



# Finding the right mix: How GOBI helps libraries to balance sustainable models in the digital era

Timothy Tillack – Director of Book Sales, Oceania Arno Roosink – Director of Sales, Serials & GOBI, Oceania



1 | gobi.ebsco.com

#### History of GOBI Library Solutions

1971	YBP Founded (NH)
1974	Approval Plan
1996	Launch GOBI UI
1997	Shelf-ready services
2006	Ebooks
2007	Integrated Approval Plans
2009	Acquires Blackwell's North America
2013	UK distribution Centre



#### 2015 | EBSCO acquires YBP



## **Our Mission**

For nearly 50 years, our mission has been the same:

Partner with libraries of all sizes to enable the broadest selection of scholarly content published anywhere in the world.

Number of libraries that use GOBI:

2,753 (domestic)

1,556 (international)

10 of the world's top 12 universities use GOBI as their primary book ordering and collection development tool.

As a courtesy, EBSCO refrains from listing our specific customers Academic Ranking of World Universities 2017 http://www.shanghairanking.com/Academic-Ranking-of-World-Universities-2017-Press-Release.html



## The GOBI vision

A one-stop-shop for all your collection development needs for books

- Strong publisher partnerships
- Most comprehensive choice of models and platforms
- Integrated worklows and efficiencies

#### **GOBI** saves the library time!







## Print Books in GOBI

- More than 14 million print books
- All critical scholarly English language publishers worldwide, across all academic subject areas



#### Top Academic Publishers and University Presses

- Brill
- Cambridge University Press
- De Gruyter
- Duke University Press
- Harvard University Press
- John Wiley Publishing
- MIT Press
- Oxford University Press
- Princeton University Press
- Springer
- Taylor & Francis
- University of California Press
- University of Chicago Press

## eBooks in GOBI

- +3 million eBooks / 25+ eBooks platforms
- +1 million eBooks in minutes
- Choice of sustainable models
- Integrated workflows
- Alternate format search
- 850,000 DRM-free titles



## **DRM-Free E-Books**

#### GOBI is the largest source for DRM-free e-book options for libraries.

What does DRM-Free mean?



- Contractions and the second se
- No limits on printing, saving, downloading, or copy/paste in a single session



- No third-party software or additional log-in (beyond authentication) required for full-book downloads
- Downloaded files do not expire
- Bibliographic records for DRM-free e-books note "Unlimited User | DRM-free"
- DRM-free Spotlight Lists

Number of DRM-free e-books in GOBI EBSCO eBooks: 175k+ PQ Ebook Central: 170k+ Total DRM-Free e-books in GOBI: 850k+



### eBooks in Minutes

In an effort to deliver content as quickly and efficiently as possible, we have made eBooks ordered through GOBI available within minutes.



GOBI

Library Solutions from EBSCO

## The GOBI engine – the profiling advantage

- It all starts with the data!
- Subject matter experts (profilers)
- Book-in-hand / Book-on-screen
- Enhanced rich metadata
- Support in balancing various models

## The GOBI model mix

#### Title by title selection

- Select from millions of eBooks and print books
- Largest choice of eSuppliers
- Alternate formats linked through ISBN

# GOBI®

**GOBI**<sup>\*</sup> Library Solutions from EBSCO

#### Bibliographic Record

Table of Contents		×		NANO AND BI
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3.3 Templating and Stabilizing of	9	(1)		
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3.5 Development of Nanomedicines 3.6 Sensors		(1) (1)		<b>/ear: 2016</b>
4 Conclusions		(5)		ng: Paper
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2 Cyclodextrins as Porous Material for Catalysis		(-)		ey Class: 547.
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1 Cyclodextrins: A Brief Overview		(5)		st: 95.00 GBP
1.1 Structure and Supramolecular Properties 1.2 CD-Based Polymers		(1)		st: 150.00 US
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# GOBI

#### Alternate Format

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## eCollections in GOBI

#### Solution

- Search, discover and order eCollections via GOBI
- DRM-free content from the top academic publishers

#### **Benefits**

- Pricing negotiation
- Deduplication
- Visibility within GOBI
- Customised MARC records
- Streamlined invoicing

#### eCollections Partners

- Taylor & Francis
- Wiley
- Cambridge University
   Press
- Duke University Press
- Elgar Online
- IGI Global
- McGraw-Hill
- Oxford University Press
- Project MUSE
- World Scientific



#### **GOBI**<sup>®</sup>

Keyword 📀 Any Words 📀

× Search

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#### **GOBI**<sup>®</sup>

ᅌ 🛛 Any Words 📘

Keyword

🗙 Search

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Spotlight Lists	Search   Notifications   Folders   Reports   Option	ns   Library   Links	149365
Contents	eCollections & Evidence-Based Acquisitions	Publisher Corner	
News	GOBI's team of Collection Development Librarians recommend the following platform specific eCollections representing high use subject areas that coincide with the subject expertise of each	1960, following as it did the last CIAM meeting, signalled a turning point for the Modern	
Publisher Promotions	publisher. Collections vary in size from less than 50 eBooks to more than 2,000 eBooks and many collections are updated throughout the year as new titles are released. Customers automatically get access to any new eBooks added to the collections. For detailed collection	ARCHITECTURE 1990-3014 Architecture was influenced by seminal texts by Aldo Rossi and Robert Venturi	
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	Routledge Handbooks Online is a cutting-edge overview of classic and current research trends, as well as an authoritative guide to theory and method, the key sub-disciplines, and the primary debates of today.		

### Select eCollections in GOBI

eCollection eCollection Name: Cambridge All Books 2019 Description: Complete Books Collection 2019, from Cambridge University Press Supplier: Cambridge University Press YBP eCollection ID: 60006332019 Available To Consortia: No Date Added: 3/1/2019	eCollection Short Name: CAMBRIDGE ALL BOOKS 2019 Current Item Count: 212 Status: Available Library Availability: Contract on file NON-RETURN/NON-CANCEL YBP	library activity eCollection items
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## Approval plans

www.ebsco.com

"An approval plan is essentially a discovery tool that acts as the primary filter between the vast number of books published each year and the delivery of those books to you, no matter which acquisition model you choose."

Source: http://www.noshelfrequired.com/the-approval-plan-a-sorting-hat-that-discovers-the-right-books-for-the-right-libraries/



## Approval plans cont...

#### Solution

- Acquire books that match the library's profile, goals and collection development needs
- Powered by GOBI profiling and rich enhanced metadata
- Choice of print and digital outputs
  - Auto-shipments of titles
  - Selection via notifications (or slips)
  - Demand-driven acquisition (DDA)

#### **Benefits**

- Automated workflows
- Save time from selection
- Fast delivery/access to new titles
- GOBI collection assessment and analytics expertise

EBSCO

## Types of approval plans

21

- **P only** if a new print book matches the library's profile, GOBI will automatically ship the book to the library. Library can also choose to have books delivered shelf-ready (technical services)
- E only if a new book matches the library's profile, GOBI will automatically add the eBook to the library's holdings and send a notice of access so the library can make the title accessible to users
- E-preferred if an eBook is available within 8 weeks of the print being published, the plan will
  wait to send the eBook; if the eBook is not available within 8 weeks of the print, the plan will
  send the print version
- **Slip plan** if a book (P or E) matches the library profile, but they do not want it auto-shipped, they are sent a slip (notification) to make a purchase decision
- **DDA** if an eBook matches the library profile, and the title is DDA eligible, a record is sent for the title to be accessible via discovery. Purchase occurs only after the user hits a use threshold.
- **Faculty plan** if a book matches the library profile and the author is affiliated with the institution then a slip or book is sent
- Awards plan if a book matches the library profile and is on an awards list then a slip or book
   is sent





Each year, a higher percentage of e-books are made available along with the print counterpart of the title.



#### User-driven acquisition

Powerful shift in how libraries acquire digital content

Balancing of just-in-time with just-in-case approaches to collection building

Restricted budgets and less physical space

#### Solution

- GOBI supports both DDA and EBA
- Integrated with approval plans and other models
- Holistic collection development strategy



## Demand-driven acquisition (DDA)

#### How it works

- An eBook purchasing model where selection is driven by users.
- Similar to the approval plan where a profile is used
- Titles matching the profile are fed into a pool and made available to users via discovery
- Library only pays for content that is used – and can be set to purchase on trigger, or short-term loan (STL)

#### **Benefits**

- Choice of multi-vendor (EBSCO and PQ)
- Users gain immediate access to titles they need via discovery
- Library can offer a larger volume of relevant content
- Staff time is reduced as they are not having to select titles for the collection

EBSCO

 GOBI collection assessment and analytics expertise

#### **DDA Challenges**



#### Challenges

- Publishers embargo frontlist content and increase STL prices
- Not everything is available for DDA
- Hosted on aggregator platform so mostly DRM-protected (but now changing with more DRM-free)



## Evidence-based acquisition (EBA)

#### How it works

- An eBook purchasing model where selection is driven by users
- Library pays an upfront deposit that is smaller than the full cost of the title pool
- Users have unlimited access to the entire collection for an agreed period of time.
- At the end of this period, the library determines purchases of the titles based on the usage.
- The upfront access fee goes towards the purchase cost

#### **Benefits**

- Users gain immediate access to titles they need via discovery
- DRM-free unlimited user titles on publisher platform
- Access to frontlist titles not available in DDA
- Budget certainty



### Our EBA partners

GOBI has partnered with the following top academic publishers to expand its service to include EBA to ensure interoperability for its libraries:





## How GOBI supports EBAs

GOBI now offers Evidence-Based Acquisition (EBA) and will provide the following related services in partnership with publishers, for individual institutions and consortia.



### EBA Record in GOBI

And Hold Ball	Title: ANALYSIS OF FOOD TOXINS AN Editor: YIU-CHUNG WONG Publisher: WILEY-BLACKWELL Pub Year: 2017 Binding: eBook Content Level: ADV-AC LC Class: TX531.A523 2017 Subject Headings: FOODSAFETY M Aspects: UK Title Announcement	ISBN: 9781118992685	Place of Publication: CHICHESTER Country Of Origin: UK Pagination: 816 P. Volumes: 2 YBP Select: Research-Recommended	added to library evidence based collection (7/23/2018) GobiTween (1 Book/7 Slips/1 Shared Book)▼         alternate editions (1P/2E)▼ library activity (4 sold)
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## GOBI can help you integrate all the models

EBA	
DDA	
APPROVAL PLANS	
COLLECTIONS	
TITLE BY TITLE	

#### **EBA**

- Provide immediate access to UU DRM-free content including frontlist on publisher platform. No embargoes. DRM-free
- Deduplicate with DDA, Approval Plans, and GOBI holdings

#### DDA

- Provide broad subject area coverage via aggregator platform using GOBI profiling services. DRM-protected.
- Users gain immediate access to titles they need.

#### **APPROVAL PLANS**

- Automate the acquisition of monographs and receive newly published content faster.
- Save the time of selectors.

#### **COLLECTIONS**

 Provide coverage of content in key areas of collection development for the library

#### TITLE BY TITLE

· Select from millions of print or eBooks



# Collection development tools



## **GOBI** Collection Development Resources

#### **Curated Selection Lists**

Save time with GOBI Spotlight Lists featuring librarian-recommended eBooks and print books. Subscribe, browse what's new, acquire whole lists or select which titles you want.

- Core titles
- Best-sellers and award winners
- DRM-free
- Lists by subject
- Lists by language



## **GOBI** Collection Development Resources

#### Award Programs

Automatically receive award-winning books, or choose to be notified when they become available. Programs cover a wide range of awards, including Pulitzer Prize and Newbery Medal

- Choice Outstanding Academic Titles Program
- Adult award lists
- Children's award lists
- Specialized award lists
- International award lists

## **GOBI** Collection Development Resources

#### Faculty approval plans

Automatically receive monographs written by authors affiliated with the institution soon after publication.

Stay on top of your institution's research output and receive auto-shipments or notifications.



## Library Technical Services



## Library Technical Services Options

- Electronic ordering
- MARC-formatted export or confirmation records
- Electronic order responses/status reports
- Electronic invoicing
- Cataloguing records
  - Customised to meet your needs
- Physical processing




# **Book Processing**

- Binding/Strengthening
- Property Stamps
- Barcodes
- Theft Detection
- Date Due Slips
- Book Pockets
- Spine Labels
- Book Covers





# GOBI Ordering Workflows



- The order starts in GOBI
- Brief Bibliographic Records provided next business day
- No need to send EDIFACT orders to GOBI
- Creates the order, encumbers funds, and provides a place holder to match to full cataloguing
- Provides customization options through constant data mappings





GobiExport

- Brief, MARC-formatted records
- Records are made available immediately downloaded from GOBI or from the FTP server
- Library imports the records and runs a job that creates order records purchase order lines
- Library runs a job on these order lines, this prompts the ILS to send the orders to GOBI
- GOBI processes and ships the orders





GobiAPI

- A real time integration process between GOBI and Alma
- Replaces ordering on GOBI and loading EOCRs
- Replaces exporting from GOBI and sending EDIFACT orders
- Alma's name for this is 'Real-Time Acquisitions'
- Bib and order data immediately transmitted to Alma
- Order automatically created & purchase order number returned to GOBI
- All within seconds!



# GOBI development



## 2018/19 Highlights and Enhancements

- Digital Partnerships with Cambridge University Press, Taylor & Francis and Wiley
  - New product offerings and workflow enhancements: eCollections and Evidencebased Acquisitions and related services
- GOBI Enhancements
  - Redesigned GOBI homepage sidebar to make it easier to find information
  - Reorganized Spotlight Lists to make it easier to find lists by category and subject
  - DRM Free Unlimited User Designation on Applicable Platforms/Titles in GOBI
  - GOBI selection alerts

# GOBI Search and eCommerce: Planned Improvements

Make GOBI easier, faster, and more robust for firm ordering of books for <u>ALL</u> users

Key areas of focus:

- Search
- Pricing
- Performance
- Usability

Q Quality	<ul> <li>Improve discoverability of titles</li> <li>Improve accuracy of print pricing</li> <li>Increase predictability of stock status and estimated delivery time</li> </ul>
Reduces Effort	<ul> <li>Automate the submission of title selections</li> <li>Limit searches to titles not already owned or available in their collection</li> </ul>
Reduces Risks	<ul> <li>Eliminate errors experienced by customers due to search time-out</li> <li>Minimize delays introduced by de-duplication, during the order submission process</li> </ul>
🕓 Saves Time	<ul> <li>Ensure that GOBI search performance meets customer expectations of an eCommerce site</li> </ul>
Simplifies	<ul> <li>Modernize and simplify the GOBI User Interface by implementing intuitive user conventions</li> </ul>



## **GOBI ALMA Integration**

#### <u>ALMA is the most heavily used ILS system of GOBI</u> Libraries

- 30% of GOBI customers use the ALMA ILS system
- 50% of GOBI customers use an ExLibris' ILS Systems (ALMA, Aleph, Voyager)

Improved integration with ALMA is important for GOBI Library Solutions. It is important that we support choice for our libraries, by providing valuable workflow integrations with ExLibris systems

#### **API planned enhancements:**

- Include GOBI SubAccount in EDI Invoices for ALMA customers
- GOBI ALMA Order API to include additional Reporting Codes for customers using ALMA



GobiAPI



Working with Alma: a tale of two case studies



# University A (UNSW)

#### **Collection development strategy**

- E-preferred
- Approval plans (auto)
- EBAs (a few)
- Small multi-vendor DDA pool
- Firm orders

#### Alma integrations and workflow

- GOBI API for firm orders
- FTP MARCs and EDI invoices for approval plans
- GOBI discovery records for DDA
- Highly-customised GOBI MARCs
- Physical processing of print

#### **Benefits**

- Only a small firm amount of firm ordering
- Reduced workload GOBI provides the data, invoices, MARCs
- No onsite physical processing



## UNSW approval plan testimonial

Having a seamless integration between Alma and GOBI, particularly via API ordering, has also allowed us to develop processes that minimise staff effort from the provision of items for reading lists, user requests or reading lists We have found GOBI Library Solutions has continued to enhance their offering, for example, approval plans, which allow us to easily find the electronic version we need and only obtain the print titles we have to have with little intervention from staff...

Alison Neil, Associate Director, Library Resources, UNSW



# University B (QUT)

#### **Collection development strategy**

- E-preferred
- EBAs (as many as possible)
- Large multi-vendor DDA pool
- Approval plans (auto + slip)
- Firm orders

#### Alma integrations and workflow

- GOBI API for firm orders
- FTP MARCs and EDI invoices for approval plans
- GOBI discovery records for DDA and EBA

GOBI Library Solutions from EBSCO

- Highly-customised GOBI MARCs
- Physical processing of print

#### **Benefits**

- Large EBA and DDA pools expose a lot of content to users
- Users have access anytime/anywhere
- Reduced workload GOBI provides the data, invoices, MARCs
- No onsite physical processing

# **QUT EBA testimonial**

The process of picking up new files from the FTP [for EBA titles] is a lot easier and the records are a lot better with less problems with the files

> We are so happy with the process that we want to move [other EBAs] to GOBI to manage...

The implementation and change to GOBI went smoothly with no problems and was far easier than the process direct with publisher

Garry Johnston, Manager, Library Resource Services (Acting), QUT Library





### Summary: GOBI's value-added services

- A one-stop-shop for book collection development and workflows
- Dedicated project management
- Analytics and collection assessment expertise
- Complimentary training and marketing
- Experienced GOBI support team

# **Questions?**

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GOBI Library Solutions from EBSCO – please come and see us at Booth S5

