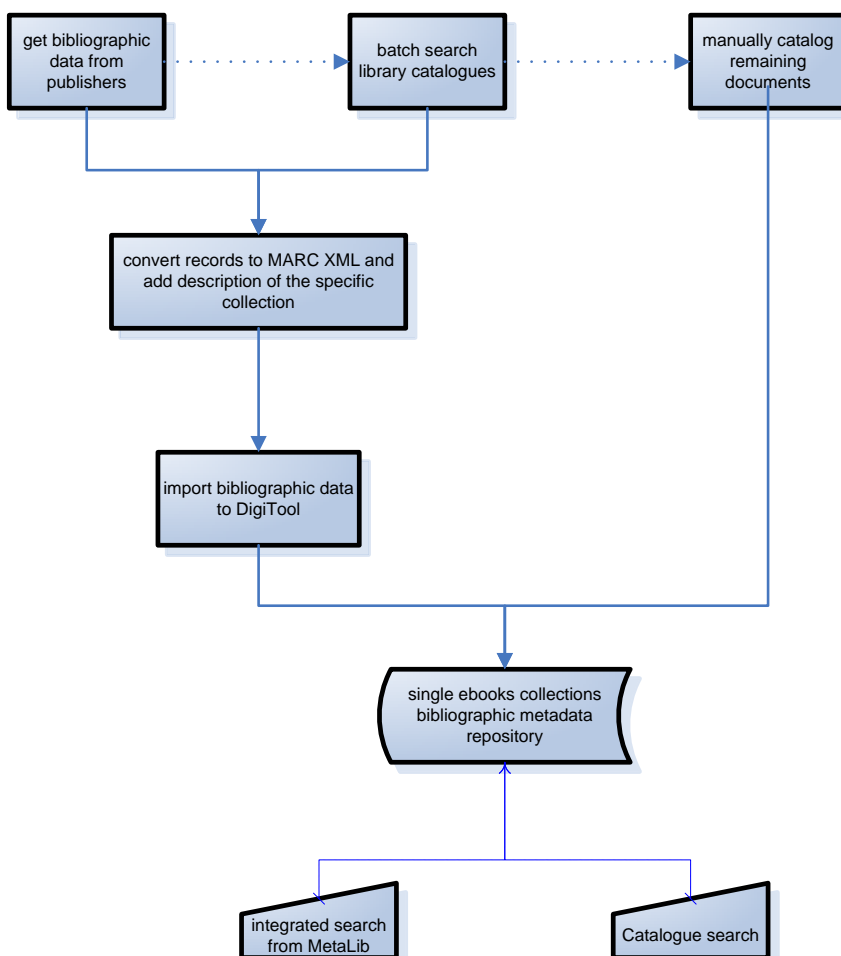The Library of FEUP.
Photo: Vítor Carvalho

How to deal with e-books in DigiTool? (cont.)

Most of the collections of e-books are not static: there are always new titles added and a few titles that are removed. It has been decided that on a monthly basis the repository had to be updated and the process repeated to integrate the new titles and remove the old ones.

This repository has been integrated with the regular search environments of the users: MetaLib and the Library Catalogue.

In the end we identified several constraints of the solution:

- the users have to use English terms to search e-books and Portuguese terms for all other materials;

- the repository is never current as collections continuously add new titles which are integrated only at the end of the month;

- although the process of integration of metadata is partially automated, it still requires human intervention;

- searches are performed only on bibliographic data and do not include chapter, title or full text;

- the new developments are especially related to the integration of the e-book metadata repository in the new version of ALEPH (version 18) and allows searches to be performed in Portuguese through the use of the Authority Module facilities.

E-book workflow in Porto

How to deal with e-books in DigiTool? (cont.)

Using DigiTool to support e-book publishing

FEUP edições is the branch of the Library and Documentation Centre devoted to publishing activities. In the last four years much research was directed to e-book publishing in two different areas.

One is related to moving from the traditional publishing format - electronic versions of the printed books, and trying to find a new language incorporating the possibilities of the electronic environment (using rich multimedia such as videos, audio, animations, software, tests, interactivity). E-books should be a completely new product, published in such a way that readers would prefer reading them on the screen than printing them.

Several platforms have been tested to provide authors with an easy system to assemble their pedagogical material.
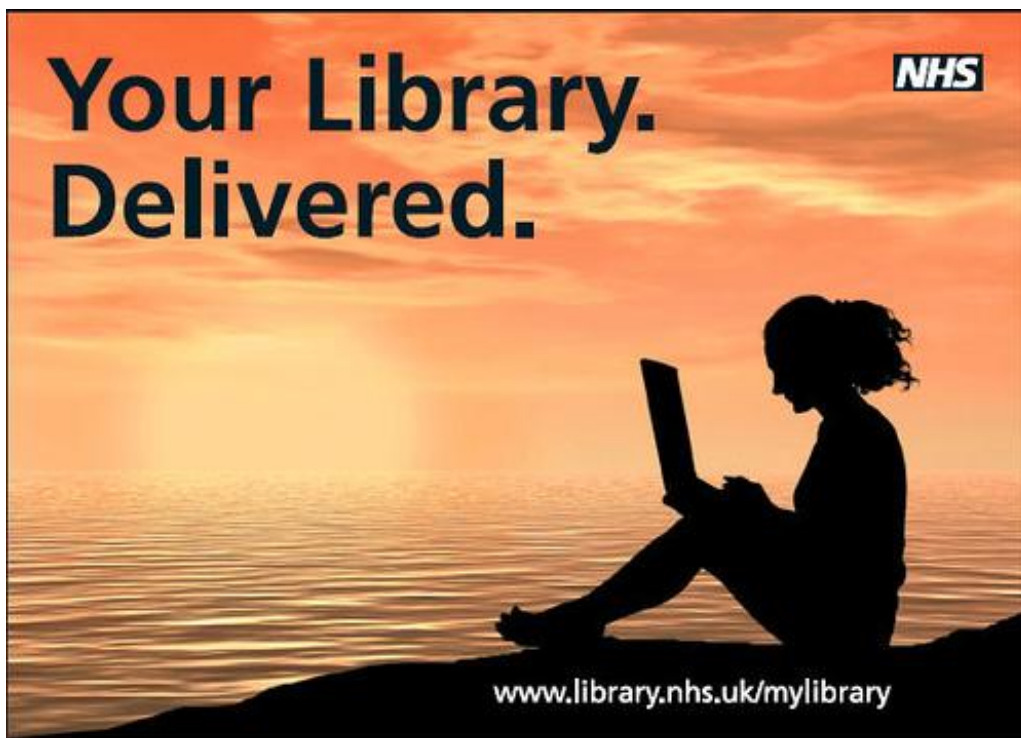
The other is related to the possibility of reusing the digital objects to produce the contents in different final products, e.g. a digital object that is produced according to the Scorm (Sharable Content Object Reference Model) standards, can be a unit working as an e-book chapter and then be reused as a unit in an e-learning course.

These different objects are stored in DigiTool, and made available according to the permissions managed by this system, and enabling the use of creative commons.

The integration of DigiTool, Moodle and the e-Publishing platform is also important. E-books published by FEUPedições contain a "key code" that allows access to the e-Learning platform Moodle where readers can get in touch with other users and with the author, creating a "learning community".

The platform we are testing to publish our e-books is "Sophie", supported by the "Institute of the future of the book". Their main goals are to create a free open source tool that allows the creation and reading of rich media e-books, allowing the usage of main types of multimedia objects and the control of time in the reading experience as well as the customisation of each e-book according to the reader.

Short News

OCLC Task Force on the integration of e-books

OCLC Members Council appointed a task force to look at the future of e-books and how libraries were coping with them.

The task force examined a wide range of factors including perceptions and fears that librarians have about this format; the challenges they pose to publishers; how libraries are ordering, acquiring,, and providing bibliographic and full text access to e-books; and the value of e-books from the points of view of librarians and readers.

A report will soon be issued which also discuss the effects of the Google Book Search and other similar efforts upon libraries. To understand more clearly how e-books are being used on the front lines, libraries and consortia were invited to provide short case studies of their experiences with e-books. Those who responded included

- University Center Robert W. Woodruff Library, Atlanta

- Joint Information Systems Committee, (JISC), United Kingdom

- Marion County Internet Library, Indianapolis Library Partners

- Nationwide Library, Nationwide Mutual Insurance Company

- OHIONET

- Library and Information Center, Online Computer Library Center (OCLC)

- Parkway Central High Library, Parkway School District (Missouri)

- TexShare, Texas State Library and Archives Commission

- University Libraries, University of Alberta

- University of Hong Kong

Patrick Wilkinson, the Director of the University of Wisconsin, Oshkosh, is the chair of the Task Force.

Further information is available at:
http://www.oclc.org/memberscouncil/
meetings/2007/may/wilkinson_patrick.ppt

JISC National e-book observatory project

In January 2007 the JISC National e-book observatory project was launched. The aims of the project are to:

- License a collection of online core reading materials that are highly relevant to UK higher education taught course students in four discipline areas:
  - Business and Management studies
  - Engineering
  - Medicine (not mental health or nursing)
  - Media Studies

- Achieve a high level of participation in the project by making the e-books available on the bidders own platform (where appropriate) and on a variety of e-book aggregator platforms. Higher education institutions will thus have the option to access the e-books on platforms they already use and which are familiar to their users.

- Evaluate the use of the e-books through deep log analysis and to asses the impact of the 'free at the point of use' e-books upon publishers, aggregators and libraries.

- Transfer knowledge acquired in the project to publishers, aggregators and libraries to help stimulate an e-books market that has appropriate business and licensing models

Contact: Caren Milloy, c.milloy@jisc.ac.uk

Further information is available at:
http://www.jiscebooksproject.org/

Further Reading

A comprehensive bibliography on e-books can be found at:

http://www.i-a-l.co.uk/resource_ebook2007.html

IGeLU Business

Steering Committee feedback

By Pat Busby
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User Group Organisation

- The IGeLU and ELUNA Steering Committees attended the last EndUser (Endeavor User Group) meeting in Schaumberg, USA in April 2007, where the SC's and the EndUser Board discussed the amalgamation of the user groups.

- It was agreed that the North American Members of the EndUser Board would join the ELUNA SC, with the international Members joining the IGeLU SC, as interim members until the 2008 SC elections. The interim SC members will have full representation on the SC's.

- IGeLU would like to welcome Simon Huggard (Monash University Library, Australia) and Lesley Gray (Cambridge University Library, UK) as Interim Members of the IGeLU Steering Committee.

- The EndUser members voted to dissolve the EndUser group after the Schaumberg meeting.

- New IGeLU and ELUNA Voyager Product Working Groups are being established to address Voyager issues and the Voyager PWG's are currently developing a new enhancement process together with Ex Libris.

Improved communications

- Monthly conference calls will take place for each product with the PWG Chairs from both IGeLU and ELUNA and the Ex Libris Product Manager. Annual meetings will also take place which will also include the Ex Libris Product Developers.

- A mailing list has been set up for all IGeLU and ELUNA PWG Chairs to facilitate improved communication between all product leaders.

Aleph

- Ex Libris has confirmed that IGeLU can proceed with the enhancement process for Aleph v.21 enhancements, and the Aleph PWG will be working on this.

- The Aleph PWG has also established a small group who is working on developing minimum requirements for OPAC accessibility to be further negotiated with Ex Libris with the aim of improving OPAC accessibility in Aleph v.20.

Verde

- Members of the SC and the Verde PWG's met with Ex Libris during the System seminar in Potsdam to discuss a strategy to overcome the difficulties users have been experiencing with implementing Verde v.2, especially with regard to the interoperability between Verde and SFX and consortial functionality. The new strategy will be announced soon.

- As a first step the IGeLU and ELUNA Verde PWG's worked with Ex Libris on a full list of known issues so that these could be addressed by Ex Libris.

Digitool

- Digitool users have also experienced a number of problems and a survey has been developed by the IGeLU and ELUNA DigiTool PWG's to gain insight into details from all customers.

- Ex Libris is committed to addressing customer concerns with Digitool and looks forward to the results of the survey.

MetaLib & SFX

- The IGeLU and ELUNA MetaLib/SFX PWG Coordinators discussed the matter of MetaLib statistics and access to the Oracle database with the Ex Libris Product Manager at the Potsdam Systems Seminar. Details on possible improvements will be published shortly.

- All concerned parties (IGeLU, ELUNA and Ex Libris) have reached agreement on the Metalib and SFX enhancement request procedures. A Bugzilla system to manage of the process will be configured at the Free University of Berlin and be ready for use before the Brno meeting. This procedure will also be discussed with the other IGeLU and

Hans Otto Theatre, Potsdam.
Photo: Florian Seiffert

Connecting in Potsdam.
Photo: Florian Seiffert

IGeLU Business

Steering Committee feedback (cont.)

ELUNA PWG's to see whether the system could be used for the enhancement procedures of other Ex Libris products.

Focus Groups

- An e-books Focus Group was established in April 2007 with 5 IGeLU and 3 ELUNA participants. The first results should be presented at the 2nd IGeLU conference in Brno in September 2007.

- A Course Reserves Focus Group has not yet been established. Ex Libris are still seeking to complete a user survey of requirements in collaboration with ELUNA. Once this survey is complete the focus group will be established and include IGeLU members.

Collaborative Testing

- Ex Libris and the Steering Committee agreed that the experience of collaborative testing with MetaLib 4 had been very successful, and that this approach would continue with all other products.

Pivotal

- Further development of the Pivotal CRM as per user input during 2006 has been delayed due to the migration of all new Ex Lib-

ris customers (previous Endeavor customers) from the CustomerFirst (CF) system to Pivotal.

- Once this process has been completed, which will include some enhancements as part of the migration process, Ex Libris will continue rolling out the agreed developments.

IGeLU Website

- The IGeLU website is undergoing a re-design in conjunction with being moved from Sienna to Berlin.

- An invitation has been extended to all IGeLU members to participate in the re-design. Those who would like to participate are invited to contact Beate Rusch rusch@zib.de.

- Authentication will be managed by an LDAP server, maintained in Porto.

New Special Interest Working Group (SIWG)

- A new SIWG has been established for ARC.

- Interested Users can join the ARC SIWG mailing list.

- Please see the IGeLU website for details on joining this list as well as more details on this new group.

From the soccer game in Potsdam.
The teams, the fight and the judge.
Photos: Florian Seiffert

IGeLU Business

Looking back at Potsdam

By Cecilia Natvig
Cecilia.Natvig@riksdagen.se

The 2007 Ex Libris Systems Seminar was held at Dorint Hotel Sanssouci in Potsdam, Germany from 13 to 16 May 2007. This small town, located southwest of Berlin, is called "The town with the parks and castles" and at this time of the year, it really showed its best side. Unfortunately, there was too little time to explore the many beautiful sites that were offered. However, many of us at least took the opportunity to visit the Park Sanssouci, with one of Germany's most famous castles Schloss Sanssouci.
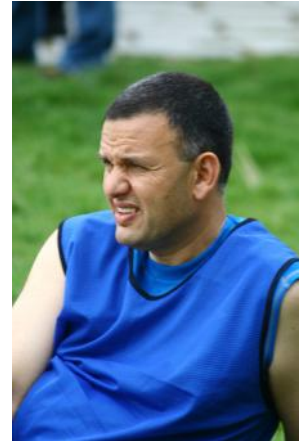
The welcome reception on Sunday evening was held at the Hans-Otto-Theater with Clifford A. Lynch, CNI's Executive Director, as the keynote speaker. A buffet dinner was served while the participants enjoyed the extraordinary view over the lake to the Babelsberg park.

On Monday evening, the obligatory game of soccer between ExLibris/distributors and the customers was held. The rough game, where our distributor was disqualified, ended with 3-2 to the customers.

During the other evenings, there was time to stroll around the city of Potsdam and try the German cuisine with amongst other things the asparagus, this season's specialty.

The conference was divided into five different tracks: ARLEPH/ARC, SFX/MetaLib, DigiTool/Verde, Cross product and Voyager. The Ex Libris personal presented the seminars but the content was put together in cooperation with the IGeLU Steering Committee. The system seminars are held every second year with the aim of giving customers tips and tricks on the daily workflow with the Ex Libris products and the capabilities between them. The Voyager track was new this year, a result of the incorporation of Endeavor into Ex Libris last autumn.

This year's systems seminar ended with a celebration dinner that took place at the Wasserwerk in Berlin. The historic Wilmersdorf waterworks has been thoroughly renovated and turned into a spectacular bar/restaurant. The dinner was served in an environment that was a mixture of old industrial charm and modern design surrounded by old water pumps.

Matti Shem Tov during the soccer game. Photo: Florian Seiffert

Welcome reception in Hans Otto Theater, Potsdam. Photo: Florian Seiffert

Celebration dinner at the Wasserwerk, Berlin. Photo: Florian Seiffert

igelu

International Group of Ex Libris Users

Many of the photos in this issue are from flickr.com, licensed under Creative Commons, many are photos by Florian Seiffert from the systems seminar in Potsdam Thanks to all who have contributed!

WWW.IGELU.ORG

Welcome to IGeLU

IGeLU:
The International Group of Ex Libris Users

*As we all know, insufficient communication is the source of much disappointment. **IGeLU** provides an open and transparent organization for all users of all Ex Libris products.*

IGeLU: *promotes information exchange among institutions that use Ex Libris products in order to enhance their library services by sharing information, documentation and resources; and represents the user community in dealings with the vendor, Ex Libris.*

IGeLU *is the successor organization of ICAU and SMUG.*

*You are invited to join **IGeLU!** Simply download the registration form from www.igelu.org, fax us the completed form (see fax number in the right top corner of the form), and we will send you the invoice for the 2007 annual fee (EUR 220).*

IGeLU 2007

The IGeLU 2007 Annual Meeting will take place in Brno, Czech Republic from 3 to 5 September, hosted by the hardworking Czech Team under the leadership of Petr Zabicka from the Moravian Library in Brno.

The SC and the PWG Chairs have been hard at work developing an exciting and challenging programme for this, the 2nd Annual IGeLU meeting, and, together with our Czech hosts, look forward to welcoming you to Brno in September.

Please look out for the next IGeLU Newsletter to be released in August, where all the conference news will be available. Further information: http://igelu.mzk.cz/

Our hosts of the 1st IGeLU meeting re-living the wonderful experience in Stockholm in September 2006. Photo: Ragnar Helin