**Appendix C**

Free Responses and Codes

|  |  |  |
| --- | --- | --- |
| Code | Frequency | Meaning |
| No (without elaboration) | 18 | Respondent’s opinion has not changed. |
| physical access | 13 | Opinion on e-books has improved during pandemic because e-books are accessible in situations where physical books are not.  |
| safety | 5 | Opinion has changed due to lessened COVID-19 risk associated with e-books. |
| cost | 1 | Opinion discusses low cost of e-books.  |
| overdue | 1 | Respondent notes e-books cannot be overdue. |

Table C1: Codes relating to responses to the free response question about opinions on e-books in the COVID-19 pandemic.

|  |  |
| --- | --- |
| Has your opinion on e-books changed in light of the COVID-19 pandemic? If so, please explain how. | Code |
| As libraries closed physical doors for weeks, sometimes months at a time, e-books were a welcome resource to many public library patrons of all ages. Patrons could check out items and not have the worry of items being overdue or the need to return to a physical building. | physical access/overdue |
| As someone who works with the public, I know a lot of older patrons who were homebound past the time frame that many other members of the public were. I've had multiple patrons express that ebooks and audiobooks were beneficial to them during this time, and gave them a chance to continue recreational reading. Although I never thought poorly of ebooks, my opinion of them definitely strengthened to the positive over time. | physical access |
| I do find them very assessable and this was very easy to use during the pandemic but I prefer audiobooks | physical access |
| I have always felt very strongly that digital books are very important for accessibility reasons | physical access |
| I saw that they provided a new level of access for many people who were unable to visit a library in person. | physical access |
| I think they are a useful resource when folks are unable to access materials in person and being less expensive is a great benefit | physical access/cost |
| I was strongly against e-books up until my school work became completely virtual with the pandemic where I realized the great advantage of e-books. Additionally the thought of sharing books (recreationally) as a slight germaphobe was a bit concerning with the pandemic, so e-books offered the material but in a cleaner manner. | physical access/safety |
| It has not. | no |
| it was a useful service to the public when the library building was closed or limited access only | physical access |
| It was certainly easier to deliver eBook services during the pandemic as many patrons did not feel comfortable interacting with staff for some time. | safety |
| It was much easier to borrow ebooks when the libraries were locked down and I still primarily read using Libby these days, even though I have increased the number of physical books I borrow since coming back to in-person work. | physical access |
| I've always appreciated e-books and the accessibility they provide to patrons, but their value was especially obvious during the pandemic when many libraries were closed to the public. Curbside pickup was still an option for most, but for those who did not feel comfortable even doing that, they were still able to access e-resources, which is great.  | physical access/safety |
| My opinion remained roughly the same.  | no |
| No | no |
| No | no |
| No | no |
| No | no |
| No | no |
| No | no |
| No | no |
| No change due to COVID | no |
| No, I still somewhat prefer printed books.  | no |
| No. | no |
| No.  | no |
| No.  | no |
| No.  | no |
| No. my opinion has not changed | no |
| Not really | no |
| Not really. | no |
| They were more accessible, so I used them more and got used to them. | physical access |
| While I used a lot more eBooks during the height of the pandemic (due to being immunocompromised as well as library closures, it was easier to access eBooks than physical books), I wouldn't say my opinion has changed. I still have a personal preference for physical books (but I prefer digital audiobooks over physical audiobooks), but I understand why people may gravitate towards them. | physical access/safety |
| Yes, as there is no way to catch Covid 19 from downloading. Previously we did not have this knowledge. Also, there was no access to our library collections for browsing for over 2 years to keep our team safe. Downloading is a good option.  | physical access/safety |

Table C2: Responses and corresponding codes for the free response question about opinions on e-books in the COVID-19 pandemic.

|  |  |  |
| --- | --- | --- |
| Code | Frequency | Meaning |
| convenience | 11 | Respondent finds e-books convenient in general. |
| space | 5 | Respondent finds reduced physical space requirement of e-books over physical books to be beneficial. |
| DRM | 4 | DRM or other licensing issues factor negatively into the respondent’s opinion of e-books or add additional anonymizing steps to their reading process. |
| cost | 3 | Respondent mentions additional cost of e-book related licensing, devices and infrastructure as a con. |
| discomfort | 3 | Respondent mentions physical discomfort associated with reading on a screen for sustained periods.  |
| distraction | 3 | Participant has trouble focusing when reading e-books on an internet-connected device. |
| accessibility | 2 | Respondent positively mentions adaptive features for marginalized or disabled users.  |
| format-neutral | 2 | Participant reports no strong preference between formats. |
| reference | 2 | Respondent mentions difficulty referring back to a given page when using e-books instead of printed books.  |

Table C3: Codes relating to responses to the free response question about opinions on e-books and the reading experience.

|  |  |
| --- | --- |
| Please include any additional thoughts on e-books and the reading experience. Remember, all responses will be published. | Code |
| AS a life-long reader, the process is different, but the technology allows for more flexibility.  | convenience |
| Because I typically read ebooks on my smartphone, I find it is easier to get distracted by other content/apps, thus my preference for paper books which really help me unwind more.  | distraction |
| E-books are a fantastic option for patrons who cannot always make it to the library during their open hours, or for those who don't want to worry about making sure their materials get back on time.  | convenience |
| I can enlarge the type on an E-Book and this is very helpful to me | accessibility |
| I feel e-books are simply another format for people to choose from when looking for materials to read/use for whatever reason. | format-neutral |
| I feel like it's easier to read printed books, especially if you want to refer back to something - it's easier to flip through. However, ebooks are nice in that you don't have to bring extra weight with you, especially while travelling. | reference/space |
| I find e-books not very compatible with my comfort when reading. My eyes get more tired and i find moving between pages more awkward | discomfort |
| I mostly prefer eBooks as I can read in bed and use the backlight to effectively read in the dark. It is also easier to abuse eBook DRM so I can keep the title longer.  | DRM/convenience |
| I personally like reading on my Kindle paperwhite and that I can get books immediately, I think this is the draw for a lot of patrons too. Some books are still easier on paper, for example an exercise book where you regularly have to flip back and forth between pages, but I find for most general reading eBooks are very convenient. | convenience/reference |
| I prefer books at home and downloadable eBooks for outside of home so I do not run out of reading materials and I do not dirty up the book when I am eating lunch. | convenience/space |
| I prefer paper books. But being in the library world with things like NetGalley (lots of free books!), I naturally shifted to ebooks. Now I much more commonly read ebooks. I guess part of it is that I've just gotten into the habit of it. | convenience |
| I spend all day at work on a screen, not to mention the screen time at home (phone, tv etc.) so I prefer printed books at this time. | discomfort |
| I think access to ebooks has been especially beneficial to our elderly readers who are unable to visit the library as regularly as they used to. Ebooks are also much more convenient for people who travel since they don't have to worry about losing a library book along the way. | space/convenience/accessibility |
| I use unofficial tools to break the Digital Rights Management software on e-books so I can read them without my reading progress/notes being tracked by the providers of the e-books. It is cumbersome but essential for me. | DRM |
| It's too easy to get distracted when reading ebooks on my tablet. My library's selection of print books is better than its selection of ebooks.  | distraction |
| licensing terms, a hatred for the licensing model and price-gouging, litigious approach of publishers to libraries making sure people have access to material, and cost are all very negative influences on my reading preferences | DRM/cost |
| My use of e-books has increased significantly since the start of the pandemic, and will not likely decrease over time as I see the value in reading them. They are also great for travelling as you can store several books on one device rather than having to carry several heavy books.  | convenience/space |
| People need to have the option to read in the format they prefer. I personally prefer print, but that doesn't mean I don't feel very strongly that we must make content available in all formats. | format-neutral |
| The big advantage of e-books is space-it's much easier carrying an ebook on your phone than a hardcopy. However, I notice that for me, it's harder to retain what I read when it's with a ebook, as the medium makes it easier to read quickly with less focus.  | space/convenience/distraction |
| To expensive, must own a device, content in public libraries is so limited due ot licensing and costs.  | DRM/cost |
| When I first started reading e-books it was before you could get them in libraries. In the middle of the first e- book I'd read, I inadvertently took my finger and slid it across the screen to turn the "page". This was just habit and muscle memory from reading print books for so many years. In that moment I knew that, at least for me, it didn't matter much if a book was in print or electronic.I realize there are access and equity issues when it comes to devices and e-resource infrastructure, but aside from that, my first experience reading an e-book seems to track with the majority of our library e-book users. Once people get familiar with a device and the e-book software at large, the majority of readers love e-books. We have seen, and I expect to see even more, adoption as the tech incrementally improves and becomes more affordable. | convenience/cost |
| While I love the convenience of e-books, I do not enjoy the reading experience. The technology distances me from the material - the screen flash every time I turn a page, the generic font, the lack of most interior illustrations (if not reading a book designed to be viewed on a computer). | convenience/discomfort |

Table C4: Responses and corresponding codes for the free response question about the free response question about opinions on e-books and the reading experience.

|  |  |  |
| --- | --- | --- |
| Code | Frequency | Meaning |
| formatting | 6 | Respondent mentioned format and upload problems found in public domain e-books.  |
| access | 2 | Respondent positively noted that e-books can increase access to public domain works |
| vendors | 2 | Respondent noted negative issues arising vendors and online publishers who charge for public domain titles. |
| author rights | 1 | Respondent noted concern for the author and their rights under copyright. As public domain status is reached 50 to 70 years after the author is deceased, this is likely a non-issue.  |
| resource | 1 | Respondent was optimistic about the resources list. |
| unavailable | 1 | Respondent noted that some public domain titles are still not available online.  |

Table C5: Codes relating to responses to the free response question about opinions on e-books and the public domain.

|  |  |
| --- | --- |
| Please use this space to share any opinions about ebooks and the public domain. Remember, all responses will be published. | Codes  |
| Ebooks are very helpful for public domain works, since it can be hard to find physical public domain works, because they are often out of print.  | access |
| Formatting can be sloppy in public domain ebooks.  | formatting |
| Formatting is sometimes challenging | formatting |
| Having public Domain books available online as ebooks greatly increases access for the public. | access |
| I guess I'm torn, on one side I think information should be free, on the other side I understand that authors should be paid for their work and so it's not fair to offer everything for free through public domain.  | author rights |
| I hate that library vendors sell libraries public domain ebooks that are freely available (or "give" us access as if it is a largesse). | vendors |
| I'm excited to learn more about the resources listed in this survey that I hadn't heard of previously! | resource |
| Sometimes public domain e-books have typos or are poorly converted to e-book format. But the content is still good, of course. | formatting |
| Sometimes the formatting of public domain titles can be problematic. | formatting |
| The formatting might not be amazing but access to older materials is great. | formatting |
| There are many books that are in public domain, quality either of the material scanned, the transcription or the format can all be issues. | formatting |
| Vendors often look to charge us for these titles on their individual platforms. | vendors |
| wish there was even more available.  | unavailable |

Table C6: Responses and corresponding codes for the free response question about opinions on e-books and the public domain.

|  |  |
| --- | --- |
| Code | Meaning |
| owncatalog | Respondents would search the public library’s own catalog first, often to boost their library’s checkout statistics.  |
| archive | Respondents would search a particular archive first, usually Project Gutenberg. |
| time | The respondent would use e-books in the situation because e-books can be retrieved faster than traditional ILL.  |
| librarydevice | Specific devices in the participant’s actual library were referenced in the response.  |
| choice | The participant would provide information but leave the search method up to the patron’s choice. |
| physicalsearch | Respondent’s recommended holds or other search and retrieval methods for physical books.  |
| priorknowledge | Respondent detailed specific programs or resources that patrons at their actual public library have access to and training in.  |
| accessibility | Respondents noted that e-books have certain beneficial in-built accessibility tools. |
| format | Respondents presented several potential usability issues with public domain e-book formats and editions.  |
| copyrightstatus | The participant noted that the work would be aged out of the public domain.  |
| supplement | The respondent mentioned a specific resource other than the public domain work in question that they would recommend in addition to the work.  |

Table C7: All codes and meanings related to the scenario-based questions.

|  |  |
| --- | --- |
| SCENARIO A: Please include any additional details or thoughts on this scenario. |  |
| All local High School students have an E-Library card (their student id card) and many know how to use this resource page | priorknowledge |
| Also, recommend he drive to the closest library to access a copy that is licensed or pick up a physical copy of the book.  | physicalsearch |
| As ILL books can take between anywhere from a week to longer to arrive, I would push to try to find a digital copy of the book or just the chapter for the student to use, since this is time sensitive.  | time |
| Books from the early 1800's are unlikely to be in the standard public library catalogue. So would go straight to the archive. | archive |
| I would offer both e-book and ILL print book as an option, and let the patron decide. | choice |
| I would start with our catalogue - I want those checkout stats! - but after that, I would probably Google it | owncatalog |
| I would start with our own ebook catalog before moving to Internet Archive, most likely. | owncatalog/archive |
| Our library also has chromebooks that student could check out for use. | librarydevice |
| Our library has an extensive collection of print books and our e-book selection is also pretty good so I would start with what we have. | owncatalog |
| Recommend the student search more broadly if item is not found on overdrive/library services | owncatalog |
| Since their essay is due in 5 days, ILL will take too long, and they can always use a library computer to read the chapter section they're looking for.  | time |
| The first place I'd look is Project Gutenberg | archive |
| The student can use the library computers easily to identify the correct chapter of reference | librarydevice |
| The student may still struggle with reading a book on a phone rather than a specific device for reading e-books, however if they are comfortable with that it is the fastest option for them as it is likely for a timely school project. If they have time, it may be beneficial to order the book through the ILL in addition to showing them how to access it online, that way it is their decision for what version they want to read.  | time/format |

Table C8: Responses and corresponding codes for the free response question about Scenario A.

|  |  |
| --- | --- |
| SCENARIO B: Please include any additional details or thoughts on this scenario.  |  |
| As this is a classic there may be a copy in the collection. With an ebook they can scale the text to whatever size or contrast they need. | owncatalog/accessibility |
| best to find an example and see how easy it is to manipulate the resource for easy reading | accessibility |
| EBooks you can enlarge the text to whatever size you require. No waiting.  | accessibility |
| For this patron I would recommend giving an online version of the book a try, but I wouldn't push if they insisted. I would help them to place a hold on the copy we have. | choice |
| I would ask if they would be comfortable with an eBook and I'd explain that often we can blow-up the text on an eBook; if not, then I would place a hold on the book for them. | choice/accessibility |
| I would need to actually talk with the patron to understand their hesitancy with digital materials and technology to determine which medium of the book would be best for them.  | choice/accessibility |
| I would offer both e-book and print book with a magnifier as an option, and let the patron decide. | choice/accessibility |
| I would provide the option of the ebook and explain the benefits, but respect the patrons wishes if they did not want to pursue that option | choice/accessibility |
| I would search our state-wide (https://mel.org/welcome) database for a physical copy of the book. Most 80- year-old I am acquainted with don't mind waiting | physicalsearch |
| I would want to make sure she was confortable with the technology. If she was interested, I would send her to our one-on-one Tech help program, if I could not make her comfortable in the time I had. | accessibility |
| It would really depend on the comfort level in regards to technology of the patron. If they'd like to try, I'd suggest they attempt the ebook version, while placing them on hold for the physical copy. Then they can decide which method is the best for them. By giving them the choice they may find they are able to access more materials that they are looking for.  | choice/accessibility |
| Library has tablets that patron could check out to enhance size of text. | librarydevice/accessibility |
| Really it's up to the patron. Give them the options, tell them the advantages/disadvantages and then help them pursue their preference. | choice |

Table C9: Responses and corresponding codes for the free response question about Scenario B.

|  |  |
| --- | --- |
| SCENARIO C: Please include any additional details or thoughts on this scenario.  |  |
| All of these really have the same answer. Give the patron the options, let them decide, support their decision. | choice |
| E Materials are Very popular in our service population | priorknowledge |
| Find a copy they can use on their e-reader device | accessibility |
| I would also check to see if there were other options, such as a lendery/smart locker available for the patron to pick up their holds after hours. | choice |
| I would start with our catalogue - I want those checkout stats! - but after that, I would probably Google it | owncatalog |
| i would use a general search engine but check the resource when I find it, looking for one that appears to have been methodically cleared under whatever countries copyright terms | archive |
| Overdrive has loads of historical romance novels so this would be a great fit for this patron.  | archive |
| Project Gutenberg seems the best place for this.  | archive |
| Since it sounds like the patron is comfortable with e-reader technology and will be browsing for additional titles over time, I would suggest they begin with Overdrive as that resource should have the titles they are interested in and they will be compatible with their device. I might follow up with some of the other online ebook resources in case they want to check them out on their own. | archive |
| Use your library membership card with the last four digits of your phone number to access all elibrary services via your public library in Alberta. No visiting the library required. Virtual service 24/7.  | priorknowledge |
| Would note that if they live in a rural location, wifi connection can be unstable. That being said a lot of ebooks can be downloaded for use without wifi | accessibility |

Table C10: Responses and corresponding codes for the free response question about Scenario C.

|  |  |
| --- | --- |
| SCENARIO D: Please include any additional details or thoughts on this scenario.  |  |
| bearing in mind it's important to check the edition requirements, e.g. older versions may be less comprehensible and a new edition might have more extensive notes to help students | accessibility/format |
| By trying to search for a book through the library ebook catalog first, you could see if they like the ebooks and they may feel more comfortable finding and using more ebooks in the future. If the library's digital copies are also checked out, then you could show them how to search for material that is public domain through search engines like Google.  | owncatalog/archive |
| For the purposes of schoolwork, which often requires a lot of flipping back and forth, an .epub file is not ideal. I would likely recommend they look at the book in the browser.  | format/archive |
| I would advice the student to start with Hoopla, as those titles are always available | archive |
| I would also recommend graphic novel versions (if the work has them) of the work, as well as the websites no fear Shakespeare & sparks notes to help solidify the students' understanding of the text | supplement |
| I would put the student on reserve for a physical copy of the book as well as suggest they try an e-book version. | physicalsearch/archive |
| I would start with our catalogue - I want those checkout stats! - but after that, I would probably Google it | owncatalog/archive |
| In the public domain due to age of the publications.  | copyrightstatus |
| Our library has Overdrive/Libby but also Hoopla.  | owncatalog |
| Our students are able to use their student IDs to check out our eBooks on Overdrive and they already have Sora downloaded to their Chromebooks. If not on Overdrive, I would look at the free sources and if not their we are able to purchase it on Overdrive and have it to the student within 24 hours. | priorknowledge |
| Since Shakespeare's works are in the public domain, Overdrive always has copies of his works available for download.  | archive |
| The student will be looking for an ebook that they can use over an extended period of time so Overdrive may not be the best bet. I could have started with Google, and may indeed have done so, but I'm pretty sure I'd end up at an archive anyway so would likely just start there. | archive |
| Unless there's a long waiting list, I'd put the title on hold to get it from another branch.  | physicalsearch |

Table C11: Responses and corresponding codes for the free response question about Scenario D.

|  |  |
| --- | --- |
| SCENARIO E: Please include any additional details or thoughts on this scenario.  |  |
| Another good one for Project Gutenberg I think.  | archive |
| Ebooks work great on android devices. App driven.  | archive |
| I always start my ebook searches in Overdrive as it is the easiest for our patrons to access and utilize, but if I was unable to find the book there, I would search in other databases to find a copy. | owncatalog/archive |
| I would suggest they bring their E-reader if at all possible, to avoid headaches from the small type/screen on their phone | priorknowledge/format |
| I'd start all of these by searching in the catalog, even when I didn't expect to find it there. We almost always start there. | owncatalog/archive |
| I'm confident we wouldn't have antique cookbooks in our eCollection, so I'd Google it | archive |

Table C12: Responses and corresponding codes for the free response question about Scenario E.

|  |  |  |
| --- | --- | --- |
| Code | Frequency | Meaning |
| yes | 18 | General code for positive answers. |
| patron | 13 | Response focused on assisting public library patrons.  |
| resources | 13 | Participant acknowledges the utility of these repositories as resources.  |
| situational | 10 | Participant would only implement the public domain e-book provider sites in certain situations. |
| owncatalog | 2 | Responded highlighted existing sources in their public library system.  |

Table C13: Codes relating to responses to the free response question on whether public libraries should promote or advertise public domain e-book repositories.

|  |
| --- |
| Please elaborate on whether you think libraries should promote or advertise public domain e-book repositories.  |
| A library's job is to connect patrons with the resources they need, regardless of whether they are subscription based databases or not. | yes/resources |
| Depends on the stability of the platform. Ensuring links for external platforms are valid can be time consuming for library staff. Also depends on what kind of messaging/advertising might be pushed at library users on such a platform.  | situational/resources/patron |
| I am taking 'promote or advertise' to mean list on your website, and I think that is a great place to have additional resources for patrons | yes/resources |
| I certainly recommend public domain e-book repositories to customers if those best meet the customer's need. Promoting or advertising such places is a different thing. I don't think libraries should put much effort into actively promoting these sites, we have a hard enough time promoting our own resources.  | situational/resources/patron |
| I feel that public domain e-book repositories are just another tool in helping library users with research and pleasure reading. | yes/patron |
| I said "not sure" because the infrastructure for accessing these is lacking. The software is never great and the reading experience is often sub-par. This is almost purely a money and organization and political issue in our industry. We've been dragging our feet, limping along. OA titles often highlight this. | situational/resources |
| I think promoting or advertising reputable public domain e-book repositories to patrons is just good service. | yes/patron |
| I think that libraries should maintain a goal of access to information with as few barriers as possible, so public domain is particularly in that scope | yes/resources |
| I think we should recommend them when they are the best source for a given situation, but spending marketing resources on promoting websites we don't control seems like a bad idea. | yes/situational/resources |
| I would need to have a conversation about why/how/benefits before I could answer this fully, but I think it would be interesting to pursue | situational |
| if it might be useful for patrons, and we can help them navigate copyright, we should do so | yes/patron |
| If the situation calls for it, I think it would be a good idea to bring them to a patron's attention. | situational/patron |
| If the work is in the public domain, there is no reason not to. | yes |
| I'm imagining seeing this as having these online repositories linked on our eResources page. Most of the eResources we have linked on that page are ones we pay for. For something to be included on that page there'd have to be vetting on the resource - do we want our name attached to theirs? I suppose an alternative would be creating something like a Bibliocommons list with links to all those online repositories. | situational/resources |
| I'm not sure why we wouldn't, I've always viewed my job is to get people to the information they need, if it's in public domain I have no problems showing them how to access it.  | yes/patron |
| It depends - we should look to curate specific titles and/or collections if it meets a community need. We don't need to promote public domain ebooks just for the sake of doing so. | situational/patron |
| It depends on wither they are adhering to copyright law. | situational |
| It is a great resources for classic books.  | yes |
| Libraries are all about promoting access, so e-book repositories are an extra resource we can offer to our public. | yes/resources |
| Libraries are here to serve our community. It makes sense to refer patrons to the most (legal) economical source of information. | yes/patron |
| Libraries should promote public domain e-book repositories, as they can help make it easier for customers to access certain works.  | yes/patron |
| Like any other reference question, if the need comes up, patrons will be pointed to the appropriate source. I don't have the time or resources to specifically advertise them. | situational/patron/resources |
| Our ebooks webpage includes not only Overdrive, but also eBook repositories. | yes/owncatalog/resources |
| Our library will need to do more work moving forward to ensure our library members know how to use and access all forms of information. Including information on the public domain.  | yes/patron |
| There is no harm in providing access to public domain e-books. However libraries should try to promote their own usage, especially for smaller libraries where usage statistics determine heavily the budget and allocation of resources.  | yes/owncatalog/resources |
| They're a valuable resource and can fill a gap in library collections. | yes/resources |
| Yes, we should promote any and all access to reading. | yes/patron |

Table C14: Responses and corresponding codes for the free response question about whether public libraries should promote or advertise public domain e-book repositories.

|  |  |  |
| --- | --- | --- |
| Code | Frequency | Meaning |
| yes | 24 | General code for positive answers. |
| patron | 7 | Responses focused on patron or community needs.  |
| resources | 5 | Participant acknowledges the utility of these repositories as resources.  |
| situational | 5 | Participant believes that public domain e-book repositories should only be used by public libraries in certain specified cases.  |

Table C15: Codes relating to responses to the free response question on whether public domain e-book repositories have a place in public libraries.

|  |  |
| --- | --- |
| In general, do you think that there is a place for public domain e-book repositories in the public library?  |  |
|  as above - we should look to curate specific titles and/or collections if it meets a community need. We don't need to promote public domain ebooks just for the sake of doing so. | situational/patron |
| Absolutely yes. Even though these repositories aren't library-run/operated, one of the biggest proponents of public libraries is to help people find the resources that are the best for them, even if that's outside of the library. So if an outside respository has exactly what the patron needs, then that's what should be recommended to them. | yes/patron |
| Absolutely, but with improved software. | situational/resources |
| Absolutely. | yes |
| I suppose so. I haven't had a lot of patrons requesting these kinds of public domain materials, but if we do reference support in which we're using the internet to fulfill the request, then I don't see why we wouldn't use it to fulfill a reader's advisory request like this. | situational/patron |
| If they have the capacity, but generally I think this work needs to be done by archivists, public libraries usually don't have the resources to provide this service on our own.  | situational/resources |
| Maybe if it easily connects with other library apps and services. | situational/resources |
| Or course.  | yes |
| Yes | yes |
| Yes | yes |
| Yes | yes |
| Yes | yes |
| Yes | yes |
| yes | yes |
| Yes - though they are limited, there will be times when they are the best option for a patron.  | yes/patron |
| Yes there is a place for it, especially if the books that patrons are looking for are hard to find or are no longer in circulation.  | yes/patron |
| yes, but not necessarily under the care and control of the library, unless they have an appropriate special collection worth sharing | yes/resources |
| Yes, definitely | yes |
| Yes, libraries are where people come for information public domain or not | yes/patron |
| Yes, of course especially to support the curriculum because the library can't a copy for every student.  | yes/patron |
| Yes, they are a great resource. | yes/resources |
| Yes. | yes |
| Yes. | yes |
| Yes. | yes |
| Yes. | yes |
| Yes. | yes |
| Yes. | yes |
| Yes. | yes |
| Yes.  | yes |

Table C16: Responses and corresponding codes for the free response question about whether public domain e-book repositories have a place in public libraries.

|  |  |  |
| --- | --- | --- |
| Code | Frequency | Meaning |
| yes | 16 | Positive responses.  |
| unsure | 6 | Neutral and uncertain responses.  |
| no | 5 | Negative responses.  |

Table C17: Codes relating to responses to the free response question about whether COVID-19 has effected e-book repository use at the participant's library.

|  |  |
| --- | --- |
| Do you think the COVID-19 pandemic has effected use or awareness of ebook repositories at your library? Please explain.  |  |
| Absolutely. Our eBook circulation doubled just with Overdrive. | yes |
| Anecdotally, usage has increased.  | yes |
| During lockdown, there was definitely a surge in digital circulation, unsure of use of non-promoted or non-library sponsored databases.  | yes/unsure |
| I am not sure | unsure |
| I don't know. I know our ebook collections (Libby and Hoopla) saw a big increase in use during the pandemic. However, I haven't and don't get a lot of requests from customers that require public domain e-book depositories.  | yes/unsure |
| I think so but only a mild affect. | yes |
| no | no |
| No, ebook use during COVID is not substantially different than pre and post COVID | no |
| No, they are not widely used.  | no |
| No. The library has always had a limited budget so the ebook repositories allow us to offer more books.  | no |
| No. While there has been an increase in eResource use during the pandemic, I haven't seen an increased local interest in these sort of public domain eBook repositories.  | no |
| not sure | unsure |
| Not sure. Covid-19 definitely impacted usage of electronic materials in general, but I'm not confident that most library users would know of e-book repositories in general. | unsure |
| Probably, but not measurably. | unsure |
| Yes use has increased. | yes |
| Yes, always on the hunt for more content.  | yes |
| Yes, definitely increased use of ebooks. | yes |
| Yes, I have noticed a rise in seniors using e-books since the pandemic began | yes |
| Yes, more people have tried ebooks and emagazines because they temporarily lost access to their local library or were unable to visit public places due to worries about the pandemic. | yes |
| Yes, patrons are able to sign up for memberships online and have instant access to our e resources | yes |
| Yes, there has been a significant uptick in ebook usage since the pandemic happened.  | yes |
| Yes, there's broadly more awareness of ebooks in general, with more people explicitly seeking out free modes of access.  | yes |
| Yes, with library closures many patrons were required to access ebooks and became more comfortable with the format. | yes |
| Yes. I think more people started to explore alternatives to print materials during the pandemic. | yes |
| Yes. Covid has increased my usage of e-books significantly.  | yes |

Table C18: Responses and corresponding codes for the free response question about whether COVID-19 has effected e-book repository use at the participant's library.

|  |  |  |
| --- | --- | --- |
| Code | Frequency | Meaning |
| helpful | 4 | The respondent noted that the e-book repositories can be useful and beneficial for public libraries.  |
| federal | 1 | Participant suggest federal regulation to help support users and dismantle diffuse and outdated programs.  |
| owncatalog | 1 | Participant listed private websites and existing public library catalogs that may be used instead of e-book repositories.  |

Table C19: Codes relating to responses to the free response question for general notes on the relationship between public libraries and online e-book repositories.

|  |
| --- |
| Please place any additional notes on the relationship between public libraries and online e-book repositories here.  |
| I think free, reputable e-book repositories are beneficial for both patrons and libraries. | helpful |
| In the US, IMO, we need a federal system that includes well supported, well designed, intuitive software that makes it easy to get and access these titles. The lack of effective organization and the limping along of sub-par software for decades has become an albatross around our necks. | federal |
| libraries with sufficient resources can ensure that high quality materials are available to the public, and that rare materials can be enjoyed by the world rather than locked away in a vault. | helpful |
| Online e-book repositories are a great way to supplement the library's ebook collection | helpful |
| Some of our patrons use Amazon and Kindle so they might prefer to download a free Kindle copy of a public domain book from that store for their device rather than work with a web site that is new to them. And many of our patrons do use Libby and Hoopla. So going to the depository web sites is not required very frequently. | owncatalog |
| They seem like natural partners to me. Libraries are supposed to point users toward helpful resources, and that's what an online e-book repository is. | helpful |

Table C20: Responses and corresponding codes for the free response question for general notes on the relationship between public libraries and online e-book repositories.