

Digital access solutions

Report on investigations for possible pilot studies

December 2016

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“Digital access solutions - Report on investigations for possible pilot studies”

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Contents

Executive summary	4
Background	6
Call for participation	8
The problem titles: initial findings	9
Problems defined as use cases	11
Library workflows	11
Viewing the data from an industry perspective	15
Looking at the data in more detail	17
Size and extent of the problems	21
Consideration of possible solutions	22
Available in print only	23
Available as e-book but...	24
Unavailable in either print or e-book (out of commerce)	24
Special requirements	25
Possible next steps	26
Titles found to be available	26
Titles not available - out of commerce	26
Widening access: format issues	27
Summary of problems and next steps	28
Lessons learned	31
Appendix	32

Executive summary

This project forms part of the wider, second stage of work on the **National Monograph Strategy**¹ (NMS), a co-design initiative with Research Libraries UK (RLUK) and the Society of College, National and University Libraries (SCONUL).

Two of the recommendations from the **National Monograph Strategy roadmap**² focused on identifying a digitisation and licensing strategy at national level to ensure increased access to monographs that are not currently available in digital format, ie as e-books. Following this call for digitisation and licensing, we wanted to establish what the priorities should be either for digitising existing print books or for providing better access to available collections of digital books. After initial informal discussions with a range of stakeholders, we decided that we needed some real data to work with and we announced a call for participation (CFP) for higher education institution (HEI) libraries to take part in the Digital Access Pilot project. This project was run as part of the wider National Bibliographic Knowledgebase (NBK) project, which was overseen by the Bibliographic Data Oversight Group (BIBDOG) with representatives of RLUK, SCONUL and the British Library (BL).

The Digital Access Pilot project consisted of ten libraries representing a broad spectrum of the different types of university library, who were willing to provide lists of titles and to indicate the nature of the problem based on

pre-defined categories. The project produced over 1000 titles, boiling down the problem areas as 'available in print only', 'out of commerce' and 'available as e-book, but...'

We also asked for the reason for the need (reading list, academic research, preservation or 'other' such as accessibility) and an initial idea of the sort of use they required - such as on-campus only, remote access, for single users or multiple concurrent users. We asked them to work with us more closely to expound and explain strategic and operational priorities and issues, so that we could establish how best to proceed.

From the sample gathered for this pilot work reading list use was the pressing need for their patrons (80% were requested for reading lists, 17% for academic research, and 3% for preservation or other purposes). The most frequent problem was that no digital version of the title was available to them. There were many frustrations around the fact that most libraries had policies to move from acquiring resources in print to digital but, even where book content was supposedly available, it often turned out

that it was not suitable to meet their (and their patrons') needs. Modern university libraries require remote access for large numbers of concurrent users, with fewer authentication steps and more flexible digital rights management (DRM) to satisfy student demand and discourage use of illegal sources of content. The most frequent problem was that titles requested were not available to libraries as e-books, even though most of the sample of problem titles were available in either print or an unsuitable digital format. This has led to libraries making more print purchases than they would like, simply to provide something for student use.

Since the majority of titles requested were published since 1990 they are in copyright and using them in a different way requires the permission of the publishing rights holder. There is no straightforward way to establish who the rights holders are and no obvious, efficient method of requesting permission for something other than on a title-by-title basis. There were more than 275 different publishers of the titles in the sample, although 25 publishers accounted for more than half the titles.

Our work to construct pilot tests and find possible solutions to these problems is ongoing. Working with publishers (or their associations) appears to be a logical next step since at least three-quarters of the titles were available in some format (the availability of a title varies over time as did the proportions of available titles in this sample). Solutions will depend on the title's type of availability: out of commerce, in print only, or available as e-book but problematic.

Libraries consider these problems of high importance strategically even though, as a proportion of the number of titles acquired overall, the problem titles form only a small proportion. This is due to the potential number of students who require each of the resources, the growth of distance learning courses where students have different requirements to those on campus-based courses, and the need to improve student satisfaction with the library in general. It is also for these reasons that libraries may consider the issues to be more important than the publishing industry may believe them to be if they look at 'market failure'. The content may be available, but the market is failing to provide the content in the forms libraries require.

[1]

- 1 Monograph Solutions
<https://monographs.jiscinvolve.org/wp>
- 2 A National Monograph Strategy
<http://ji.sc/NMS-roadmap>

Background

This work derives from the **National Monograph Strategy roadmap**³ dated September 2014. It contains a number of high-level aspirations that reflect the problems and concerns of the higher education (HE) sector about managing library collections, particularly with regard to provision for research.

There were seven specific recommendations:

- » A new 'knowledge base' to provide bibliographic and other information at a title level
- » A service to measure impact
- » A new publishing platform
- » Testing of new business models
- » A digitisation strategy
- » A new national license for monographs
- » A think-tank to provide a range of views from across the various stakeholders

This particular strand of the second phase of work makes progress towards provision of a licensing strategy and digitisation strategy, since both are needed to achieve

better access to monographs in a digital format. They are also both linked to the National Bibliographic Knowledgebase (NBK); information about what is available - and where - and what is available theoretically but may not be available under current licensing arrangements, is required to inform us about what should be digitised. To make progress towards the various goals outlined, we needed to identify more detail around the problems faced by libraries, and find out what their priority needs were. With this information we could ensure that we addressed the most important issues for the greatest number of libraries and their patrons so that we could take an evidence-based approach to any solutions identified. The work reported here constitutes just one of several strands in this second stage of the project and it is interconnected with the other strands rather than being a stand-alone project. In particular, it aimed to address the call for 'a national digitisation strategy and national licence strategy for monographs' in the roadmap.

We first gathered some informal opinions from librarians in a range of different Higher Education Institutions (HEIs)

about the issues they faced in their day-to-day work managing collections and providing resources for users. We asked specifically about issues of space, weeding collections, preservation, acquiring new books and readers' expectations. We discovered that libraries usually had policies to streamline these processes and these dictated how these issues were tackled because the number of subject specialist librarians has been reduced. This provided us with some hints:

- » Space was an issue and regular weeding based on usage was carried out, supported by a strong preference to acquire new material as e-books wherever possible
- » Unless the library had a specific role in preservation, this was not usually considered when weeding
- » Although research use of books was strong in some disciplines, the majority of requests to acquire new books came from academics for reading list use
- » Print was still purchased widely despite policies to buy e-books because suitable e-books were not available
- » For most libraries, time constraints resulted in the most expedient solution being adopted because information on availability could be difficult to find

It was clear that, since the report in 2014, the situation had not resolved and problems were still being experienced. However, we needed to check the anecdotal conclusions

above, and gather some evidence about actual titles and their characteristics such as their age, probable rights status, publisher, the extent and details of the different problems. This would then enable us to consider how best to assist in providing libraries with better access to digital versions of the books they sought, because many of the possible solutions would be governed by what was allowed under UK copyright law or be in the gift of those who held the rights to the content in question.

[1]

3 A National Monograph Strategy
<http://ji.sc/NMS-roadmap>

Call for participation

We decided that we needed to enlist the help of librarians more formally, so that we could gather a sample set of real titles where problems had been experienced and present this evidence to suppliers, publishers and others in the supply chain when seeking possible solutions. Further, we wanted to ensure that we consulted a representative sample of those we hoped to help in both designing any potential solutions, and in hearing the details of the issues and problems raised. This would assist us in finding resolutions that were of the most use to the most people.

We circulated an open call for participation in the project by all UK HEI libraries on email lists and posted in the **Monograph Solutions blog**⁴ asking for details of the kind of problems they experienced in this context, what needs the library wished to fulfil, and also for a short list of example titles. The call outlined the reasons we had embarked on the project, and explained that we were looking for two participants from each HEI (one at a strategic level and one in regular contact with patrons to ensure both policy and everyday issues were covered) who could participate in at least two webinars and two workshops and supply a second, longer list of exemplar monograph titles. The definition of a 'monograph' can be varied; sometimes with references to 'short' or 'comprehensive' and sometimes including the number of authors. For example, the Concise OED (11th edition) defines it simply as 'a detailed written study of a single specialised subject' which leaves open to interpretation what constitutes single and specialised. After discussion we decided to be as inclusive as possible so that we could discover where the biggest difficulties occurred since we had no idea of the extent or nature of problem titles at this stage. We decided to define what we wanted as an academic book that was not a core textbook:

"At this stage we are adopting a broad definition in order to get more information about libraries' needs. We include most types of academic book but it must not be a core textbook. A core textbook is defined as something written specifically to serve the needs of students and lecturers following a course. There are no other restrictions since we would like to know what sort of books libraries would prioritise above others."

(Colbron, 2015) (<http://bit.ly/monograph-solutions>)

The decision to exclude textbooks was taken because of separate work being undertaken by Jisc Collections in the area of textbook licensing.

From the responses to our call, we selected ten HEIs to work with us more closely. We wanted a range of different universities with different needs and priorities ranging from research intensive to small and specialist or vocational institutions.

We wanted to explore different kinds of problems, differing needs of patrons and different institutional priorities. The ten HEIs were:

- » Durham University
- » Royal Conservatoire of Scotland
- » University of the Arts, London
- » University of East London
- » University of Glasgow
- » University of Manchester
- » University of Portsmouth
- » University of St Andrews
- » University of Sussex
- » University of York

[1]

4 Investigating access barriers to monographs in digital form – a call for participation
http://ji.sc/Investigating_Access_Barriers

The problem titles: initial findings

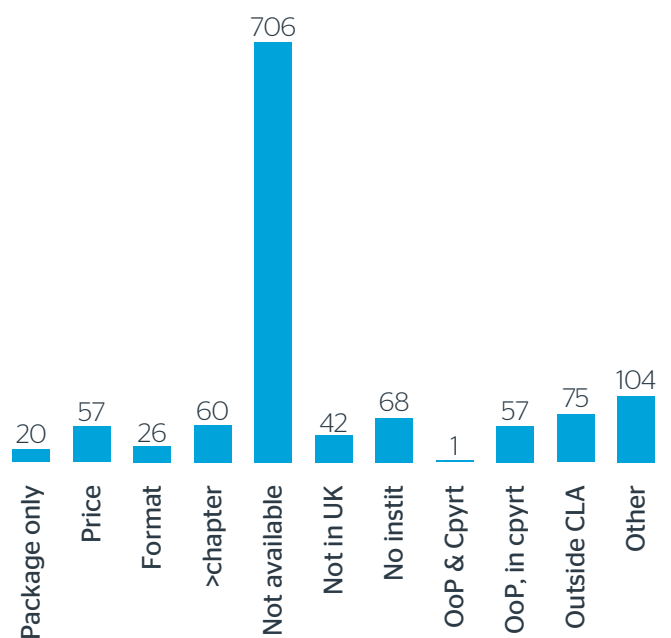
The initial request for lists of problem titles produced over 1200 examples. We asked the libraries to indicate the problem for each by selecting a category, derived from the responses to the CFP. We also asked for the reason for the need (reading list, research, preservation or 'other' such as accessibility) and an initial idea of the sort of use they required, such as on-campus only, remote access, for single users or multiple concurrent users. This was because some of the problems brought to the table involved not simply the need for any e-book, but an e-book that was useful in the context of their particular situation. This might be because of distance learning for example, but we were also aware of issues to do with access for disabled students, or specialist disciplines with non-standard needs that are currently not served in the initial workflows creating e-books; these are generally dealt with on a case by case basis post-publication. Recent exceptions to copyright law in the UK such as the 2014 'dedicated terminals' amendment to the **Copyright, Designs and Patents Act 1988**⁵ already provide for the making and even sharing of digital copies of books, but only under particular, restricted conditions and we were interested to gauge how useful this might be to them.

The sample data reported here were not collected systematically by the participating institutions. Some libraries may not keep lists of titles routinely where they were unable to fulfil the original request, or they may do so in some faculties for instance, but not in others. We felt that in order to make more rapid progress we did not need to be rigorous at this stage. It was more important to use the sample data supplied by the participating libraries as a more general indication of the likely problem areas, and the extent and nature of the problems most commonly experienced. We then needed to de-duplicate titles and make sure the lists were as intended by the libraries. We were aware that some titles appeared to be textbooks, but these were not excluded initially in order get the widest possible view of the issues. More information about the data sets is in the appendix.

As **Figure 1** shows, by far the biggest problem was that titles the libraries wanted as an e-book were simply not available.

Figure 1: Library categorised titles

We asked libraries to choose the main problem they had experienced for each title from the options below:



Package only	The title is only available as e-book as part of a larger package
Price	The price is too high
Format	The type of digital format (pdf, epub, etc.) is unsuitable
>chapter	More than one chapter is needed from this book
Not available	No e-book is available at all
Not in the UK	There is no e-book available in the UK
No institut	No institutional licence available
OoP & cpyrt	Out of print and copyright
OoP, In-cpyrt	Out of print and in copyright
Outside CLA	The title is outside the current Copyright Licensing Agency (CLA) licence
Other	A different problem to the ones listed
N=1216	See appendix for explanation of data sets

[1]

⁵ Copyright, Designs and Patents Act 1988
<http://ji.sc/copyright-designs-patents-act-1988>

The other problems, although each much smaller, did account together for a large portion of the data, as **Figure 2** illustrates.

The initial analysis also showed that these titles were mostly to fulfil reading list requests (80%). 17% were for research, and 3% were for preservation, accessibility or other purposes.

This reliance on reading list usage was reflected in the numbers of concurrent users they chose, with more concurrent users preferred over fewer, 72% for five to greater than 50 concurrent users. In contrast only 18% of titles were required for one to five concurrent users, a typical research use profile. **Figure 3** shows this in more detail.

We also asked about access. No titles were required for the option 'in library only' use, or for 'non-UK only remote access'. The other two options were 'remote access, UK only' and 'remote access UK and rest of the world'. Libraries indicated that two-thirds of the titles were required for remote access in UK and the rest of the world, and one-third for remote access in the UK only. Of those titles required for 'remote access UK and rest of the world', 75% were in the five to greater than 50 concurrent users categories. Within those categories 'remote access UK and rest of the world' was required for 50% of five to 50 concurrent users. 97% of titles for greater than 50 concurrent users required 'remote access UK and rest of the world.' This points to both the numbers of concurrent users and the geographic requirements for access as barriers to current availability.

The picture that emerged was that libraries prefer the most flexible options for the greatest number of users, with the most reliable continuous access possible. They accept that on occasion something less than desirable will have to be accepted but prefer to keep these instances to a minimum, even though budgets are restricted.

We next wanted to clarify and confirm what these results seemed to indicate and held two face to face workshops during which we delved more deeply into the nature of the problems, asked which were the highest priority, and related

them to library workflows. The use cases in the next section, derived from the data supplied by the libraries and discussions in the workshops, illustrate typical problems in context.

Figure 2: Titles categorised by problem

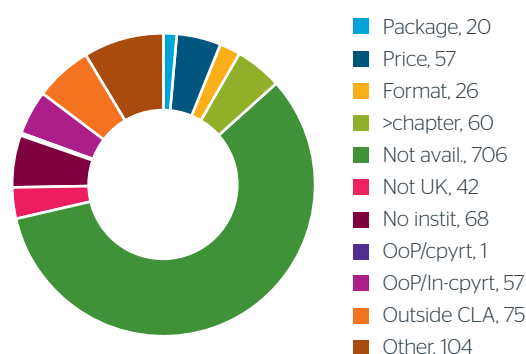


Figure 3: Primary use

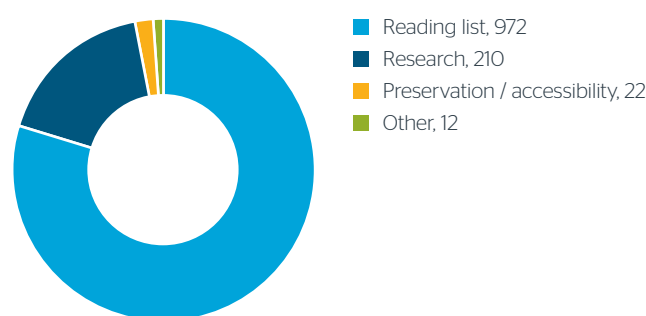
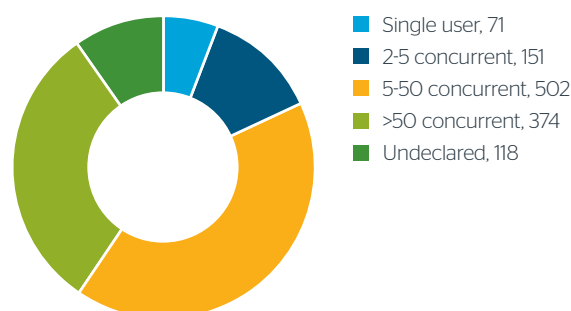


Figure 4: Users



N=1216 (see appendix for explanation of data sets)

Problems defined as use cases

“Students arrive at university today expecting to have all the learning resources required for their course available to them at no extra cost.”

Librarian with e-book provision responsibilities

Although we tried to anticipate some possible problems in advance of our first workshop as a way of providing strawman propositions, it was clear when speaking to librarians in more detail that, so far as libraries are concerned, the current market is not offering them what they require to provide a modern service to their patrons. Print copies are purchased in cases where the preferred option would be digital, if a suitable version was available to them. Libraries acknowledge that publishers and others in the supply chain need to make a profit, but feel that there is a lack of transparency and an unhelpful array of different business models, inequitable pricing options, suppliers, formats and platforms. This leads to confusion when trying to acquire content, in managing their collections and solving their users' problems.

Digital books may be more versatile in many ways than print books but require a platform to host the content and deliver it to readers. Most of the larger publishers have developed their own platforms, as have the content aggregators. Libraries pay fees for the platforms they use in addition to the cost of the content and have to be able to instruct users on how to access them. Content aggregators offer a big range of different content from many publishers, and each platform has strengths and weaknesses as well as differences in pricing and licensing structures and technical issues such as authentication procedures for users. Libraries have to manage all these issues in addition to their physical stock. Running lots of different platforms and interacting with many suppliers is therefore not cost-effective for them.

One of the reasons publishers have for applying different terms and conditions to different categories of book is

that they see some as more likely to be pirated, than others. Librarians however, have no way to find out which of the titles requested by academics are likely to be in which category, as they work from bibliographic data only. This helps to fuel the confusion experienced by librarians and readers alike.

Library workflows

The use cases and remarks below are derived mainly from the aggregated notes from the discussions of the groups in the two workshops (eight groups in all), with a few details added from initial conversations with librarians.

We used the opportunity of the workshops to learn more about library workflows and policies to provide a better insight into problem areas. Obviously, these vary between libraries to some extent but there are many parallels between them. Most libraries acquire new content in digital format where available, because it is likely to give better access to students and saves physical storage space, which is limited.

For most libraries, acquiring content to satisfy requests for reading lists from academics is the top priority (80%). Research provision is also important, but less so (19%). The concept of developing a collection in a particular area and having subject specialist librarians is much less common nowadays.

Reading lists are collected each term either using software such as Talis Aspire or similar, or via a university-specific system. In most universities there are deadlines, but these are not enforced and requests can come in over the entire year which libraries will try to fulfil if budget is available.

Books are categorised according to 'essential' or another status, but it is only 'essential; reading' that is likely to be acquired due to budget restrictions.

Use case 1: acquiring book content for the reading list at a mainstream HEI, no institutional licence available

A library assistant works with lists generated by teaching academics to source items marked as 'essential reading' for the undergraduate courses in the department/school/faculty. She acquires as many titles as possible up to the budget limit by checking the two regular suppliers (both aggregators) approved by the HEI. She works within library policy guidelines to make any choices there may be such as choosing a digital version over print copies where offered, and prioritising purchase or perpetual access over time-limited access, and within price per user limits. Most of the titles requested can also be delivered within the time required by the library to serve the course needs, but a proportion are left. They include a title where she has ordered two print copies because there was no digital version available, for a course of 40 undergraduates. Policy states that print copies may be ordered in these circumstances, but are restricted to a maximum of one copy per 15 students due to limited physical storage in the library, so there would need to be 45 students or more to source a third copy.

The academic supplied details of the digital version and it is at the top of the list for that course, but it is only available to individual purchasers. Neither supplier offers the e-book with an institutional licence for library use. This title is flagged as one where a digital copy would be preferred to serve the needs of the patrons better. The print usage is monitored and checks made to see if a suitable institutional licence becomes available.

Use case 1a: acquiring book content for the reading list at a mainstream HEI

In our sample, the majority of titles fell within the above use case in all respects except that only a print version was available (no e-book of any description was available).

Use case 2: acquiring book content for the reading list at a mainstream HEI, title available as e-book

Details of this case are the same as use case one, but the library assistant finds on checking the two suppliers that the title is available to institutions but only as single-user licences. One supplier offers this option for £250, the other for £270. At this library single-user licences are only permitted under special circumstances and the price exceeds the maximum price permitted. The library purchases two print copies instead priced at £55 per copy.

Use case 3: acquiring book content for the reading list at a mainstream HEI, title available as e-book

Details of this case are the same as use case two except that the 40 undergraduates are located at the other campus of the university which is 20 miles away and does not have physical library facilities, so that purchasing the print copies is not a viable option. Furthermore, neither supplier can offer the single-user licences for remote access at another campus so this option is not viable either. The title is therefore flagged as unavailable. Anecdotal evidence later suggests students here are obtaining access to digital copies illegally.

Use case 3a

All details are the same as use case 3, but the 40 students are located in China and are enrolled on a university distance learning course operated from the UK.

Use case 4: acquiring book content for the reading list at a mainstream HEI, available as e-book, complexity of options

Details of this case are the same as use case one, except that the title is available as an e-book for institutional purchase. This HEI is a member of a purchasing consortium and the agreement stipulates the three preferred suppliers must be considered before the library considers other sources.

The library assistant cannot answer the question about which option would be most suitable for their needs,

because she hasn't sufficient information about the way the title is likely to be used on the course. This makes the comparison between single-user licences and the purchase of credits (one credit is equivalent to a download for 24 hours or part of 24 hours) impossible. The title is purchased in print and usage monitored with a view to obtaining the best option at a later date.

Use case 5: acquiring book content for the reading list at a mainstream HEI, title unavailable

Details of this case are the same as use case one, but the bibliographic details supplied by the academic refer to a print book published in 1996. There is neither a digital version nor print copies available from either supplier so the title is flagged as unavailable. Later on, a check of **COPAC**⁶ reveals six HEIs hold one or two print copies each of this title, and the title is available through inter-library loan (ILL). Records show that a print copy of the book was in the library's collection from 1997-2009, but this copy can no longer be located. It is also discovered that Talis Aspire has one chapter copied and stored under the **Copyright Licensing Agency (CLA)**⁷ licence from this title for use on the same course.

Use case 6: acquiring book content for the reading list at a mainstream HEI, title unavailable according to supplier databases

Details of this case are the same as use case one except that the academic has supplied details of a digital publication dated 2012, but it is not listed by either of the preferred suppliers. Since neither supplier has the title listed it is flagged as unavailable. Subsequent checks reveal that other suppliers cannot supply the title either, but it is available open access (OA) for all educational purposes.

Use case 7: acquiring book content for the reading list at a mainstream HEI, accessibility issues

Details are the same as use case one where print copies were obtained and the e-book was also available for students to purchase as individuals. However, the accessibility librarian requires digital versions because there are two

students on the course who are text-disabled. One has a visual impairment and requires a format suitable for screen readers, whilst the other has a form of dyslexia where screen readers would be useful, but could be helped to a lesser extent with a searchable pdf file.

Use case 8: acquiring book content for the reading list at a specialist HEI, no digital version available

The library assistant works to acquire titles in a similar way to use case one, but is given more time to check a much wider range of suppliers. It is acknowledged that the books required are much more specialised, often containing unusual typography such as musical notation or a large number of reproductions of works of art, and are less likely to be available from the biggest suppliers. Despite this, the list of titles where print is purchased because there is no available e-book is longer than that for the library in use case one.

Use case 9: acquiring book content for the reading list at a specialist HEI, title unavailable

As in use case eight, more time is devoted to the task of fulfilling reading list requests at the specialist HEI. Where no supplier is able to provide the title in any format, the library will consider searching for and acquiring second-hand copies if available. At this university Amazon and BookFinder are used, but the process involves more time to source the book and then complete the paperwork than if the title is available from their normal suppliers. They are sometimes more expensive to purchase than new books. Therefore, it is not possible to fulfil all requests for unavailable titles even if they are available as second-hand print copies.

[1]

⁶ COPAC <http://copac.jisc.ac.uk>

⁷ Copyright Licensing Agency (CLA)
<http://bit.ly/uk-collective>

Use case 10: acquiring book content for research purposes

A similar process is used to acquire a book for research purposes as in use cases one to nine. There is a separate budget allocated for acquisitions for research in this discipline at this university. There are fewer policy restrictions on the type of licence, with single-user licences allowed. However, it is still policy to obtain less restrictive licences where possible so that maximum benefit can be derived from the stock. This library is also trialling the use of patron-driven acquisition (PDA) with one supplier in an attempt to provide a wider range of book content for research use. The trial will monitor the cost and usage data before deciding if this method of acquiring content is value for money.

Use case 11: collection management issues

The library runs several platforms from different suppliers, including both aggregators and publishers. They also manage physical stock collections, but it is policy to acquire any new stock in digital formats where possible. It is thought that digital formats will ultimately provide better value for money, save space and enable students to have a greater degree of access to the content via different devices and in locations other than in the library's physical space. The majority of students at this university agree with these sentiments.

To this end, the library has purchased single titles and some large collections of e-books. However, students are complaining that titles that were previously available digitally are not available any longer. The supplier has recently withdrawn a large number of titles from collections without warning and other titles that were made available on a credit-based model have been removed if there are no credits left against that title. The library now has to work out which reason for withdrawal applies to which titles and take action where possible, if sufficient budget remains. Some students also fail to realise that some titles are only available from certain platforms, and that they are required to authenticate themselves as a library user again even though they did this for another title in the

same session, thus providing yet another reason for a failure to access the book.

Additionally, the most recent National Student Survey (NSS) results for this university show that some students do not prefer digital to print formats. In some disciplines print is the preferred format and the library is the preferred study space. This can be because it is a performance discipline, because the print versions are very large format, or because readers require authentic colour reproduction and neither of these last two reasons can be replicated digitally in a satisfactory manner. Somewhat surprisingly, there are even some disciplines (notably politics) in this university without these specialist requirements where students have expressed a preference for print.

The library would like help in managing all these issues more efficiently.

Viewing the data from an industry perspective

We had learned that libraries often felt that information about problem titles was difficult to find and that time was a scarce resource so extensive searching was not viable.

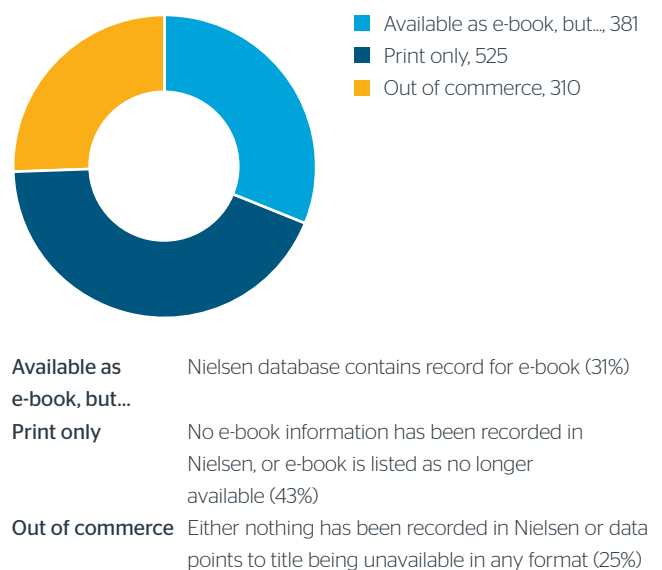
We were aware that some of the problem categories we'd defined were overlapping. Where this was the case we asked libraries to choose which problem category was the main reason for the title being included in the sample they provided us with. However, this also meant that we were unsure how each library had decided to categorise any particular title when this happened. Although it gave us an indication of the relative importance of the issues, it didn't help us to understand what was available in which format(s).

We were also aware that we would need to present publishers, suppliers and other stakeholders with some evidence of why the status quo should be changed, ideally where there was a 'market failure'. Any solutions we proposed needed to take into account the rights status of titles, or at least their likely rights status (establishing whether a work is in or out of copyright, or an orphan, is not always a straightforward process) so that we could approach the right people. For all these reasons, checking if titles were available at all commercially seemed a sensible place to begin, followed by checking how many were available as e-books, as perhaps some libraries had missed what was on offer.

We established from the initial data that we had very few older titles likely to be out of copyright, but it was necessary to triangulate the library data from a reliable source to establish precisely what proportion of titles were available in which formats and from whom. We used **Nielsen BookData Online**⁸ to check the data from the sample lists and found that it was possible to show the availability status of titles in the following way, illustrated by the **Figure 5**. However, the availability of any particular title is likely to change over time as aggregators and publishers change their offer in response to the market or other commercial pressures.

Figure 5: Nielsen availability data

N=1216 (see appendix for explanation of data sets)



More information about this can be found in the appendix.

[1]

⁸ Nielsen BookData Online nielsenbookdata.co.uk

From an industry perspective then, it could be said that 74% of the problem titles were actually available (31% as e-books, 43% in print), even if not in the libraries' preferred format. However, the use cases above illustrate why print is no longer a very useful option in many cases and even where e-books are offered, they do not fulfil libraries' needs in many instances. The chart also highlights that only 31% of the problem titles were found to be available digitally (although since we were originally asking for titles where there was a problem getting the e-book, this is perhaps not very surprising). Initial research into the Nielsen database was limited to research into whether an e-book was available. Further research will be required to establish the territories attached to the e-books as it is likely from the initial research that a proportion of the titles may not be available in the UK.

If we compare these data to the sample data from the libraries on problems, it indicates a mismatch between what they thought was available and what was found to be available from Nielsen. For example, the library data found 58% of titles had no e-book available at all, compared to 68% in Nielsen with 43% of those titles only available in print. There are several possible explanations for this, apart from the obvious one that libraries do not have good information on availability. One possibility for the discrepancy may be the rights status of the underlying e-books, with libraries reporting titles as 'no e-book available at all' rather than 'no book available in the UK'. What is more likely is that the availability status of the sample titles provided has changed between the problems being supplied and the Nielsen data being checked, since several months elapsed.

However, it is likely that for a small percentage of particular titles there will be availability information that the library cannot obtain easily and it is accepted by all those involved that this information changes rapidly. What is available one day is unavailable in that format the next and vice versa, as publishers and suppliers change their offer according to market need.

Looking at the data in more detail

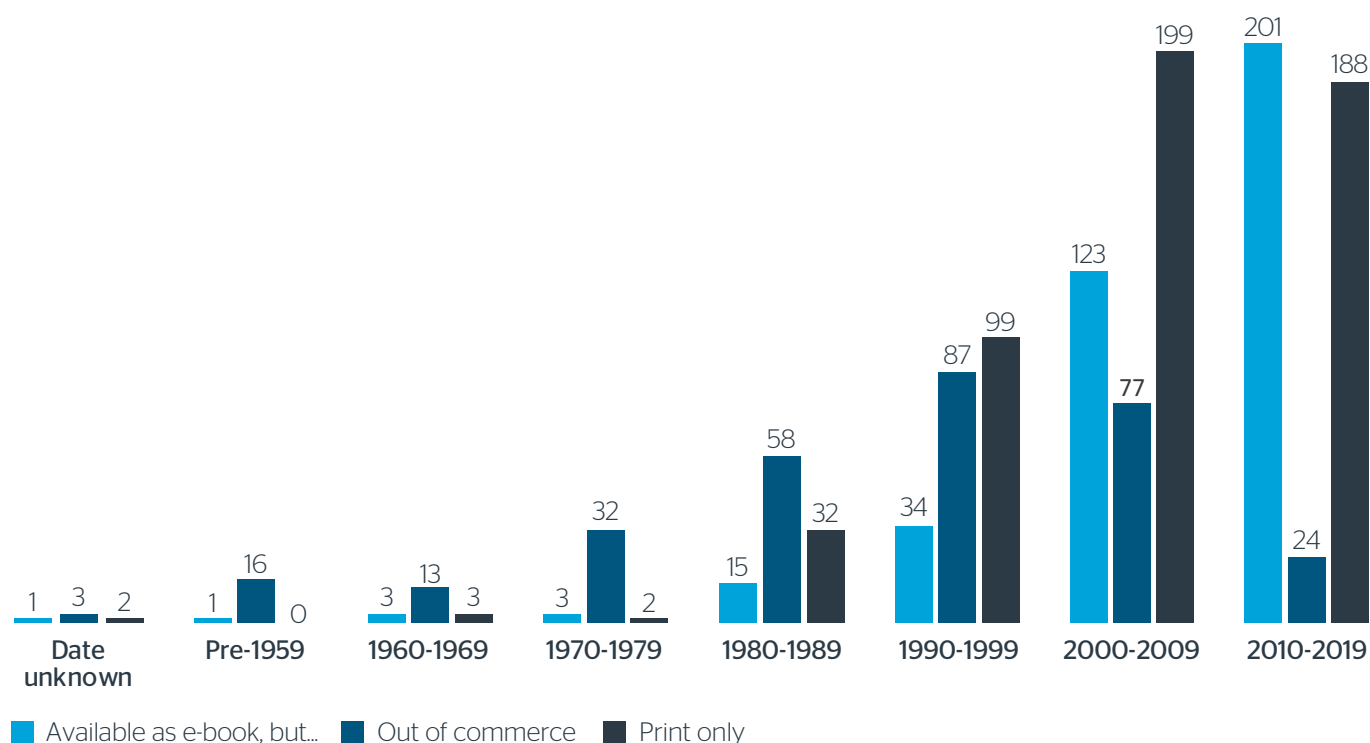
Looking at the individual titles, there were very few titles (six) in the sample requested by two institutions, and just one title requested by three. The remainder were all requested by a single HEI.

This 'long tail' of titles may point to low demand for these titles generally, though consideration should be made for the relatively small data set and number of institutions involved. Given that demand patterns are indicative based on the current data set, the long tail of titles may change on a national level.

Almost all the titles had publication dates later than 1960, so they are likely to be in copyright. This means that most titles require the permission of the rights holder if something different than what is offered is required. In fact, as the chart below shows, most titles sought and found to be problematic are actually much more recent and were published since 2000.

Figure 6: Titles by date and availability

N=1216 (see appendix for explanation of data sets)

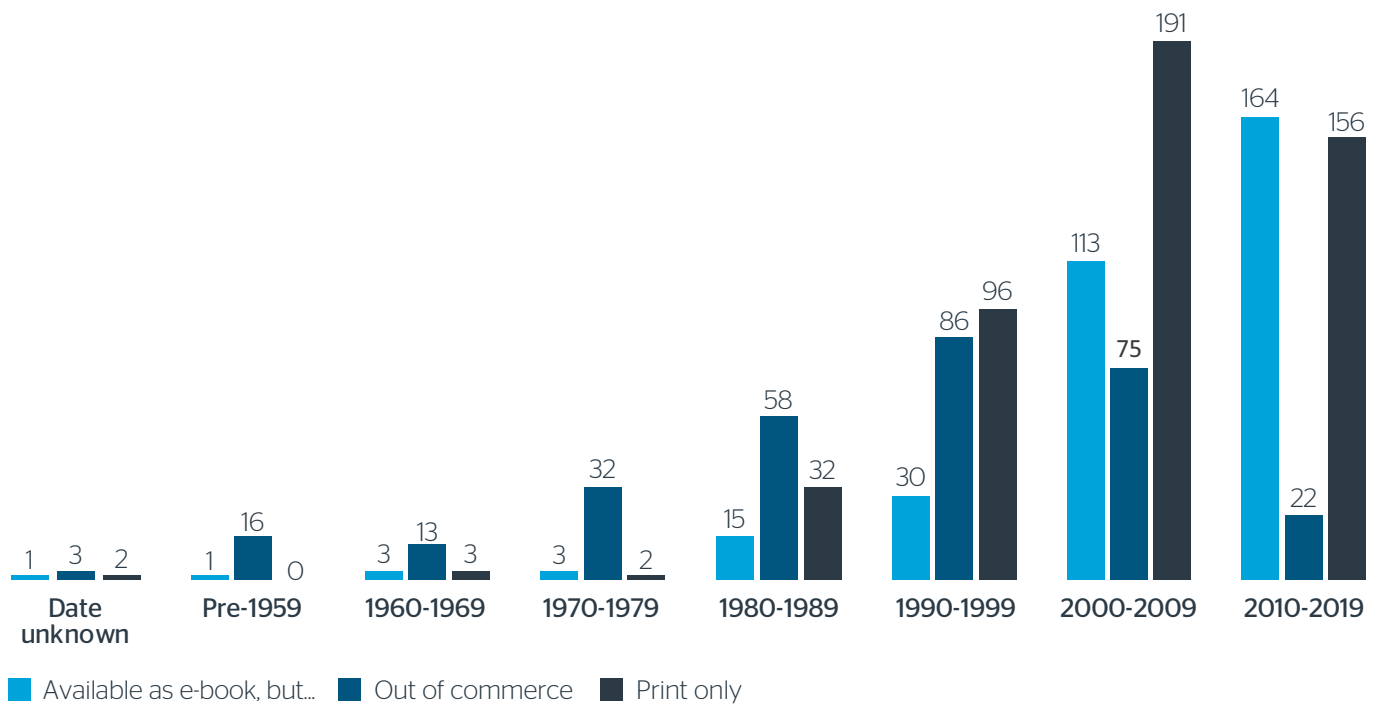


In the call for proposals we decided to exclude only core textbooks from the titles requested from the participating institutions. Nevertheless, looking at the data received, it seemed obvious that some textbooks had been included. From our consultation with librarians, it seems that it is extremely difficult for the librarian to distinguish the sort of book that has been requested because they are given only the bibliographic details, which do not include the type of book it is, such as monograph, reference or textbook. We discovered at the first workshop that librarians were working from title and author information (sometimes the ISBN too) for reading list requests. The sort of book

requested is therefore not stipulated and, without some prior knowledge, it was very difficult to screen out books by type. We carried out some desk research and removed approximately 100 textbook titles (**Figure 7**) from the data, although it is likely that there will be others remaining that have been published with the intention of providing student instruction as their primary function. This did not change the overall picture of results by any significant amount. We had thought that the proportion of textbooks available in print-only would be higher than for other kinds of book, but this was not the case.

Figure 7: Titles by date and availability, excluding textbooks

N=1117 (see appendix for explanation of data sets)



Removing the titles flagged as textbooks in our desk research left us with a core data set of 1117 titles that were published by many different publishers. We thought (after checking imprints and sales of companies as far as possible) that the 1117 titles remaining after the removal of obvious texts were published by 291 different publishers. However, a large proportion (just over 41%) are accounted for in the top ten publishers (listed on the chart below), each with more than 20 titles. Within the top ten Taylor & Francis Ltd and Penguin Random House accounted for 150 of the titles (32%). A further 165 titles (15%) can be accounted for by the next 13 publishers, each holding more than ten titles

per company. The remaining 268 publishers had ten or fewer titles each (44%). Within this long tail of the 268 publishers, 185 companies held one title only and one was untraceable. However, we cannot be sure without checking with them that they control the rights since ownership of titles can be fluid. It should also be noted that included in the counts here are circa 90 titles where the problem is simply too much availability – too many choices from different suppliers – which is not really a problem to be solved by the publisher in terms of rights and availability. In this instance the problem lies with the way data is presented and the time it takes to sift through multiple offerings.

Figure 8: Titles by date and availability, excluding textbooks

N=1117 see appendix for explanation of data sets

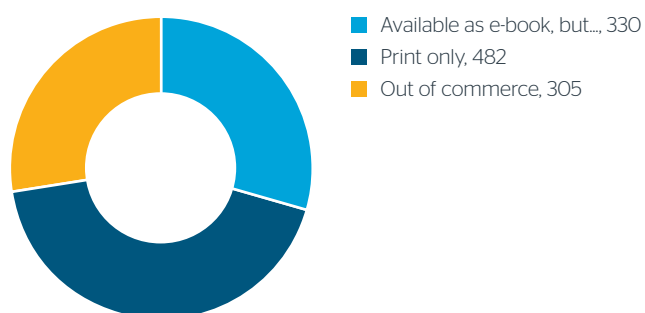


Figure 9: Publishers in the 1117 sample

N=1117 (see appendix for explanation of data sets)

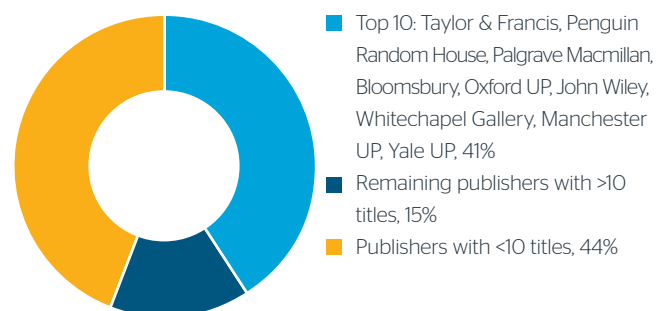
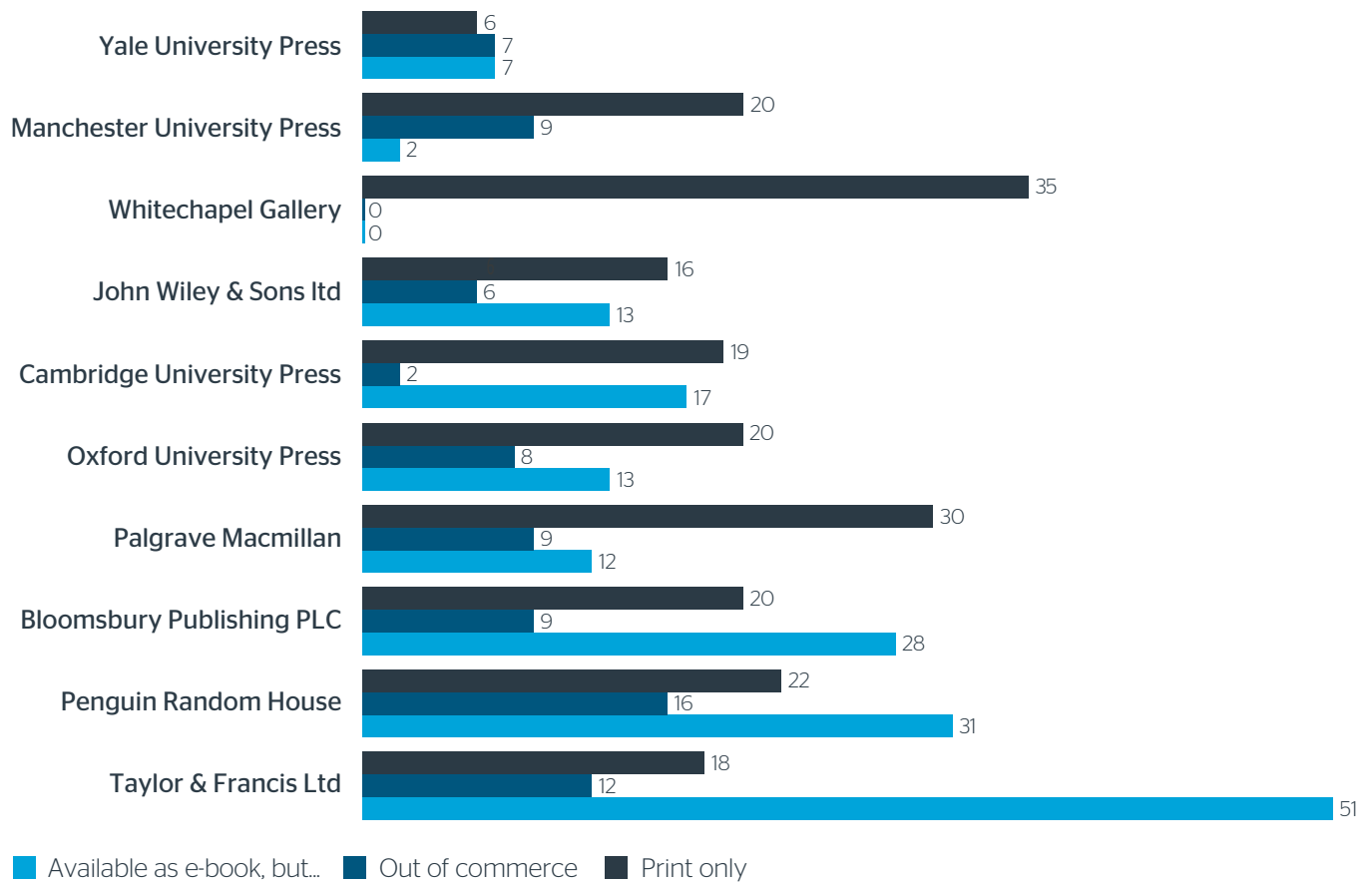


Figure 10: Top 10 Publishers - 458 titles 41% of 1117 sample titles

N=1117 (see appendix for explanation of data sets)



Size and extent of the problems

This project used real data from ten libraries. Although there were over 1200 titles identified in the initial set of data, as a proportion of the total number of titles acquired by these libraries in a year, this represents only a small proportion. However, librarians have told us that this would not be a realistic way to measure how important these issues are for them. The CFP was over-subscribed and a 2016 Jisc Digifest conference session on the topic attracted a large audience of interested people.

Comments from participants:

"It is an important issue, as being able to provide access to digital copies of content for reading lists is a key priority."

"The titles we submitted were important - some because they were essential reading and we need as many students as possible to be able to access that in time for the weekly seminars, some because we knew a large number of students were taking the unit, but about half the titles on our list are there because they are needed on reading lists used by our distance learners for whom the e-book is essential (we don't send print books outside the UK and many of our DL students live in other countries)."

"This is an important problem, despite the fact that the majority of our book acquisitions are not problematic and that we can usually source a copy in a digital format. One of the main reasons for us is that so much of our purchasing is based around reading lists. So if we cannot provide a book digitally, then potentially a large cohort of students will be unable to access it in that format. And if the cohort is very large it could be expensive to purchase sufficient print copies. So I would agree that the numbers don't tell the whole story, and this is still an important problem that warrants further work."

"The titles passed to you for investigation were the tip of the iceberg, sourced from reading lists submitted by our history department. Doing a systematic trawl through reading lists from all departments would reveal a great many more titles where the demand for an e-book in recent years has gone unsatisfied."

"Academics can also view difficulties obtaining e-books as a problem with the format in general which doesn't help in transitioning from print to e."

"The titles we submitted as part of this project don't necessarily reflect the full picture. There are a large number of titles for which we're unable to obtain a copy in digital format and sometimes any format as the book has gone out of print. This also presents us with a cost in staff time as we then have to try to obtain second hand copies via Amazon."

"The size of the issue is proportional to the demand from our users and, in a time where more and more students expect to have ready access to all materials, it does not matter if this is a low percentage or not.....Different institutions have a different set of drivers in demand. Specialist libraries, for example, those attached to art schools, will be different in their needs from more mainstream places. For us here in the north, the very significant need for material relating to Scottish life, law, religion, education and culture impacts our requirements."

Consideration of possible solutions

In the last decade or so library needs have changed, and so have the needs of their patrons. Student numbers have continued to rise despite the introduction of higher fees.

There are more distance learning courses, more campuses split geographically without physical library facilities and an increased demand from patrons for access to book content at home, on their mobile device or laptop, away from the library building. All this adds up to increased pressure on library resources to provide more content in more complex ways than ever before. Although the number of different titles available and the ways of offering them have multiplied, problems have increased too.

We asked libraries which problems in particular we should prioritise. The consensus was that priority related to need ie we should prioritise solutions that addressed the largest number of titles. This seems to indicate that the largest proportion of titles, those available only in print, should be prioritised. However, that is only one way to categorise the titles. And although we can aggregate the different problems into groups, they could all be boiled down to just one problem: libraries find a significant number of the titles requested by their patrons are not available as e-books in a way that meets their needs in the contemporary HE environment.

Most possible solutions hinge on the rights status of the title in question, due to UK copyright law. The rights status of any title is not always a straightforward or easy thing to establish. But one way to start is seeing whether it is available currently from a publisher because the rights holder is most likely to be the current publisher. The majority (74%) of our title set were available and therefore we could approach publishers with requests.

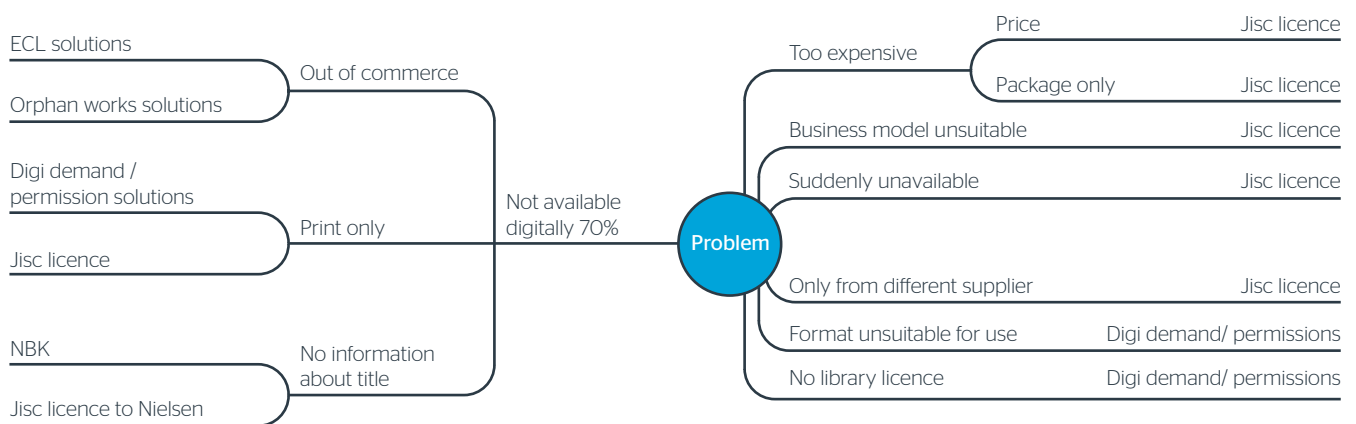
We could also break down the problems into those not available as e-books, and those that were. This may be a

useful distinction when considering solutions because the existence of an e-book, whether or not it satisfies the needs of the particular library, has implications. It shows that electronic rights are held, that the publisher has the capacity for trading in e-books, and that the concept of an e-book is not ruled out for some reason eg reproduction of colour or third party rights issues, for this title in particular. The Nielsen data research was limited to identifying whether an e-book ISBN existed and did not include a further investigation into the territories covered for the e-book. That said, it may be a little easier to solve the problems relating to access in the UK for titles where an e-book already exists.

The diagram in **Figure 11** illustrates the problems when considered in this way. All the problems to the right of the central oval relate to the category 'available as e-book but...' To the left of the central oval are the three problems into which we can split titles not available as an e-book. If (for the time being) we assume that having no information about a title means that it isn't available commercially, three categories based on the availability of the title emerge: 'print only', 'available as e-book but...' and 'out of commerce'.

The next level of explanation in the diagram shows some possible solutions for each of the problems, which are considered in more detail in the next sections.

Figure 11: Diagram of problems and solutions shown by availability, based on sample set of 1117 titles



Available in print only

This was the largest category of problem titles (43%) and considered the highest priority by the libraries. (This is shown in the diagram above as one of the sub-categories of the problem “not available digitally” on the left hand side.) There are many reasons why a publisher may have chosen not to make any particular title available digitally, ranging from perceived lack of demand to a fear of cannibalising buoyant print sales (thereby getting less total revenue) through to problems with a large number of third party permissions, as well as other reasons. However, if approached with a request on behalf of a university library for their members only, they may be willing to consider these particular circumstances differently, and grant permission.

A possible solution here would be to digitise titles on demand by requesting permission from the rights holder (most likely to be the current print publisher) and then constructing a way to make the actual process of digitising a print book easier and to give more standardised results. We have established from the library community that total costs and time taken to fulfil the requests are both important factors for them in achieving an acceptable solution.

Given that most regular permissions requests are delegated to more junior members of staff in publishing houses, or are given a low priority, it would be helpful if agreement in principle could be achieved with the publishers for titles in advance. This would help to speed up the process and make it more feasible to set up a system useful to a wider set of titles and HEIs for the future. The titles collected here are only a sample, so the ultimate aim would be to have a system where a larger number of titles were pre-selected as approved for various uses (eg for whole library use, password protected use only, for a course for up to x students only where libraries and the publishers agree on the total number of students allowed, etc.) by the rights holders. The cost of the various options might also be included in the database. Excluded titles might be shown with a reason code, such as ‘textbook’, ‘novel’ as there were also complaints from librarians about lack of transparency in pricing and frustration where titles were excluded from the current CLA licence.

Of the 291 publishers in the final 1117 data set, 156 have titles in the ‘print-only’ category. Around 43% of the titles in this ‘print-only’ category appear to be held by the top ten publishers. 14% of titles appear to be single-titles held by 69 publishers.

Available as e-book but...

This was the next largest category at 30% of the 1117 titles and the second most important category librarians would like help to solve. (In the diagram of problems and solutions this is the whole of the right-hand side list of problems.) There were calls for a model licence, or a licence similar to journals licences to be developed. Around 53% of the titles in this category can be accounted for by the top ten. However, it is in this category in particular that some titles are likely to be found only to be problematic by having too many pricing options.

In the workshops, librarians called for more consistency between publishers on pricing of e-books, and were particularly unhappy if they were unable to purchase a licence for library use because the format was one that required users to have a specific device, eg Amazon's Kindle. Other sore points included having to buy an entire package to obtain access to a title and/or being unable to select the titles to make up a package to better suit their needs. The National Book Agreement does not apply to titles in a package.

Although librarians speak to their suppliers about these problems, they suspect these aren't always passed up to higher levels in the company, as nothing much seems to change. They would like to have an organisation such as Jisc to represent their problems and concerns because it would have more influence than single HEIs or consortia.

Librarians told us that students expected all their required reading would be available digitally from the library. Where they experienced any difficulties, they would use any internet source they could find, including free illegal ones such as Sci-Hub, to access the content they needed.

The librarians told us that although they preferred whole library access, solutions for restricted access by students on a particular course were gaining more popularity as an alternative way to make the content available, where the rights holder insisted on this or made a whole library solution prohibitively expensive.

Unavailable in either print or e-book (out of commerce)

The smallest category (representing 27% of the 1117 titles) is 'out of commerce.' In the diagram of problems and solutions this is represented by one of the strands on the left-hand side, but in reality there are also likely to be some titles we've included here that should properly be placed in the 'no information about title' category. Each title requires further investigations so, for the purposes of this phase of work, they are included here until we can undertake this extra work.

The recent Universities UK (UUK) and the **CLA Higher Education Licence**⁹ 2016-2019 may alleviate problems in this area by increasing the extent limit on copying materials, and we await the impact this may have on out of commerce materials. Meanwhile, librarians informed us that this category was likely to cause the most difficulty for particular disciplines, particularly the humanities, where alternative sources were more difficult to establish. In terms of possible solutions, the first barrier to overcome would be to establish if the last known publisher was still the rights holder and/or if the title was an orphan. A likely candidate for this is probably to use the **Publishers Licensing Society's PLS Clear system**¹⁰ and to work with the CLA to establish a feasible way to achieve this, using an API if possible. The **Arrow European initiative**¹¹ may offer an alternative. There are already procedures in place to allow copying and sharing if a title is an orphan work, but librarians have told us that they are seldom used due to the amount of time they take to implement. Any work undertaken here would therefore aim to simplify and rationalise these.

As might be expected, there is more variability in this category with only 26% of the titles in this category accounted for by ten publishers, and 29% accounted for by publishers holding a single title.

As indicated above, this is a mixed category that includes anything where there was no information about a commercial source. Some of the titles in this category are likely to be open access, in the public domain, or available via a professional or learned society.

Special requirements

These are titles where either the access specialist requires a title in a particular format to enable a disabled student to access the content, or where a digital copy would be preferred, but the nature of the content makes this potentially difficult eg the colour reproduction of works of art. Although not very numerous in the sample, librarians are interested in these issues because when they do arise, they take a disproportionately large amount of time and resources to resolve.

A pilot test in this area would be likely to involve working with the Jisc accessibility subject specialist and publishers to see if there are ways to cut down the tasks involved. We could also liaise with editorial staff in publishing companies to gauge how we might improve digital access to content that requires a different approach than mainly text-based books.

Another special requirement might be a topic of special interest where smaller, niche publishers have tended to find a market. We have a number of such topics, including books on Scottish interest titles, where a digitisation on demand solution - involving gathering requirements from Scottish universities - might prove efficient.

[1]

- 9 CLA Higher Education License 2016-2019
<http://ji.sc/cla-and-universities>
- 10 Publishers Licensing Society's PLS Clear system
plsclear.com
- 11 Arrow European initiative
arrow-net.eu

Possible next steps

Titles found to be available

Any possible next steps have to take into account UK copyright law since almost all the titles in our sample were likely to be in copyright, given their dates of publication. Copyright is a way of protecting the creators of original works. It extends to 70 years after the death of the author so, without investigating each title individually, we can only guess the likely copyright status of a title from its age. For all the titles that are available, it is not the copyright holder but the publishing rights holder (frequently shortened to 'rights holder') who needs to be contacted if we are to make any progress about what they might allow eg granting permission for some different use to the ones they offer already. If a title is available, then the current publisher will hold at least some publishing rights to enable them to publish it. Rights will vary from 'lifetime of the title' to a certain grant of rights based on a set number of years. Given the date range of the titles in this exploratory dataset, both scenarios will have to be considered.

Often, the holder of the publishing rights is the same entity as the copyright holder, but not always. This is because the original copyright holder (the creator of the work) can give or licence any or all of their rights to someone else. Copyright can also be passed on to the copyright holder's estate (after death) or to a third party rights management organisation. There are many instances in which authors retain copyright whilst licensing the publishing rights to a publisher. This can happen where the authors assert their moral rights, or simply when a standard publishing contract is set up this way. It is only the holder of the publishing rights who may give permission legally, not the copyright holder. So even obtaining a copy of the book and looking at the copyright notice will not necessarily identify the current publishing rights holder.

These rights change hands when one company is acquired by another, or parts of a company (lists of books or single titles) are sold to another company. This means that knowing who the current publisher of any title is will be likely also to identify the publishing rights holder. Even this

is not fool-proof because what we seek to do, say make a digital copy from a print one, may not be covered by the rights held by the print publisher. We would need to find out who held the electronic rights. Finding the current publisher even of the titles that are available has not proved easy. The Nielsen database provides data on imprint and distributor, but not always the current publisher. Sometimes these give clues to the current publisher, but not always.

Priorities

- » Continue work to establish the likely rights holder of all titles found to be available. This is most likely to be achieved by working with a partner because the information is not public nor held by any part of Jisc. The most likely partner is the CLA (owned by the **Publishers Licensing Society (PLS)**¹²), although the Arrow project may also provide an alternative
- » Pursue the possible options for solutions outlined in the previous section 'Consideration of possible solutions' in sub-sections 'Available in print only' and 'Available as e-book but..' to form a pilot test(s)
- » Check the current publisher for the category 'Available as e-book but' and inform Jisc Collections about the problems and needs requested for these titles. This may help them in future negotiations involving these publishers

Titles not available - out of commerce

For the smaller set of 'out of commerce' titles, the situation is even more complex. Some of the titles will have been available commercially once, so the rights holder may be the same as it was then. But not necessarily, as rights for a book that has not been available for some time can revert to the author automatically under some older publishing contracts, or the author may have requested that rights be reverted. There is no current publisher to be found because the title is unavailable, and the imprint may no longer be used even if the rights have actually passed to another publisher.

Given the complexity of this situation, a recent change to copyright law was made. The **orphan works exception**¹³ allows for any work where the rights holder cannot be found after a diligent search to be copied and shared. We need to know which and how many of the sample titles fall into this category and to work with libraries to unpick the steps that would be required to enable a wider use of this exception. One possible mechanism is to use the PLS Clear system for individual titles to see whether the last known publisher is still the rights holder for each title. We also need to establish if any of the titles in this section are actually in the public domain or available under some form of Creative Commons (CC) licence enabling their use already.

[1]

12 Publishers Licensing Society
pls.org.uk

13 Orphan works exception
<http://bit.ly/jisc-orphan-works>

Priorities

- » Further desk research on each of the titles found to be 'out of commerce' to provide more information about their possible status
- » Pursue mechanisms for finding rights holders mentioned above in the section for 'Titles found to be available

Widening access: format issues

The titles involved here may have any rights status because the issues are to do with the format of the content, not its availability. As outlined in the 'Special requirements' section, the next step would therefore be to gather requirements from a wider group of librarians and to work with internal Jisc staff who are experts in providing accessible material, to formulate a mechanism that would produce the formats required. We could also approach the publishers involved to see if they were willing to collaborate and use their expertise in content production.

The problems and possible next steps are summarised in the table on the following pages.

Summary of problems and next steps

Availability status	Only available in print
% sample	43%
Problems associated	<ul style="list-style-type: none"> » Patrons want digital versions for remote access, either for off-campus (or split-campus) individual study or to fulfil distance learning requirements » Students expect provision of learning resources by the HEI » Unable to provide sufficient print copies for student need where demand is high » Whole book is required, even single chapter is unavailable in a few cases as outside the current CLA licence » Print unsuitable for disabled access requirements
Possible next steps	<ul style="list-style-type: none"> » Contact the rights holders and request a blanket permission to digitise by request » Categorise according to reason from rights holders if permission would be denied » Work with British Library (BL) (or other) for digitisation workflows, costs, accounting procedure
Questions outstanding	<ul style="list-style-type: none"> » How to find out who the current publisher is when not the same as the distributor or imprint? » If not full book all uses, what's next most acceptable solution? » Detailed acceptable mechanisms and workflows for requests, costs, formats, hosting, accounting, etc?
How feasible, desirable and what priority?	<ul style="list-style-type: none"> » Highest priority for libraries, especially for reading lists » Feasibility – difficult due to large number of rights holders, low demand (few repeated titles) strong likelihood of blocks on textbooks and novels etc., or high volume of third party content or difficult repro issues » Desirable? Yes. Large category so partial success is progress
Link to the National Bibliographic Knowledgebase?	<ul style="list-style-type: none"> » Flag reason not available digitally » Record success rates » Show rights holders

Availability status	Available as e-book but...
% sample	30%
Problems associated	<ul style="list-style-type: none"> » DRM doesn't meet their users' needs (as in problems above) » No institutional licence » Not available from usual suppliers » Complexity of purchasing decisions » Too expensive/only in a package » Collection management issues » Business models don't meet their needs » Format not suitable for disabled access requirements
Possible next steps	<ul style="list-style-type: none"> » Contact the rights holders and negotiate terms for specific titles or develop a model licence agreement, or best practice document » See if Jisc Knowledge Base+ (KB+)¹⁴ answers some of these and if so, which » Develop trial to address disabled access
Questions outstanding	<ul style="list-style-type: none"> » How to find out who the current publisher is when not the same as the distributor or imprint
How feasible, desirable and what priority?	<ul style="list-style-type: none"> » Next highest priority » Feasibility - medium difficulty. Already available so may be easier to progress. But difficulties similar to above: few repeat titles, many rights holders, business reasons for exclusions » Desirable? Yes. Lots of issues for libraries here
Link to the National Bibliographic Knowledgebase?	<ul style="list-style-type: none"> » Show rights holders » Link to KB+ if developed fully

[1]

¹⁴ Jisc Knowledge Base+
kbplus.ac.uk/kbplus

Availability status	Out of commerce
% sample	27%
Problems associated	<ul style="list-style-type: none"> » Wanted for reading lists or research and even 2nd hand copies often unavailable » Patrons want digital versions for remote access, either for off-campus (or split-campus) individual study or to fulfil distance learning requirements » Whole book is required, even one chapter is unavailable in a few cases as outside the current CLA licence » Occasionally required for preservation of rare print (allowed now) but remote access. » Open Access and public domain titles included here and assumed unavailable
Possible next steps	<ul style="list-style-type: none"> » Contact CLA or Arrow to establish rights holders or orphan status. Work with them to find way of simplifying the orphan works exception to make it more useful » Contact known rights holders (with CLA?) to negotiate pre-authorised permissions for out of commerce titles on request and/or sharing of digital copies
Questions outstanding	<ul style="list-style-type: none"> » Whether low number of repeated titles due to sample size or not » Workflows for digitisation on demand (as above)
How feasible, desirable and what priority?	<ul style="list-style-type: none"> » Lowest priority as fewest titles » Feasibility – Difficult. Less likely to encounter rights holder resistance, but difficult to establish rights holders » Possible issues of low demand and large number of rights holders as above » Mixed category and each title requires research » Desirable? Might overlap with or be overtaken by new ECL (Extended collective Licencing) negotiations by UUK and CLA
Link to the National Bibliographic Knowledgebase?	<ul style="list-style-type: none"> » Show rights holders, Open Access and public domain titles, orphan works » Record where digital and print copies reside

Lessons learned

We began the project with very different ideas about the nature of what would be considered important for librarians.

We thought that saving physical space, weeding collections, developing more comprehensive research collections and accessing large collections of digitised, older titles would be far higher priority than has proved to be the case. We have found the highest priority is to resource reading list requests regardless of the type of book (monograph, novel, textbook, reference). These titles tend to have been published in the last 20 years.

Demand from libraries and their patrons for e-books has increased, yet the largest category of problem was that no digital version was available.

Even where e-books are available to libraries, they are frequently unsuitable to meet their needs in a modern, higher education library environment.

Sometimes there are separate budgets allocated to a discipline for research purposes, but not always.

Certain libraries in the HE sector are designated to be involved in the preservation of rare materials, but there are few of them; most are not concerned with this. Even if a university library has a role in preservation, this does not constitute the bulk of its work. Most library budgets and resources are devoted to the needs of patrons for use primarily for reading lists, and secondly for research. Most of the material required is less than 30 years old.

Libraries are interested in fulfilling the highest number of requests, for the largest number of patrons possible, regardless of intended use as a reading list title, or research use. Libraries have the greatest volume of requests for reading lists and the number of patrons requiring any

one title is likely to be higher. Therefore this is the highest priority for problem solving.

The distinction between types of book such as 'monograph' or 'textbook' are irrelevant to library workflows because they do not have this information provided to them. Books are sourced regardless of these types.

Although the problem titles provided for the project do not necessarily constitute a very great proportion of the total number of books acquired by libraries, the problems are high priority. This is due to provision for reading list use being very high priority, the importance for the lecturers and students who requested the titles, the large number of students involved and the artificial way the titles were collected being unrepresentative of the whole picture.

We have found that specialist institutions (particularly in the arts and humanities) struggle to fulfil reading list requests more than other HEIs, probably due to the more niche type of publisher with whom these books are published.

Finding out who owns the rights to any work is difficult and complex. Even finding the current publisher (as a proxy for rights holder) is not always straightforward since availability fluctuates and imprints being listed as publishers can confuse.

Appendix

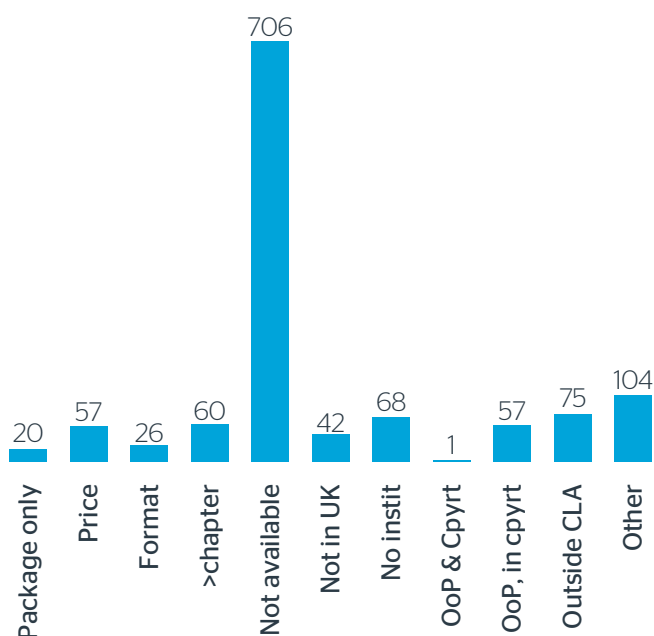
The data used in this report were collected from libraries and from interrogating the Nielsen database. The data supplied as a sample of the titles with which libraries had experienced problems was provided in February 2016.

For some libraries, they reflected acquisition requests that were already some weeks or months out of date. As a consequence, it is likely that some of the titles changed status from being available to being available only in particular formats or not all by the time we checked their status against the Nielsen database in June 2016. The gap in the work was largely due to researching ways of trying to establish who the current publisher was, in order to see if any had large enough numbers of titles to approach to find solutions.

After the initial samples had been collected from the libraries, we then deduplicated titles and made a number of minor adjustments such as including some additional data sent to us at a later date and ensuring that anything we thought ambiguous was clarified. The initial interrogation of the Nielsen data in April 2016 and the de-duplicated titles gave us a data set of 1216 titles. Figure 1 'Library categorised titles' illustrates the initial problem categories within the 1216 titles.

Figure 1: Library categorised titles

We asked libraries to choose the main problem they had experienced for each title from the options below:



Interrogation of the Nielsen data allowed us to create a simplified macro overview of the 1216 titles as shown in **Figure 5: Nielsen availability data**.

43% were available in print only, 31% were available as e-book but, and 25% were out of commerce. Library problem data reported 58% as not available at all.

We needed to re-run the Nielsen data in a different format and also check other sources because we wanted to find out who was the latest publisher of the titles. The initial analysis included too many imprints or distributors, not publishers. In the main report the proportions from Nielsen have changed, probably because titles moved category and became unavailable between April and June, but possibly also due to interpretation of what was available. Desk research also identified 99 titles as textbooks. As separate work is being undertaken within the area of textbooks between publishers and Jisc Collections it was not useful to include these titles in the analysis.

Therefore all charts from ‘**Figure 7: Titles by date and availability, excluding textbooks**’ to ‘**Figure 10: Top ten publishers - 458 of 1117 sample titles**’ reflect the core data set of 1117 titles that will be used going forward to explore solutions to creating greater availability of titles.

Figure 8 ‘Titles by date and availability, excluding textbooks’ changed the percentages of the problem categories very slightly to 43% were ‘available in print only’, 30% were ‘available as e-book but...’, and 27% were ‘out of commerce’.

The library titles dataset underpinning this report is available at <http://repository.jisc.ac.uk/6563>

Figure 5: Nielsen availability data

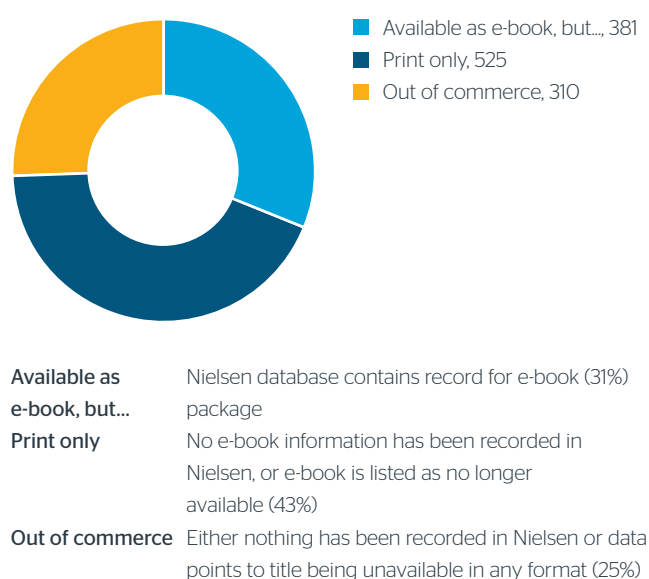
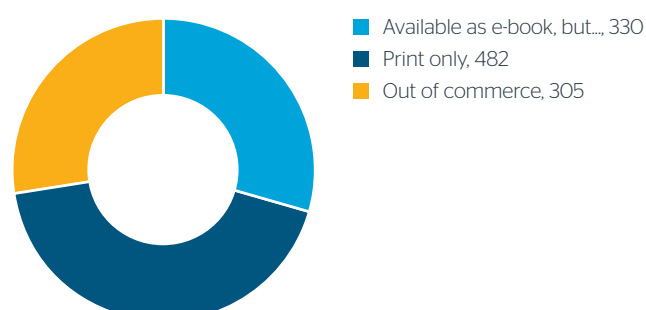


Figure 8: Titles by date and availability, excluding textbooks



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