
Hearing Voices? Hamilton Public Library's e-audio Collection & Listen and Learn

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Agenda

- E-audio book overview
- Collection development
- Integration with Library Catalogue
- Circulation stats
- Customer support
- System environment
- Technical support issues
- Questions and Answers

Why E-Audio Books?

- Increased demand for “Books on CD”
- “Plugged-in” commuters
- Service to new or “under-served” target groups
- Another offering of the “Virtual Branch” collection of electronic media resources.

E-audio Book Service – Quick Facts

- 2 week loan period
- 24/7 access from home
- Limit of 5 items and 5 Requests
- Hold notifications by email
- Searchable through library catalogue
- Auto expire - No late fees
- Playable on a personal computer, MP3 player or CD
- Available to Registered Borrowers only

E-Audio Book Service – How did we get there?

- Budget Approval - \$20,000 (Fiction – 60%; Non-fiction – 40%); approx. 580 titles for initial collection
- E-Audio Book Working group developed
- Consultations with Overdrive & other libraries
- Client profile

E-Audio Book Service – How did we get there?

- Training
- Selection of E-Audio book titles
- Testing & more testing!
- Soft launch for staff
- Marketing & Live Launch Feb. 15, 2006

Collection development

Variety of Collection Tools



The screenshot shows the OverDrive Content Reserve website. The header features the OverDrive logo and the text "Content Reserve™ The Digital Content Marketplace". A navigation bar includes links for Home, Collection, MetaData, Reports, Approval Plan, News, Support, and Logout. The main content area is titled "Content Reserve Collection Tools" and lists four options: "Create New Select List" (with a description: "Review available titles and select quantities to purchase for your shelves."), "Maximum Access" (with a description: "Grant your patrons unlimited access with a Maximum Access subscription."), "Suggested Title Lists" (with a description: "Review and/or add recommended and suggested lists for your Digital Library collection."), and "Getting Started with Purchase Orders..." (with a description: "For some quick tips on creating purchase orders, browse this informative page."). A vertical sidebar on the left is labeled "Library".

OVERDRIVE
Content Reserve™
The Digital Content Marketplace

Home Collection MetaData Reports Approval Plan News Support Logout

Content Reserve Collection Tools

Create New Select List
Review available titles and select quantities to purchase for your shelves.



Maximum Access
Grant your patrons unlimited access with a Maximum Access subscription.

Suggested Title Lists
Review and/or add recommended and suggested lists for your Digital Library collection.

Getting Started with Purchase Orders...
For some quick tips on creating purchase orders, browse this informative page.

Library

Collection development

[Home](#)
[Collection](#)
[MetaData](#)
[Reports](#)
[Approval Plan](#)
[News](#)
[Support](#)
[Logout](#)

Suggested Title List: Audio: DLR Bestsellers | [Back to Suggested Title Lists](#)

Title	Author(s)	Publisher	Subject(s)	Format	Units Owned	Total
1. "A" Is For Alibi	Sue Grafton, Mary Peiffer	Books on Tape	Fiction, Mystery	OAB	1	0 62.38 CAD
2. The Audacity of Hope	Barack Obama, Barack Obama	Books on Tape	Current Events, Nonfiction	OAB	1	1 49.51 CAD
3. "B" Is For Burglar	Sue Grafton, Mary Peiffer	Books on Tape	Fiction, Mystery	OAB	1	0 62.38 CAD
4. The Bancroft Strategy	Robert Ludlum, Scott Sowers	BBC Audiobooks America	Fiction, Thriller	OAB	1	1 87.31 CAD
5. The Black Dahlia	James Ellroy, Stephen Hoyer	Books on Tape	Fiction	OAB	1	0 98.03 CAD
6. The Book of Fate	Brad Meltzer, Scott Brick, © 2006 Brad Meltzer	Time Warner Book Group	Fiction	OAB	1	1 46.57 CAD
7. Born in Death	J.D. Robb, Susan Ericksen	Brilliance Audio, Inc.	Fiction	OAB	1	1 45.72 CAD
8. Brother Odd	Dean Koontz	Books on Tape	Fiction, Mystery	OAB	1	1 89.11 CAD

Library

Collection development

OVERDRIVE Content Reserve™
The Digital Content Marketplace

Home Collection Metadata Reports Approval Plan News Support Logout

Manage Select List "hamiltonca-20070124-160622-3129" [Edit name](#)

Quick search by: = Total units: 0
Total amount: 0.00 CAD

Sort by:


Results 1 - 20 of 2837 [Next >>](#)
1 - 20 | 21 - 40 | 41 - 60 | 61 - 80 | 81 - 100 | [Next 100 . . . 2837](#)
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z



101 Dalmatians (unabridged)
Format: OverDrive Audio Book
Creators: Dodie Smith, Martin Jarvis
Pub Entity: Books on Tape
Publisher: Listening Library
Subjects: Fiction, Juvenile Fiction
SRP: 29.70 CAD **Pub Date:** 10/31/2006 **Duration:** 04:33:35

Status Information →

Previously purchased units: 0
Copies checked out: 0
Holds: 0
Hold ratio: 0
Current list units:
[\[Excerpt\]](#)



The 101 Dalmatians (unabridged)
Format: OverDrive Audio Book
Creators: Dodie Smith, Patricia Hodge, Joan Sims, Brenda Blethyn, Nicky Henson, Polly James, © BBC
Pub Entity: BBCAudiobooks
Publisher: BBC Audiobooks LTD
Subjects: Fiction, Juvenile Fiction
SRP: 45.55 CAD **Pub Date:** 08/15/2006 **Duration:** 01:45:42

Previously purchased units: 0
Copies checked out: 0
Holds: 0
Hold ratio: 0
Current list units:
[\[Excerpt\]](#) [\[WorldCat\]](#)



Integration with Library Catalogue

- Bibliographic records accessible via library's catalogue (Horizon)
- E-Audio Format Index makes searching simple
- Format icons distinguish between Book CD & E-audio formats
- Seamless integration between Horizon Information Portal (HIP) and the Overdrive Digital Audio Catalogue

Integration with Library Catalogue

Book in Print



63.		Lyon's Gate by <i>Coulter, Catherine</i> New York : Jove, 2005. Requests: 0 Library Holdings: 24 Availability: This item may be borrowed.
64.		Lyon's gate [electronic resource] by <i>Coulter, Catherine</i> [Grand Haven, Mich.] : Brilliance Audio, 2005. Format:  Requests: 0 Library Holdings: 1 Availability: This item is a downloadable electronic resource. Note: Click here to view and download this audio book
65.		Lyon's Gate [sound recording] by <i>Coulter, Catherine</i> Grand Haven, MI : Brilliance Audio, p2005. Format:  Requests: 0 Library Holdings: 2 Availability: This item may be borrowed.

E-audio



Book on CD



Integration with Library Catalogue

Business planning [electronic resource] : 25 keys to a sound **business** plan / Edward E. Williams, James R. Thompson, H. Albert Napier.

by Williams, Edward E.

[Roseland] : Listen & Live Audio, [2004]

Subjects

- **Business planning**
- New **business** enterprises -- **Planning**.
- New **business** enterprises -- Finance.
- Audio ebooks.

Format: EAUDIO

Notes: Downloadable audio file.

Title from: Title details screen.

Abridged.

Requires OverDrive Media Console (file size: 25323 KB).

Mode of access: World Wide Web.

Summary: Learn the 25 keys to a great **business** plan, including writing the company's mission, identifying market opportunities, calculating appropriate financial ratios and projecting growth rates, that will help guide your company's expansion and attract necessary financing.

Performer Note: Read by Eric Conger.

Other Authors: Thompson, James R. (James Robert), 1938-
Napier, H. Albert, 1944-
Conger, Eric

URL Note: [Click here to view and download this audio book](#)

Requests: 0

Library Holdings: 1

Add to my list

Request first available copy

Link to Digital Catalogue

Copy/Holding information

Location	Collection	Call No.	Status
E-Branch	Adult E-Audio Book	ONLINE	Downloadable Audio Book Request this specific copy

Integration with Library Catalogue

- Customized MARC records through OCLC
- MARC profile includes local call #, format, subject & MARC Holdings data
- Horizon MARC record loading profile for E-Audio Books
- Once records are loaded into Horizon – no additional “editing” is necessary

Integration with Library Catalogue

-- MARC record sample

Status: cc Created: 2/15/2006
Owned by: Unowned
Field: Control Number Identifier [Optional]

000			n i m _ K a _
001			ocm57363524
003			OCoLC
005			20060208044712.0
006			m _ d _
007			s z u s n n n n - - - e d
007			c r n n a - - - - -
008			050104 s 2004 _ _ _ n j u n n n _ _ s _ _ _ z _ _ e r
037	- -		†b OverDrive, Inc. †n http://www.overdrive.com
040	- -		†a TEFOD †c TEFOD †d OCLCQ †d TEFOD †d HAMPL
049	- -		†a MAIN
050	1 4		†a HD30.28 †b .W55 2004ab
082	0 4		†a 658.4/012 †2 22
090	- -		†a ONLINE
100	1 -		†a <u>Williams, Edward E.</u>
245	1 0		†a Business planning †h [electronic resource] : †b 25 Nappier.
260	- -		†a [Roseland] : †b Listen & Live Audio, †c [2004]
500	- -		†a Downloadable audio file.
500	- -		†a Title from: Title details screen.
500	- -		†a Abridged.
511	0 -		†a Read by Eric Conger.

Call #

520	- -		†a Learn the 25 keys to a great business plan, including writing appropriate financial ratios and projecting growth rates, the
538	- -		†a Requires OverDrive Media Console (file size: 25323 KB).
538	- -		†a Mode of access: World Wide Web.
650	- 0		†a <u>Business planning</u>
650	- 0		†a <u>New business enterprises</u> †x <u>Planning</u> .
650	- 0		†a <u>New business enterprises</u> †x <u>Finance</u> .
650	- 0		†a <u>Audio ebooks</u> .
655	- 0		†a <u>Audiobooks</u> .
700	1 -		†a <u>Thompson, James R.</u> †q (James Robert), †d 1938-
700	1 -		†a <u>Napier, H. Albert</u> , †d 1944-
700	1 -		†a <u>Conger, Eric</u>
856	4 0		†u http://hpl.lib.overdrive.com/ContentDetails.htm?ID=EB9 audio book
856	4 -		†3 Excerpt †u http://e
910	- -		†a <u>cpp3253</u>
949	- -		†a EAUDIO
990	- -		†a c
999	- -		†a vb

Format Information

Holdings Information

Circulation Stats

- Purchased over 1300 titles
- 9024 downloads from Feb15, 2006 to Jan 26, 2007
- 6788 holds placed for E-audio books
- 26 downloads per day in average
- Turn over rate - 6.59

Overdrive Online Reports

View Reports

View Purchase Order History

View all purchase orders whether approved, declined, or pending.

View Maximum Access Orders

View all Maximum Access orders.

View Activity Charts

View all download and borrowing activity.

View Purchased Title Report

View all titles owned and the number of checkouts of each title (please note that this report loads).

View Turnover Rate Charts

View turnover rates for your content.

View New Patron Registrations

View new patron registrations by the date each first logged into your library.

View Title Statistics

View statistics for top checkouts and waitlisted titles, formats, and genres.

View Patron Activity Charts

View all patron download and borrowing activity.

View Current Waiting List

View titles currently on your patrons' waiting lists.

View Waiting List History

View all titles that have been on your patrons' waiting lists.

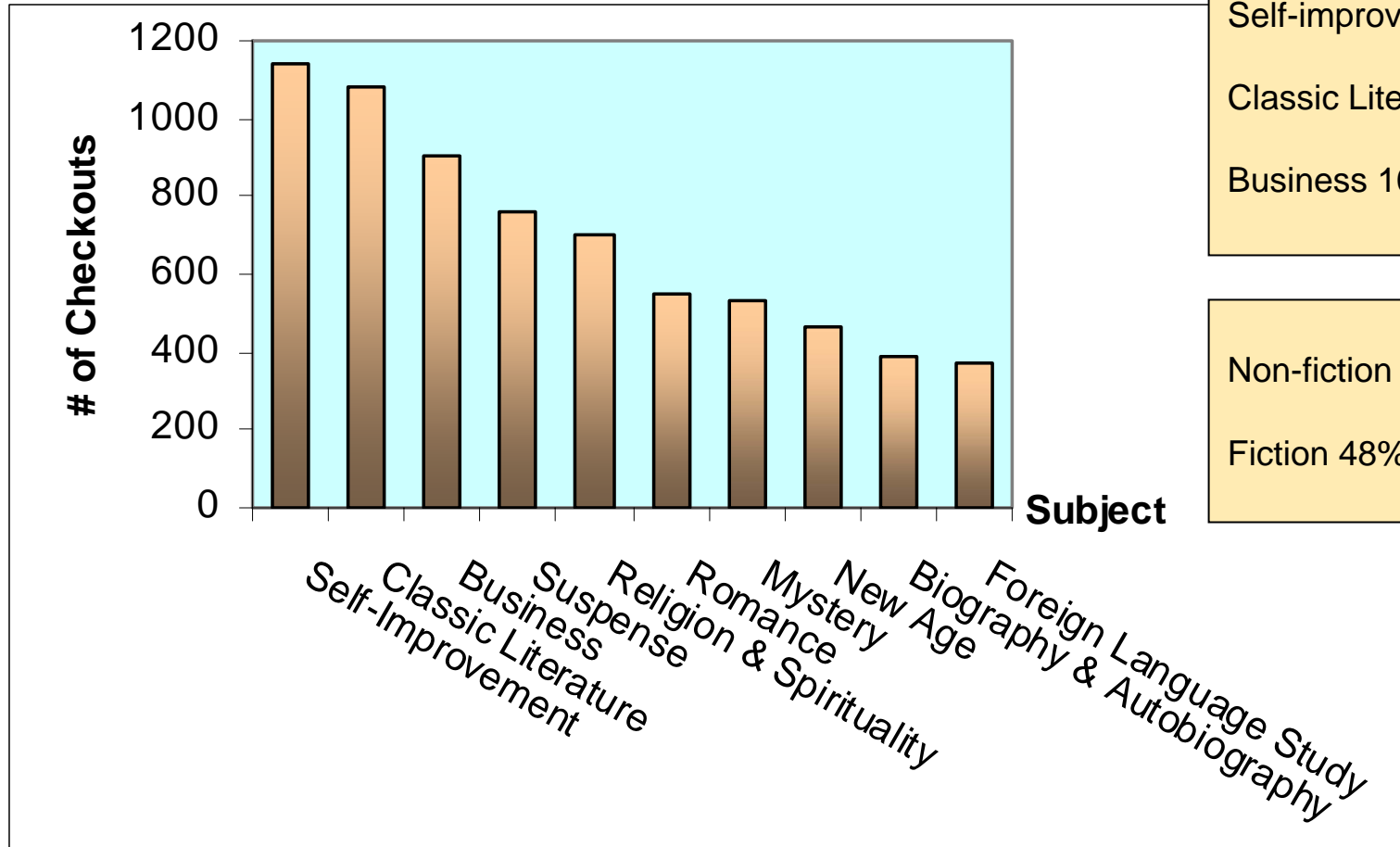
Search Checkouts

Search for and view your patrons' checkouts by checkout ID, library, or title.

View Digital Library Statistics

View statistics for your digital library including overall and current circulation, active patrons, etc.

Top 10 Checkouts by Subject



Top 3 checkouts

Self-improvement 13%

Classic Literature 12%

Business 10%

Non-fiction 52%

Fiction 48%



Top 10 checkouts by title

■ From Oct to Dec 2006

- ❑ Instant Immersion French
- ❑ Instant Immersion Spanish
- ❑ 24 Hours
- ❑ Instant Immersion Italian
- ❑ The Da Vinci Code
- ❑ 25 Things to Say to the Interviewer, to Get the Job You Want
- ❑ How To Make People Like You in 90 Seconds or Less
- ❑ 101 Ways to Transform Your Life
- ❑ French on the Move
- ❑ Today Matters

The Digital Catalogue

HPL Home Digital Home My eBook Account My eBookBag Help and FAQs Login

Digital Catalogue

hpl.ca

HPL Digital Catalogue

- Quick Start Guide
- Help and FAQs
- Checking Out
- Supported Portable Audio Devices

Fiction

- All Fiction
- Classics
- Mystery
- Romance
- Science Fiction & Fantasy
- More Fiction...

Nonfiction

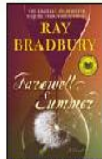
- All Non-Fiction
- Biography & Autobiography
- Business & Management
- Religion and Spirituality
- Language Learning
- More Nonfiction...

Browse Young Adult


Search in all Go >> Advanced Search

Welcome to Hamilton Public Library's Digital Audio Book Catalogue!
Download an audio book to play on your PC or portable device (Pocket PC or MP3 player) or copy to CDs to play in your car. It's quick, easy and you can do it anytime!

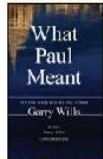
What's New




Farewell Summer
by Ray Bradbury



Princess in Pink
by Meg Cabot




What Paul Meant
by Garry Wills




High Druid of Shannara: Straken
by Terry Brooks

[View More What's New >>](#)


Popular Titles



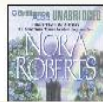
GREGGLES



SPANISH ON THE MOVE



ASSASSIN



NORA ROBERTS

Hamilton Public Library

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Readers' Cafe

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OverDrive Audio Books Our service provides users with a wide selection of titles that can be enjoyed anywhere - anytime. The library offers a growing collection of popular unabridged audio titles in a variety of genres.

- Listen on your personal computer, burn to CD, or transfer to many portable devices, including supported MP3 players.
- Accessibility features built-in for blind and visually impaired.
- Free software for audio book management, listening, transferring, and burn to CD. **NEW** - HPL recommends downloading the new version of [Overdrive Media Console \(v. 2.1\)](#) released October. 11th, 2006.
- High quality digital stereo Windows Media Audio format.

[Tips and FAQs for Audio Books](#)

Please note: During [catalogue maintenance](#) the e-audio book collection will be temporarily unavailable.

E-audio book Record

Preview



All-Audio German 1
Edition: Unabridged
by [Living Language](#)

Publisher: Random House, Inc.
Imprint: Living Language

Subject(s): [Foreign Language Study](#)
[Nonfiction](#)

Excerpt(s):  [Introduction \(WMA format\)](#)

[Recommend this title to a friend! Click here.](#)

FORMAT INFORMATION

OverDrive Audio Book		Re
Available copies:	0	(0 patron
Library copies:	1	
Lending period:	14 days	
File size:	44591 KB	
Number of parts:	3	
Duration:	3 hours, 6 minutes	
Reader version:	OverDrive Media Console 1.0 or later	
ISBN:	9781400023820	

DESCRIPTION

This popular audio only program is perfect for anyone who wants to learn a new language using a textbook, and it is ideal for learning on the go—in the car, at the gym, or anywhere. German Step 1 includes 3 hours of recordings.

DIGITAL RIGHTS INFORMATION

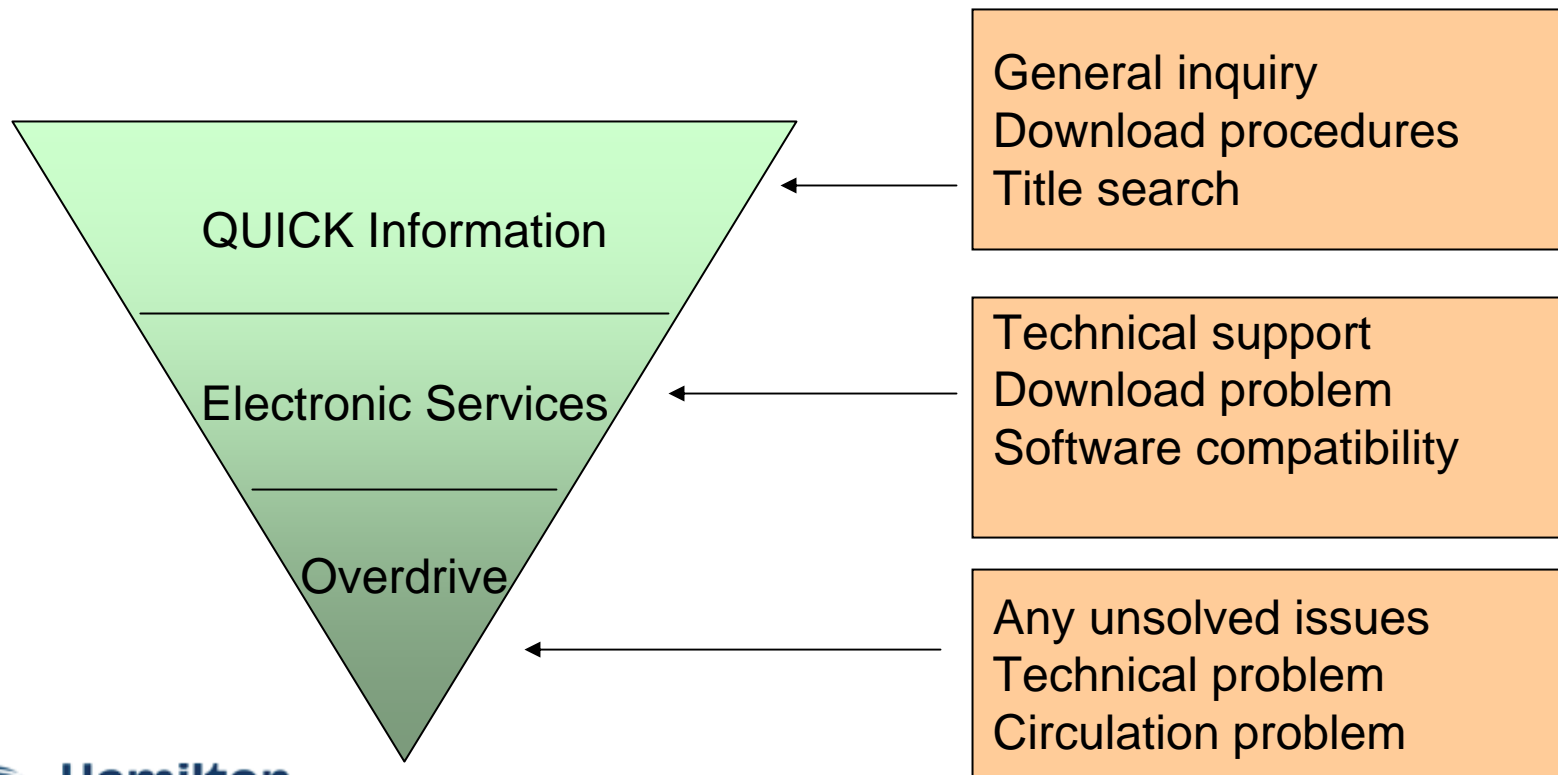
OverDrive Audio Book

- This title can be played during the lending period
- Collaborative play of this title is not allowed
- This title cannot be burned to CD
- This title can be transferred 9 times during the lending period

Digital Rights Info

Customer Support

■ Three-tier support



Customer Support

- Online [help and FAQs](#)
- ASKHPL- email support
- Telephone support
- E-audio book service bookmark

Sample Questions:

- Where can I find your e-audio books?
- Can E-audio books be returned early?
- How can I pick up my holds?
- What are the compatible MP3 Players?
- Do I have to do the Windows Media Player security upgrade?

Staff Training

■ To general staff

- ❑ A workgroup to handle pre-launch issues
- ❑ Open access to all library staff at the trial period
- ❑ Send out e-audio book service guidelines and brochures
- ❑ Arrange staff workshop upon request

■ To QUICK Information department

- ❑ Demonstration and review of common customer questions
- ❑ Compile a short list of FAQs

Setting up and Configuring your Hardware

- Server for Authenticating Clients
- Network Considerations

The e-Audio format & Our Existing Environment

- Catalogue Views
- Public Access Workstations
 - Functionality
 - Security
 - Kiosk

Introducing the OverDrive Service to our Staff

- It's a Home Based Service...
- Setup of the Product
- Downloading Material

Introducing the OverDrive Service to the Public

- Return of the Technical Divide
- Introducing DRM & Other Restrictions
- The Home PC and User
- Burning CDs & MP3 Players

Common Support Issues

- Won't Play
- Download Disabled
- Won't Burn or Sync
- Checking in an Item Early
- Licensing or DRM Issues
- Waiting List Check Outs
- Extensions & Suspensions
- Unique Publisher Restrictions
- E-Bookbag

Contact Information

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*Please visit our “Key Reports”
page for a copy of this presentation
and support documents...*

hpl.ca/AboutTheLibrary/keyreports/