



Ohio eBook Project

Member's Guide

Mandy Knapp
aknapp@library.ohio.gov

Knowledge ~ Power ~ Opportunity

274 E. First Ave., Columbus, OH 43201

Serving Ohio's State Government, Libraries, and Residents

Tel: 614-644-7061

www.library.ohio.gov

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Introduction

The Ohio eBook Project is a consortium of public libraries in Ohio that shares digital media. This includes ebooks, downloadable audiobooks, music, and movies. Patrons access and use the digital materials outside of the library, at home, at work or on the go.

In this document you will find basic information about the Ohio eBook Project including policies, how-to's and other information. If at any time you have questions about the material in this document please contact the Ohio eBook Project at oeplib@library.ohio.gov.

Formats

Materials in the Ohio eBook Project are compatible with a wide range of eReaders, tablets and smartphones.

eBook Formats*:

- Kindle eBooks (Kindle)
- Adobe EPUB(EPUB) and Open EPUB (OEPUB)
- Adobe PDF (PDF) and Open PDF (OPDF)
- Overdrive READ

Audiobooks:

- Windows Media Audio or WMA (OAB)
- MP3 (OMA)

Music (ODM)

Video (ODV)

*Overdrive no longer offers the Mobipocket (MOBI) format for patron use.

The State Library of Ohio

The State Library of Ohio acts as project manager and coordinates with Overdrive, Inc. to provide the Ohio eBook Project to Ohio libraries. The Ohio eBook Project Manager is in place to assist Member libraries with any questions, concerns, or other needs as they arise.

Overdrive

Overdrive, Inc. is the vendor that the consortium works with to provide digital content to our patrons. Overdrive hosts the website, provides software, provides content for purchase, and also provides support for member libraries and their staff.

Ohio eBook Project Member libraries

List current as off 3/31/2013.

1. Amherst Public Library
2. Arcanum Public Library
3. Archbold Community Library
4. Ashland Public Library
5. Ashtabula County District Library
6. Athens County Public Libraries
7. Auglaize County Public District Library
8. Avon Lake Public Library
9. Blanchester Public Library
10. Briggs-Lawrence Public Library
11. Brumback Library
12. Bucyrus Public Library
13. Cardington-Lincoln Public Library
14. Centerburg Public Library
15. Champaign County Library
16. Clark County Public Library
17. Clermont County Public Library
18. Coldwater Public Library
19. Columbiana Public Library
20. Community Library (Sunbury)
21. Crestline Public Library
22. Cuyahoga Falls - Taylor Memorial Public Library
23. Delaware County District Library
24. Delta Public Library
25. Dover Public Library
26. Dr. Samuel L. Bossard Memorial Library
27. Evergreen Community Library
28. Franklin-Springboro Public Library
29. Galion Public Library
30. Geauga County Public Library
31. Germantown Public Library
32. Grafton-Midview Public Library
33. Great Oaks Institute
34. Greenville Public Library
35. Herbert Wescoat Memorial Library
36. Herrick Memorial Library
37. Hurt/Battelle Memorial Library
38. Jackson City Library
39. Kent Free Library
40. Lakewood Public Library
41. Lane Public Library
42. Lebanon Public Library
43. Leetonia Public Library
44. Lepper Public Library
45. Lima Public Library
46. Logan-Hocking County District Library
47. London Public Library
48. Louisville Public Library
49. Mansfield/Richland County Public Library
50. Marion Public Library
51. Marvin Memorial Library
52. Mary L. Cook Public Library
53. Mary Lou Johnson Hardin County District Library
54. Mason Public Library

55. Massillon Public Library
56. Mechanicsburg Public Library
57. Meigs County District Public Library
58. Midpointe Library System
59. Mount Gilead Public Library
60. Mount Vernon and Knox County
(Public Library of)
61. Muskingum County Library System
62. North Canton Public Library
63. Owens Community College
64. Pataskala Public Library
65. Paulding County Carnegie Library
66. Perry Cook Memorial Library
67. Piqua Public Library
68. Portsmouth Public Library
69. Preble County District Library
70. Reed Memorial Library
71. Rodman Public Library
72. Sabina Public Library
73. Salem Public Library
74. Salem Township Public Library
75. Selover Public Library
76. Shelby County Libraries
77. Sinclair Community College
78. Stark County District Library
79. State Library of Ohio
80. Stow-Munroe Falls Public Library
81. Swanton Public Library
82. Sylvester Memorial Wellston Public
Library
83. Wadsworth Public Library
84. Wellsville Public Library
85. Westerville Public Library
86. Worch Memorial Library
87. Wright Memorial Public Library

Communication

Ohio eBook Project Manager

The Ohio eBook Project Manager is available to answer any questions or other concerns member libraries may have about any part of the Ohio eBook Project and/or Overdrive service. The Project Manager also coordinates committees, policies, guidelines, training, and other information to member libraries. The Ohio eBook Project Manager will monitor spending, distribute documentation, make news announcements, organize committees, and facilitate communication with Overdrive on behalf of the consortium.

When someone has a question, or a problem arises, the Ohio eBook Project Manager is your first point of contact. *The exception to this is for patron support; please see the Providing Support document for more information about support contacts.*

Mandy Knapp

State Library of Ohio
274 East First Avenue
Columbus, OH 43201
Phone: 614-466-1710
or 1-800-686-1532

oeplib@library.ohio.gov

aknapp@library.ohio.gov

Ohio eBook Project Listserv

The Ohio eBook Project Listserv is a means of communication between the project manager and member libraries as well as between the member libraries themselves.

The listserv is open to any staff member of any member library though, at a minimum, each library's primary contact should subscribe to the listserv. The project manager sometimes makes announcements directly but usually announcements are made via the listserv.

Announcements include service updates (outages, improvements, etc.), committee meetings, etc.

Staff persons at member libraries are more than welcome to post to the listserv for technical or support assistance, assistance with MARC records and ILS systems, requesting or sharing marketing and promotion information, and other items pertinent to the digital services.

Subscribing

For more information on how to subscribe to the ohebooks mailing list, you can visit <https://lists.library.ohio.gov/mailman/listinfo/> and click on the link to Ohebooks.

Overdrive Contacts

Account Associate

Usually, announcements and information will come from the Project Manager although occasionally someone at Overdrive will contact your library directly. If at any time you receive a communication from Overdrive and are confused as to why you are receiving it, or what you are receiving, do not hesitate to contact the Ohio eBook Project Manager. *The Project Manager is not always aware of all communications from Overdrive.*

Overdrive Support

Library staff must be signed into ContentReserve.com to access the Support page.

When contacting Overdrive support please have the following information available to include in your request:

- Your Name
- Your Email
- Library Barcode of patron
- Description and/or steps to reproduce the problem (in as much detail as possible).
- Exact text of any error message (screen shots are helpful).
- URLs of any error pages.
- The title of problem media
- Software that may be causing the error
- Operating system of computer
- Internet browser used
- Device type

Amazon will provide technical support for Kindle devices and all errors retrieving and transferring titles after the user has left the Ohio eBook Project website (except 404 errors).

After submitting a support form you should immediately receive an automatic response from Overdrive support. If you do not receive this email please contact support directly at support@libraryreserve.com including all information from the form, indicate you

received no follow-up email and copy the project manager at aknapp@library.ohio.gov.

Other Overdrive Contacts

Overdrive also provides support directly to Library Staff.

Accounting, Billing and Invoicing:

invoicing@Overdrive.com

Collection Development Assistance:

collectionteam@Overdrive.com

Please also contact the State Library Project manager if you need assistance with collection development or ordering. You can also post to the Ohio eBook Project Listserv for assistance from other member libraries or the Ohio eBook Project Collection Development committee.

Marketing and Outreach:

librarypartnerservices@Overdrive.com

Please also contact the State Library Project Manager if you need promotional materials or assistance with outreach. The State Library has a variety of materials already prepared for Ohio eBook Project libraries.

Enrollment

Ohio eBook Project has quarterly enrollment periods for interested libraries. There is a two month enrollment process to complete paperwork, training and ensure that all technical requirements are met.

It is recommended that enrolling libraries hold a “soft launch” before officially announcing the arrival of eBooks. This is so staff will have a chance to use the new service to be prepared to provide support if needed. This also gives the library a chance to work out any technical issues.

Documents

Before the enrollment process can begin interested libraries must complete and submit enrollment paperwork. The documents include but are not limited to:

- Ohio eBook Project Library Contact Sheet
 - Contact information for use by the Ohio eBook Project Manager
- Memorandum of Understanding (MOU)
 - Agreement between enrolling library and the State Library of Ohio
- Schedule C
 - Agreement between enrolling library and Overdrive, Inc.

During the enrollment process:

- Overdrive will set up and test authentication for your library's ILS system. If authentication is not functioning by the launch date your library may be delayed until the next enrollment period.
- Training sessions will be available for library staff to learn:
 - Use of the backend site (purchasing content, accessing statistics, etc.)
 - Use of the public site
 - Ohio eBook Project policies and guidelines
- Usernames and passwords to the Content Reserve website will be provided
- Outreach and Promotional materials will be reviewed

Most staff training will be via webinar with either an Overdrive trainer or the Ohio eBook Project Manager. The dates of the training will be determined after the enrollment process begins. Generally, Overdrive provides one training session for each topic for all interested member libraries. The Ohio eBook Project Manager also provides training via webinar(s). Both trainings are usually recorded for those unable to attend.

During Overdrive's training webinars the trainer will tell viewers to contact the Overdrive Project Manager with questions. *Please contact the Ohio eBook Project Manager, Mandy Knapp, before contacting Overdrive.* Overdrive is not aware of all policies for the consortium. There are certain features and products that the consortium as a whole has chosen not to utilize.

Memorandum of Understanding

Each member library of the Ohio eBook Project signs a Memorandum of Understanding (MOU) with the State Library of Ohio each year of participation in the consortium. This MOU outlines the minimum amount of money pledged to purchase items for use by all member libraries in the consortium. It also outlines policies and procedures such as the purchase of MARC records, digital content policies, volunteering staff for advisory committee and other groups as needed, and responsibilities of the Project Manager.

Inability or failure of a member library to meet the requirements of the MOU can result in removal of the library from the consortium.

If you or your library have questions about the MOU please contact the Ohio eBook Project Manager as soon as possible.

Pledge Amount

All member libraries are required to spend a minimum of 2% or \$1,000, whichever is greater of its annual collection budget for the effective period of the document.

This amount is not due up front. Instead of being due at the time of enrollment, libraries spend this amount on shared content during the MOU period.

If the MOU document period is for less than one (1) year, the minimum contribution amount will be pro-rated.

Here are some examples of pledge amounts:

Collection Budget	Contribution
\$38,367	\$1,000
\$52,854	\$1,057
\$175,369	\$3,507
\$238,596	\$4,771
\$763,354	\$15,267
\$1,283,957	\$25,679
\$1,746,723	\$34,934
\$2,365,472	\$47,309

MARC Records

Overdrive charges \$1.00-2.15 for each MARC record on new titles. If a library purchases a title that is new to the collection, that library is then billed for the amount of that

MARC record by Overdrive. If a library purchases additional copies of an already held title, there is no charge for a MARC record.

In keeping with current cataloging rules, audio versions of a title are in one MARC record while the eBook versions are in a different MARC record.

The member library agrees to pay for all materials and MARC records purchased through Overdrive upon receipt.

NOTE: MARC record payments are no longer attributed to the total contribution amount.

Authentication

As a member of the Ohio eBook Project, a library must maintain patron authentication between its ILS (integrated library system) and Overdrive (e.g. SIP, SIP2, NCIP, or Patron API, Overdrive's Library Card Manager.)

If your authentication changes (such as migrating to a new ILS) notify the Ohio eBook Project Manager before the change has been made to provide continuous service.

If your library's ILS is not SIP or API compatible you may be able to use Overdrive's Library Card Manager. This requires your library to upload all existing library cards and any new library card numbers to the Overdrive server.

Digital Content

As a member of the Ohio eBook Project Consortium, member libraries agree to share access to all digital content libraries purchase with all other Ohio eBook Project Member libraries. While member libraries are permitted to participate in the Overdrive Advantage Program, the Ohio eBook Project discourages libraries from participating.

If a member library decides at a future date they no longer wish to remain a member of the Ohio eBook Project all digital content purchased as a member library remains in the Ohio eBook Project collection.

Policies and Procedures

All member libraries agree to follow all current and future policies and procedures put forth by the Ohio eBook Project and State Library of Ohio at the time of implementation.

Project Leader Responsibilities

The State Library of Ohio is the project leader of the Ohio eBook Project. As such the State Library of Ohio agrees to pay the consortium's yearly project fee to Overdrive, Inc. The Project Coordinator will also monitor purchases to ensure members are meeting their pledged purchase amounts and oversee task forces and committees to advise the Ohio eBook Project.

Billing Information

The State Library of Ohio does not bill or collect money from enrolling or member libraries. All money is paid directly to Overdrive for content purchases and MARC record bills.

When a library first enrolls, the money is not due at the time of enrollment. The MOU amount is the minimum member libraries must spend on adding content to the shared collection. Invoices for these materials will come from Overdrive. The amount spent is tracked by the Ohio eBook Project Manager. Occasionally the Ohio eBook Project Manager will send reminders and/or updates to the amounts each library has spent towards its minimum contribution.

If you have purchased materials and have not yet received an invoice, please contact invoicing@Overdrive.com.

Committees

To assist with the management of the Ohio eBook Project, there are various committees member library staff can participate in, such as the Advisory Committee and Subcommittees.

Advisory Committee

The Ohio eBook Project Advisory Committee is charged with advising and counseling the State Library of Ohio on the implementation, development, and evaluation of the program.

Activities

- Develop long-range management plan for the Ohio eBook Project
- Evaluate and set policies for all aspects of the Ohio eBook Project
- Monitor digital book cataloging and MARC record delivery issues
- Set collection development priorities and guidelines
- Provide input on the Ohio eBook Project web site
- Evaluate the effectiveness of the Ohio eBook Project as a statewide project
- Develop policies to determine the yearly contributions of the Ohio eBook Project members to the Ohio eBook Project collection
- The Ohio eBook Project Advisory Committee may appoint task forces to assist with these activities.

Membership

The committee is comprised of twelve (12) persons from the member libraries as well as the Project Manager from the State Library of Ohio.

Terms are two (2) years in length. Persons may be eligible for re-appointment but may serve a term no longer than four (4) consecutive years.

Officers

The committee will consist of a chairperson, vice-chairperson and secretary. A chairperson and a vice chairperson will be elected at the first meeting following July of each year. The State Library of Ohio representative shall serve as Secretary of the Committee.

Vacancies

The State Library of Ohio shall appoint replacements to complete the term of members who resign or are removed before their term expires.

Meetings

The Advisory Committee shall meet at least one time per year with other meetings scheduled as deemed necessary. Members may be reimbursed for necessary travel expenses in accordance with State law and procedure.

Attendance

A member may be dismissed by the State Library of Ohio for missing two consecutive meetings and the State Library will appoint a replacement to fill out the term of the individual.

Subcommittees

Currently there are two subcommittees: Collection Development and Marketing/Branding/Website. Subcommittees are open to any staff member of any of the member libraries given they have their supervisor's permission and the primary contact for their library is aware of their involvement. There is currently no limit to the number of persons who can serve on the subcommittees.

Collection Development Subcommittee

The Collection Development Committee is tasked with assisting to develop a core collection for the consortium and developing collection development policies and other collection development related tasks.

Marketing/Branding/Website Subcommittee

The Marketing/Branding/Website committee is tasked with evaluating the brand and marketing for the Ohio eBook Project. This includes creating a newer fresher look for the consortium and providing suggestions for changes to the website.

Advocacy Subcommittee

The Advocacy Subcommittee is charged with communicating to patrons and other interested parties the unique circumstance of library ebook lending.

Collection Development Guidelines

Scope of Collection

The collection is broad, current, and popular. This collection is not concerned with being completely comprehensive and some subject areas are collected in greater depth than others, as a reflection of their current popularity. The Ohio eBook Project aims for a balance of popular materials and those in line with the institutional goals of public libraries. The materials chosen support general interest in a broad range of categories. This collection is intended to serve the general public instead of the needs of a researcher. Titles selected reflect contemporary significance over items of long-term significance.

The current focus of the collection is on popular genres in the fiction collection with an emphasis on romance, mystery, horror, inspirational, and science fiction, focusing on best sellers. Non-fiction materials consist of a mixture of bestselling titles covering popular subject areas as well as materials of an educational or instructional nature. Non-fiction subject areas include, but are not limited to; biographies, travel, business, health, computers, and historical materials. The collection intends to portray different viewpoints, values, philosophies, cultures, and religions in order to serve the varied statewide community. A variety of reading and comprehension levels are also represented in the collection, based on community need. This collection of popular materials supplements local library collections and the emphasis on large numbers of popular titles allows for less local spending on quickly out-of-date bestsellers.

Currently, the collection is comprised of ebooks, audiobooks, music and video. Materials of all types are selected to support a variety of computer systems and e-reader hardware in multiple prevailing formats in order to serve the differing needs of individual users.

These guidelines for collection development and ordering are in place to help the consortium build a dynamic collection that meets the needs of library users. As the number of libraries involved with selecting and ordering material increases, member libraries should be aware of how the collection is comprised and used.

The collection development committee recommends the following goals to assist the group in meeting patron demand:

Goal: Recommended maximum hold ratio on items is 4 (5 for audiobooks).

Goal: Lower the average wait period from 18 days to 14 days.

Actions that will help the group meet this goal are:

- Purchase items in demand, both high and low hold ratio
- Lower the recommended hold ratio to 4
- Utilize holds manager to fill holds
- Purchase multiple copies of popular materials during the initial purchase if possible
- Order regularly

Order regularly

Distributing spending throughout the year allows your library the flexibility to respond to demand and patron requests more easily. Try to evenly distribute spending throughout the year.

Selection Criteria

The following criteria are taken into consideration when selectors are choosing materials. An item need not meet all of the criteria to be selected.

- Identified, expressed, or anticipated need in the general community
- Availability of titles from vendors
- Contemporary significance, popular interest or permanent value
- Attention of critics and reviewers
- Prominence, authority, significance, and/or competence of author or creator
- Timeliness and accuracy of material including new editions of existing materials
- Relation to existing collections, such as titles in a series
- Statement of challenging, original, or alternative point of view
- Authenticity of historical, regional, or social setting
- Suitability of subject matter for youth
- Appropriate reading level for youth

Public demand for an author, title or subject is an important criterion. All requests from patrons for specific authors, titles or subjects will be considered.

Respond to patron demand

- Purchase materials that are:
 - In high demand, for example: the hold ratio is above 5
 - *Purchase materials that may have only a few holds.*
 - Many materials only have 1-2 holds on 1-2 copies of material.
 - Purchasing additional copies of these items with fewer holds will allow more of the collection to be readily available.
 - Examine reports and statistics for trends in use.
 - Turnover Rate Charts
 - The number of checkouts divided by the number of copies owned
 - The turnover rate is the average number of checkouts per copy
 - What is high circulating, but only a few copies/titles?
 - Activity Charts (by Subject)
 - See what subjects (or other areas) circulate the most
 - View Title Statistics
 - View the top 100 Subjects by checkout for a specific time period
 - Holds/Current Waiting List
 - View the "Reports" section of this document for more information about reports in Content Reserve.

Unavailable for Purchase

Title availability is another important consideration. Given the volatile world of digital rights and publishers, it is important to note that although titles may be available for purchase to consumers from various outlets, they may not be available to patrons because certain major publishers do not allow public libraries to purchase digital editions of titles for loan, and/or place embargos on new titles for a designated time period. Every library staff member purchasing digital material should be aware of publisher restrictions on the sale of digital media to libraries. The reasons behind these restrictions vary from publisher to publisher. Below is a list of current publishers who do not provide content to libraries.

- **Simon & Schuster**(eBooks):
- **Macmillan** (eBooks):
- **Hachette eBooks** (new titles)
- **BrillianceAudio Audiobooks**
- **Penguin** (eBooks and Audiobooks)

Abridged Works

As a rule, the purchase of abridged versions of titles is not recommended. Exceptions can be made on a case by case basis, if a high demand title is only available in an abridged format or if the title is a patron request.

Selection Tools

Selectors target items heavily used in print, items with high circulation numbers, items with a high number of holds, items with a large number of interlibrary loan requests, and items with recent publication dates. Additionally, user satisfaction and demand in similar subject/genre areas will also be given consideration.

Standard selection tools that may be used to identify items for selection are as follows: Standard collection lists, recommended lists, award lists, recommended/notable titles, and professional journal reviews. Professional journals given preference, along with any other nationally recognized library-oriented journals are as follows:

- Booklist
- School Library Journal
- Library Journal
- New York Times Book Review
- Publisher's Weekly
- VOYA (Voice of Youth Advocates)

Given the digital format of all materials in this collection, selectors must consider both content and form. Traditional library review sources, such as those listed above, are more than sufficient for the content of the material, though standard professional reviews for format of materials are, at times, lacking. Since well-written books do not necessarily transfer well to either audiobook or ebook format, selectors will make use of these format reviews as they become more readily available, though at times, selectors must rely on content reviews alone because of the lack of format reviews. Selectors will keep in mind ease of use and accessibility of selections.

Gift Policy

Given technical and licensing limitations as they stand today, the Ohio eBook Project is unable to accept gifts of personally purchased ebooks. Donated money for specific ebooks or audiobooks may be accepted through a member library, depending on that library's policy, though items must meet the selection criteria outlined above.

No conditions may be imposed relating to any gift either before or after its acceptance by the Ohio eBook Project with an understanding that donated materials are subject to the same selection, evaluation, and disposal criteria as material selected for purchase.

Weeding

Although a digital collection does not have the same space constraints of a physical collection, weeding is necessary to upgrade the collection in terms of usefulness, patron ease of searching and circulation statistics. Weeding also allows for greater review of the collection, helping to determine gaps and deficiencies, and assisting selectors in creating a collection that is more responsive to patron demand and

need. Since weeding a cooperative collection will affect a large number of libraries, any weeding project must be carefully coordinated and communicated to all partners prior to and during the process. The Project Manager will be responsible for facilitating the review of the digital collection on a yearly basis, and make recommendations to the OEP Advisory Committee on further actions to be taken.

Intellectual Freedom Statement

Ohio eBook Project Member Libraries have the right and obligation to respond to their patron's inquiries including material challenges. If a member library wishes to have a digital item considered for removal from the Ohio eBook Project's collection in response to a challenge, they should submit a request to the Advisory Committee for consideration.

Selection decisions are based on the merit of works as they relate to goals of the Ohio eBook Project. Works are selected to meet the expressed and anticipated needs of the statewide community. These works are inclusive of statewide cultures and opinions, not just the opinions of a particular community. Ohio eBook Project member libraries are located all across Ohio and work to ensure a balanced and fair collection. Variety and balance of opinion is sought in all digital formats.

Holds Manager

Holds manager is a tool provided by OverDrive that allows libraries to easily fill holds through an automated process. The tool runs periodically as set by the Collection Development Subcommittee and creates a list of titles to be purchased that have holds on them.

This includes:

- The format type to purchase
- The recommended hold ratio or number of holds for material
- How often the tool should run (daily, weekly, monthly)
- Set an allowance to purchase monthly
- Maximum number of copies to purchase per title
- If the tool should automatically purchase the material or if it should be saved to the work queue

Holds manager will help the group to:

- Lower the overall number of holds
- Lower the holds ratio
- Lower the wait time on popular titles
- Fill holds more quickly
- Fill holds regularly
- Allow libraries to focus on the overall collection building rather than filling holds

The holds manager works by allowing interested libraries to put money on account with OverDrive. A monthly spending allowance is set through the end of the year. All monies spent in holds manager are attributed to a member library's MOU obligation.

Purchases in the holds manager follow the Ohio eBook Project's Collection Development Policy. The materials purchased are based on overall holds and hold ratios. Lowering the number of holds and increasing availability benefits every member library in the Ohio eBook Project.

If your library has not contributed to the holds manager but are interested please contact the Project Manager.

Overdrive Advantage Policy

Overdrive Advantage is an Overdrive program that allows libraries within a consortium to purchase materials for use only by their patrons.

Purchases made with an Advantage Program account are not attributed to meeting the Ohio eBook Project MOU minimum contribution amount.

Advantage Policy

A library purchasing Advantage program titles must purchase similar titles for the consortium the same day as the Advantage Program titles following the guidelines below:

1. If the title being purchased by an Advantage library is not previously owned by the consortium as a whole, at least one (1) copy for the consortium must be purchased.
2. If the title is already owned by the consortium and the consortium hold ratio for that title and format is above five, the library purchasing copies with their Advantage account must purchase the same amount of the same copies of titles for the consortium (a one-to-one ratio).

This policy is effective as of April 11, 2011.

Ordering Materials

All materials for the Ohio eBook Project are ordered through Content Reserve: <http://www.contentreserve.com>. There are two places on the Content Reserve website to place orders: Marketplace and Collection Tools. Utilizing Collection Tools is recommended since users can create multiple lists, easily rename lists, and view more information about titles at a glance.

Turn off pop-up blockers.

Be aware that the Content Reserve website heavily utilizes pop-ups. Watch the top of your web browser for pop-ups or add *.contentreserve.com to your list of allowed sites. (To add the website in Internet Explorer, go to Tools -> Popup Blocker -> Popup Blocker Settings and add *.contentreserve.com to your list of allowed sites.)

It is recommended that Member libraries refer to the Collection Development Guidelines(available in this document) while preparing an order.

Things to remember:

- Turn off any pop-up blockers
- The Content Reserve website can *only* be used with Internet Explorer.

Empty orders older than two weeks, and ordering lists that have not been modified in three (3) months may be removed.

Reading an Item's Information

Marketplace and Collection Tools display titles for purchase differently. Collection Tools provides more information at a quick glance. Each item's description includes the total number of copies already owned, number of holds, number of copies checked out. Only Collection Tools provides the "Hold Ratio."

The Help
 Creators: Kathryn Stockett
 Account: Penguin Group (USA)
 Publisher: Penguin USA, Inc.
 Imprint: Berkley
 Pub. date: 02/10/2009
 SRP: 17.95 USD
 Grade Range: Grade 9 - Grade 12
 Languages: English
 Format Type: eBook

On other working list: 1 / 6
 Own: 80 / 103 Out: 67 / 65 Holds: 69 / 115

0 Update Cart

Total Holds = Advantage + Consortium

Total Holds Placed by Advantage Library Patrons

Total Holds Placed by Consortium Library Patrons

Total Copies accessible only to the Advantage Library that purchased them

Total Copies Accessible to Everyone

Total Copies Checked out to patrons of a non-Advantage library

Total Copies Checked out to patrons of an Advantage Library

Total Copies Checked out = 67 + 65

When viewing information about items, there is an odd fraction number. In the examples below "2/3" for purchased units: the first number is the total number of Advantage library copies; the second number is consortium copies: Advantage / Consortium. Advantage copies are purchased with Advantage accounts and are only accessible by patrons belonging to the library who purchased them.

Previously purchased, is the total number of copies already owned, so the consortium owns 3 copies of Smokin' Seventeen and two copies were purchased with Advantage accounts.

Units on another working list, is the total number of copies that are in other library's shopping carts or in a list created in collection tools. If you click the text a window will open listing the specific orders.

Copies checked out, is the total number of copies checked out

This number does not always equate the number owned due to the 3 day period to check out holds

Occasionally the total number checked out in the Advantage number will equal more than the total number of copies owned by Advantage libraries, this is because Advantage library patrons have access to both Advantage copies and consortium copies

Holds, is the total number of holds on titles (Advantage Patron Holds / Consortium patron holds)

Hold ratio, is the number of holds divided by the total number of copies – *the number displayed is not completely accurate*

The number displayed is not completely accurate because Advantage patrons have access to both Advantage and consortium copies, so they receive whichever copy becomes available first

Use best judgment when looking at this number, it is recommended to keep the hold ratio at 5 or below

Collection Tools



Smokin' Seventeen

Subtitle: A Stephanie Plum Novel
Format: Adobe EPUB eBook
Creators: Janet Evanovich
Pub Entity: Random House, Inc.
Publisher: Random House Publishing Group
Subjects: Fiction, Humor (Fiction), Mystery, Romance
SRP: 28.00 USD **Pub Date:** 06/21/2011

Previously purchased units: 2 / 3
Units on another working list: 2 / 3
Copies checked out: 2 / 0
Holds: 30 / 28
Hold ratio: 15 / 9.33
Current list units:

Marketplace



Smokin' Seventeen

A Stephanie Plum Novel
Janet Evanovich
[Random House Publishing Group](#)
From 28.00 USD



[Update Cart](#)

[On other working list: 4/3](#)
Own: 2/3 Out: 2/0 Holds: 30/28

*Marketplace does not include the "Hold ratio" information.

Maximum Access

The Ohio eBook Project currently has Maximum Access (always available) collections. If your library is interested in purchasing additional collections please contact the Ohio eBook Project Manager so they are aware of your purchase before doing so.

MARC Records and Cataloging

The Ohio eBook Project members are provided MARC Records to add to their local catalog to assist patrons in discovering digital content. These come in .mrc file format and are meant for bulk import.

Due to the variations between different ILS/catalog systems, the Project Manager is only able to offer limited support on adding these records to your system. If you have questions about your library's specific settings/instructions please contact your vendor or use the listserv to find a library with a similar ILS for assistance.

If it's your library's first time accessing MARC Records, you will first want to acquire the archive of MARC records that dates back to its inception in 2005.

After you have acquired any archived MARC records, you will then download more recent records on an ongoing basis.

**Please keep a list of records that you have previously added to avoid duplication within your catalog.

MARC Record Archive: OHIONET

The State Library of Ohio and OHIONET have an agreement that OHIONET will acquire and store the MARC records related to the Ohio eBook Project.

Please contact Mandy Knapp for ftp access information and password
aknapp@library.ohio.gov

Members will be notified via listserv when the password changes.

When an Ohio eBook Project member library is downloading MARC records for the first time they will need to first download the archive file:

"ohiod-YYYYMMDD_all_records_deduped.mrc"

(YYYYMMDD will be replaced with the date of the most current consolidation)

After the archive file is downloaded any new MARC records that have been added since that date are found in the "Updates" folder.

New MARC Records: OCLC

Overdrive contracts with OCLC to provide new MARC records to Ohio eBook Project Member libraries. Libraries can update their MARC records anytime after startup (at minimum, monthly is recommended) using the OCLC FTP server. Records are only stored on the OCLC servers for a limited time (60 days), so if your library has not updated in some time you may need to check the archive on the OHIONET server for anything you missed.

Please see Mandy Knapp aknapp@library.ohio.gov for ftp access information and password.

Removed Titles

Occasionally titles will be removed from the collection. This happens when Maximum Access collections expire, or are removed by Overdrive due to defect. (When removed due to defect, the purchasing library receives credit for the purchase.) After all records have been added to the local catalog these must be removed.

Please note:

Adding Ohio eBook Project MARC records to a library's catalog is optional, though highly encouraged as it helps increase circulation statistics.

The State Library does not offer training on importing MARC records, as this depends on local practice. These are standard OCLC MARC records, and when a library imports records from any source, there should be a local practice procedure. However, the Ohio eBook Project Manager may be able to connect you with a library with the same ILS that is currently using Ohio eBook Project MARC records.

*****Libraries in other physical consortiums that share a catalog may want to check with fellow consortium libraries before adding any records to a shared catalog.** This is so there are no duplicate records in a catalog, or in case not all members of the consortium are able to access the Ohio eBook Project. For example, if your library is the only library in the consortium that is a member of the Ohio eBook Project, patrons of the other consortium libraries would not be able to access the Ohio eBook Project. In this case, coding can be added locally to each MARC record to notate who has access.

Circulation

Checking items out from the Ohio eBook Project collection is much like physically checking a book out at a library. Each item can only be used by one patron at a time, a one-book-one-user model. Items can be placed on hold if they are currently checked out and patrons will receive an email when the item becomes available.

Other Accessible Collections

Member Library patrons also have access to collections in addition to the Ohio eBook Project. These include the SEO digital collection and Project Gutenberg titles. Titles in these collections are not integrated into the Ohio eBook Project digital catalog so patrons must access them via links on the Ohio eBook Project homepage. Enrolled libraries are also encouraged to link to these collections from their library websites.

SEO

The Ohio eBook Project has a reciprocal borrowing policy with the SEO consortium. This means Ohio eBook Project Member Library patrons can check items out from the SEO collection, and patrons of SEO libraries can check out Ohio eBook Project items. To access the SEO collection, visit the SEO site directly: <http://seoebook.seo.lib.oh.us>, or click the graphic link to the SEO collection on the Ohio eBook Project website.

Gutenberg Collection

The Ohio eBook Project also offers titles from the Gutenberg collection. These titles are in the public domain, never expire, and do not count against checkout limits. Gutenberg items are not integrated into the digital collection, but are instead offered as a standalone collection. The Gutenberg collection is accessible by a link on the Ohio eBook Project website. Currently, the link can be identified by the text "Always Available."

Circulation Policies

The Ohio eBook Project and the SEO collection have their own circulation policies.

Ohio eBook Project

- Patrons may checkout up to **10 items**
- Patrons may choose a **7 or 14 day** checkout period
- The only items in the collection that can be returned early are eBooks (PDF and EPUB) and only through the Adobe Digital Editions software.
- Patrons may place holds on up to **12 items**.
- Notifications are sent via the email address that the patron enters when placing the hold.
- Once the email is sent, patrons have **72 hours** to check out the title or the hold is passed on to the next patron in line for the item.
- Patrons may also place items on a digital "wish list."

SEO Collection

- Patrons of Ohio eBook Project member libraries are able to borrow from the SEO consortium's Digital Catalog and Download Center (<http://seoebook.seo.lib.oh.us>).
- Conversely, SEO patrons are able to borrow materials from the Ohio eBook Project.
- If an Ohio eBook Project patron can't find a title in the Ohio eBook Project collection, the patron can check SEO's collection. A link to the SEO collection is provided on the Ohio eBook Project website.
- Patrons may checkout up to **10 items**
- Patrons may choose a **7, 14 or 21 day** checkout period
- The only items in the collection that can be returned early are eBooks (PDF and EPUB) and only through the Adobe Digital Editions software.
- Patrons may place holds on up to **10 items**.
- Notifications are sent via the email address that the patron enters when placing the hold.
- Once the email is sent, patrons have **72 hours** to check out the title or the hold is passed on to the next patron in line for the item.
- Patrons may also place items on a digital "wish list."

Statistics and Reports

Statistics for circulation, purchases, patron access and more are available through Overdrive on the Content Reserve website: <http://www.contentreserve.com>.

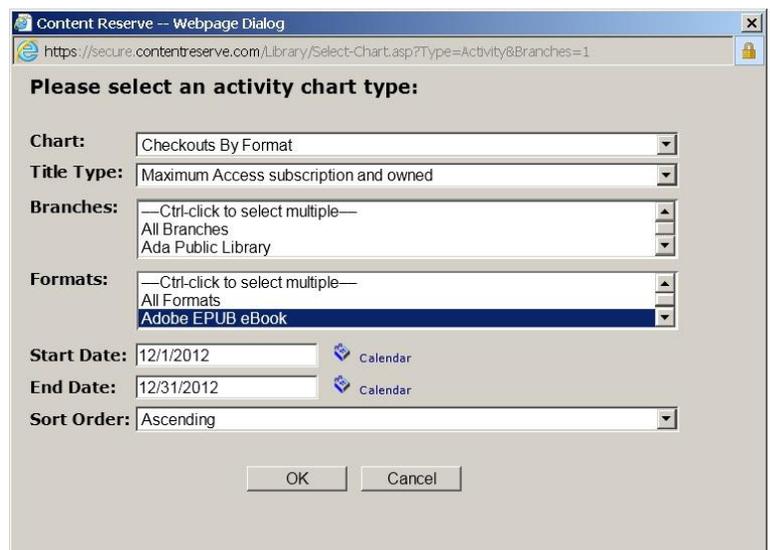
To access reports and statistics:

1. Log in to the Content Reserve website using your username and password.
 - a. If you are unsure of your username/password, please email oeplib@library.ohio.gov.
2. After logging into the website, click the "Reports" tab at the top of the page.

Circulation Reports

To access circulation reports for the Ohio eBook Project at any time follow the steps above to log into the Content Reserve website and navigate to the "Reports" tab.

1. Select "View Activity Charts"
2. Next select the limiters to narrow the generated report
 - a. Chart: how to sort the checkouts.
 - b. Title Type: select "Maximum Access subscription and owned"
 - i. Selecting "Owned titles only" will not include circulation on Maximum access titles
 - c. Select the formats you would like to view (hold the CTRL button to select multiple formats). Note that only by selecting "All Formats" can pending format selections be viewed
 - d. Start Date and End Date – select dates or leave empty to start at inception and/or end on the current date and time
 - e. Select your sort order.
 - f. Click "OK" to generate the report.



The screenshot shows a web browser window titled "Content Reserve -- Webpage Dialog" with the URL "https://secure.contentreserve.com/Library/Select-Chart.asp?Type=Activity&Branches=1". The main content area is a form titled "Please select an activity chart type:". The form includes the following fields and options:

- Chart:** A dropdown menu with "Checkouts By Format" selected.
- Title Type:** A dropdown menu with "Maximum Access subscription and owned" selected.
- Branches:** A list box with "All Branches" and "Ada Public Library" visible.
- Formats:** A list box with "All Formats" and "Adobe EPUB eBook" visible.
- Start Date:** A date field with "12/1/2012" and a "Calendar" icon.
- End Date:** A date field with "12/31/2012" and a "Calendar" icon.
- Sort Order:** A dropdown menu with "Ascending" selected.

At the bottom of the form are "OK" and "Cancel" buttons.

Holds Reports

Holds reports are used to help libraries determine what items are in demand for both their own library and the group as a whole. If your library primarily purchases holds please consider contributing to the Holds Manager.

Important Notes about Hold Reports

Please be aware that there are certain titles that the consortium owns that are no longer available for purchase. This was decided by the publishers, something that libraries currently have little control over. So if you see a title with an enormous number of holds on one or two copies, check the “Avail for Purch” column to see if the title is available for purchase or not. Many items that we are unable to purchase have a note on the website stating that there may be a long wait for that item.

Formats:

Overdrive has changed how the holds are displayed on different formats. Previously the Ohio eBook Project had to purchase copies of titles in each format; now by purchasing an “eBook” you have access to all formats that title is available in.

In the example below there are 15 holds on the Kindle format, and the consortium owns 2 eBook Copies. If you were to look only at that line, 11.5 would be incorrect for the hold ratio. But because there are holds on the other eBook formats available, the total holds on the eBook is 23. So there are 23 holds on 2 eBook copies or a hold ratio of 11.5.

Title	Author	Publisher	ISBN	Format	Owns	Ratio	First Active Hold	Avail for Purch	
World War Z	Max Brooks	Random House, Inc.		Kindle	15	2	11.5	09/26/2011	Yes
World War Z	Max Brooks	Random House, Inc.	9780307351937	EPUB	7	2	11.5	10/20/2011	Yes
World War Z	Max Brooks	Random House, Inc.	9780307351937	PDF	1	2	11.5	10/31/2011	Yes

Holds on HarperCollins Titles:

Currently the displayed hold ratio on HarperCollins titles is in debate. The mathematical equation that Overdrive uses to compute the holds ratio on HarperCollins titles is:

$$\text{Holds} / (\text{All units owned} + (\text{All Licensed checkouts used} / \text{All licensed checkouts per unit}) + 1)$$

This displays the hold ratio for many titles inappropriately:

Title	Author	Publisher	ISBN	Format	Holds	Owned	ChkLic Avail	ChkLic Used	Hold Ratio
The Black Lyon	Jude Deveraux	HarperCollins Publishers Inc.		Kindle	31	0	121	9	41 ⁺
The Black Lyon	Jude Deveraux	HarperCollins Publishers Inc.	9780062135773	EPUB	10	0	121	9	41 ⁺

In the above example the Ohio eBook Project owns five “copies” of *The Black Lyon* (130 licenses/26), yet the hold ratio is displayed as if we only own a single copy of the title.

Using Overdrive's Math:

- Holds / (All units owned + (All Licensed checkouts used / All licensed checkouts per unit) + 1)
 - $(31 + 10) / (0 + (9 / 121) + 1) = 41$
 - $41 / (0 + 0 + 1) = 41$ (Overdrive rounds all numbers down)
 - $41 / 1 = 41$
- In actuality, since the Ohio eBook Project owns five "copies" or five items with 26 licenses the hold ratio is actually 8.2, not 41. To find the number of copies the Ohio eBook Project actually owns, add the column "ChkLic Avail" plus the column "ChkLic Used" and divide by 26.

Pulling Hold Reports

1. Log into <http://www.contentreserve.com>
2. Click the "Reports" tab
3. Select "View Current Waiting List"
4. Select the type of website users are using when they place the holds
 - a. Standard is the standard full website
 - b. Mobile is the website users view when on mobile devices
 - c. In most cases you want to select "Both"
5. Select the library you would like to view holds for
 - a. *It is recommended to view the holds report for "All Branches" as well as selecting your own library to compare what your patrons have on hold to the rest of the group. This is because viewing the holds for only your library will not display the full hold ratio for the group. By comparing the reports, you can see the total number of holds.*
6. Select "Sort Order"
7. Click "OK" to generate
8. Once the report is generated, click the top of a column to sort by that column's information.
9. If you are familiar with Microsoft Excel, you can scroll to the bottom of the page and "Export to Excel" to sort by different columns
 - a. Or if you are an advanced user of Excel, you can compare the holds report for all libraries to your own library's holds.

Reading a Holds Report

- Hold Ratio: This is the total number of holds divided by the number of copies
- Avail for Purch: The item is available or not available for purchase on <http://www.contentreserve.com>
- Chk Lic Avail: The total number of checkouts left on a HarperCollins eBook Title
- Chk Lic Used: The total number of checkouts used on a HarperCollins eBook Title

Purchase Order History

The Purchase Order History report can be used to calculate how much your library has spent on materials or to see if an order has gone through.

1. Log into <http://www.contentreserve.com>
2. Click the "Reports" tab
3. Select "View Purchase Order History"

The oldest orders are listed at the top of the page and you'll need to scroll to the bottom of the page to see the latest orders.

If you are checking to see if your order went through, after submitting the order open the "View Purchase Order History" and your library should be listed at or near the bottom of the list.

If you want to calculate how much your library has spent this MOU period you can sort by "Submitted by" and scroll until you see your library's name. From there you manually add the total dollars spent between the MOU start and end period. Remember only the purchase of shared material is attributed towards meeting your library's MOU contribution.

You can also export the report to Excel (click the "Create Worksheet" button) and calculate spending if you are familiar with Excel.

Other Commonly Used Reports

The most often used sections are as follows:

Type	Section
Circulation	View Activity Charts View Gutenberg Activity Charts View Title Statistics
Holds	View Current Waiting List
Purchased items	View Purchased Title Report View Purchase Order History
Patron Information	Search Checkouts View New Patron Registrations View Patron Activity Charts

Please note that the Gutenberg circulation statistics cannot be broken down by individual library, as patrons are not required to sign in to download Gutenberg titles.

*Statistics for the annual federal statistics survey will be provided after the first of the year. Please contact the Project Manager for more details.

Training

Training

Initial training for staff members of Ohio eBook Project libraries is provided by Overdrive and the State Library of Ohio during the enrollment process. Topics covered include ordering, marketing, browsing and downloading, and consortium policies.

Overdrive also has a month of training once a year and member libraries will receive a notice when this is available. There are also numerous walkthroughs and slideshows available from Overdrive on the company website (<http://www.Overdrive.com>) and Content Reserve website.

The Ohio eBook Project Manager is available for a hands-on session with your staff. The Project Manager will show staff how to use the different software programs involved with the Ohio eBook Project and demonstrate transferring and using content on eReaders and audio devices as well as how to use Overdrive's Mobile Apps. Please contact the Project Manager for more information.

Support

If at any time a staff member is unsure how to use a feature, has a question, or needs further explanation, do not hesitate to contact the Ohio eBook Project Manager.

The Project Manager will add and maintain support documents periodically to the following websites:

<http://library.ohio.gov/IT/ebook/resources>

<http://oh.webjunction.org/ohioebook>

Technology Information

A traditional desktop or laptop computer is needed to transfer Ohio eBook Project content to most portable devices including eReaders. Currently, the only application/devices that allow downloading directly to the device is the Overdrive Media Console App for Apple, Android, Blackberry and Windows devices and Amazon Kindle devices (except for Penguin titles).

More detailed information about the formats, software and devices can be found in the "Providing Support" document.

Formats

The Ohio eBook Project offers many formats for purchase and download. Each has different properties and usage restrictions.

Overdrive READ

This eBook format allows for in-browser reading. If the patron is using Internet Explorer (IE) 7 and in some cases, Internet Explorer (IE)9, the Google Chrome Frame plugin will have to be installed in order to use this feature.

Adobe EPUB/Open EPUB

This eBook format is the most compatible format for eBooks. As an industry standard it can be used on computers, eReaders, and with Overdrive Media Console Mobile Application. The text is designed to re-flow when you change the size or spacing so there is no extra scrolling. Open EPUB eBooks are DRM free.

Adobe PDF/Open PDF

Adobe PDFs display much like other PDFs on your computer. Text cannot be resized; it is static. Text can only zoomed in or out so often there is a need to scroll the window to read. This format preserves original design and layout of books. It is compatible on computers and eReaders, but is not compatible with Overdrive Media Console Mobile Application. Open PDF eBooks are DRM free.

Mobipocket

The Mobipocket format is no longer supported.

MP3

This audiobook format is DRM-free and can be played on all computer types and devices.

WMA

This audiobook format, Windows Media Audio (WMA), is DRM-protected and can only be played on Windows computers, but can still be transferred to many compatible audio devices. WMA is compatible with Apple devices, but only if the content is transferred via a desktop or laptop computer using the Overdrive Media Console software.

Overdrive Music

Overdrive music is available in WMA format and can sometimes be transferred to compatible devices or burned to CD depending on the each publisher's permission settings.

Overdrive Video

Digital video is provided to patrons in Windows Media Video (WMV) format. Users need to install Overdrive Media Console to view videos and these are not compatible with Macintosh computers.

Devices

A list of compatible devices for eBooks and audiobooks is available at:

<http://Overdrive.com/resources/drc/>

A list of incompatible devices is available at:

<http://Overdrive.com/resources/drc/incompatibleddevices.aspx>

*Note that there are numerous portable devices for all formats of digital media and all may not be listed. Please refer to the device's documentation and support if your device is not on the list of compatible or incompatible devices.

If a library is interested in a demonstration of some popular devices, please contact the Ohio eBook Project Manager.

Software

Overdrive Media Console

<http://Overdrive.com/Software/omc/>

Overdrive Media Console is required to listen to audiobooks as well as transfer them to devices. Other software such as iTunes or Zune applications is needed to transfer to some portable audio devices.

Adobe Digital Editions

<http://www.adobe.com/products/digitaleditions/>

Adobe Digital Editions is required to open and read Adobe EPUB and PDF eBooks on your computer as well as to transfer them to eReader devices.

Overdrive Media Console Mobile App

Overdrive provides mobile applications for Apple, Android, Blackberry, Kindle Fire, Nook Tablet, and Windows Phone 7 devices.

Overdrive Download Station

Downloading Ohio eBook Project media is not allowed on library computers unless the library has installed the Overdrive Download Station.

Downloading is allowed within the library if a patron is using a personal laptop or device with the library's wireless connection. Downloading is permitted on library owned computers only if the computer and files will be used by a staff member for personal use and staff training.

NOTE: The Download Station only works for audiobook formats (WMA and MP3). It CANNOT download and transfer eBooks (Adobe EPUB, Adobe PDF and Mobipocket formats).

All Ohio eBook Project Member libraries can install Download Stations to any public computer within their library at no cost. Please contact Mandy Knapp, Ohio eBook Project Manager for more information on how to do this.

Glossary

Activation – authorizing the Adobe Digital Editions software, eReaders or mobile devices with a valid Adobe ID for use with EPUB and PDF eBooks.

Adobe EPUB (EPUB) – This eBook format is the most popular and device compatible format for eBooks. As an industry standard it can be used on computers, eReaders, and with Overdrive Media Console Mobile Application. The text is designed to re-flow when you change the size or spacing so there is no extra scrolling. Open EPUB eBooks are DRM free.

Adobe Digital Editions – Software used to read EPUB, PDF, Open EPUB and Open PDF eBooks on a personal computer or laptop. This software is also used to transfer the listed eBook formats to many eReader devices.

Adobe ID – an account setup on Adobe.com that is used to activate Adobe Digital Editions, various eReader and mobile devices for use with DRM protected EPUB and PDF files.

Adobe PDF (PDF) – Adobe PDFs display much like other PDFs on your computer. Text cannot be resized. It is static and it can only zoomed in or out so often there is a need to scroll the window to read. This format preserves original design and layout of books. It is compatible on computers and eReaders, but is not compatible with Overdrive Media Console Mobile Application. Open PDF eBooks are DRM free.

Advantage Program – A program created by Overdrive that allows libraries in consortiums to purchase materials for use only by their patrons. *The Ohio eBook Project strongly discourages member libraries from participating in this program.*

Audiobook – A book that is spoken and recorded to listen to rather than read.

Authentication (during enrollment) – authentication is when Overdrive servers check to make sure a patron attempting to login is a real library patron by querying your ILS/catalog system that the account information is valid and not blocked. Libraries that do not have SIP or API related use Library Card Manager

Bluefire Reader – a mobile application for digital books that works on Apple and Android devices. This software is not supported by Overdrive but works with both EPUB and PDF format eBooks.

Collection Tools – part of the Content Reserve website that is used for ordering digital materials.

Content Reserve – the library staff backend to the Overdrive product. From this site library staff can order digital materials, find reports, and view other library only information from Overdrive.

Download Standing Order Plan (DSOP) – is a tool that will automatically purchase titles for a library each month based on different criteria. Due to the current organization of the consortium, it was decided to not participate in this.

DRM – Digital Rights Management, this is the computer programming that keeps digital materials from being copied, misused and distributed to more than one user at a time.

eBook – a book that has been digitized for reading on computers, eReaders and mobile devices.

Enrollment – the process through which new Member libraries learn about the consortium, setup authentication with Overdrive, and become familiar with the services.

Holds Manager – a tool that will automatically make purchases of titles when there are X number of holds, the holds ratio (#holds/#titles) reaches a certain number.

Holds Ratio – the total number of holds divided by the number of copies, or the total number of holds for one copy of a title.

Holds Report – a report available on Content Reserve that lists all titles with holds and includes the title, author, publisher, ISBN, total number of copies, the total number of holds and the hold ratio for each title.

ILS – Integrated Library System, or the library's catalog and circulation software.

Kindle – the eBook format that is compatible with Amazon Kindle devices. This format does not work with other eReader devices

Library Card Manager – an alternative authentication method for libraries that do not have SIP or API compatibility with their ILS/Catalog. Instead of connecting virtually, libraries upload all valid patron barcode numbers.

Marketplace – part of the Content Reserve website that allows libraries to browse and purchase digital materials.

Member Library – a library that is part of the Ohio eBook Project consortium.

Memorandum of Understanding (MOU) – an agreement between a Member Library and the State Library of Ohio that outlines the amount a library is required to spend as well as other consortium policies and guidelines.

Mobipocket (MOBI) – an eBook format that was previously, but no longer offered by Overdrive.

MP3 – a digital audio file format that is used with audiobooks on the Ohio eBook Project.

OAB – Overdrive's abbreviation for WMA audiobook files.

OMA – Overdrive's abbreviation for MP3 audiobook files.

Overdrive, Inc. – the vendor that supplies hosting, software and content for the Ohio eBook Project.

Overdrive Advantage (see Advantage Program)

Overdrive Download Station – a piece of software that can be installed on library computers that allows patrons to download and transfer audiobooks to devices within the library. It is NOT currently compatible with eBooks.

Overdrive Media Console – Overdrive provided software that is used with MP3 and WMA audiobooks on desktop computers, and is also a mobile application that works with EPUB and MP3 files on mobile devices.

ODM – Overdrive Music file

ODV – Overdrive Video file

Ordering Schedule – libraries have the option of entering information on an ordering schedule to help monitor purchases and spread spending throughout the year.

Pledge – the minimum amount of money libraries are required to spend on digital content for the shared collection.

Project Manager – Ohio eBook Project – a contact at the State Library of Ohio that helps monitor purchases, spending, collection development, support and communication between the Member libraries and Overdrive.

Project Manager – Overdrive – the consortium's main contact at Overdrive that will help assist with questions regarding Overdrive services.

Schedule C – the agreement between Member libraries and Overdrive.

SEO Digital Consortium – the SEO library consortium's digital collection, which the Ohio eBook Project shares reciprocal borrowing privileges with.

State Library of Ohio – the organization that acts as Project Leader and provides a project manager to help manage the consortium, negotiates contract terms with Overdrive and pays the administrative fees for the consortium.

WMA – Windows Media Audio file, both audiobooks and music are offered in this DRM protected format.