

USERS

Users' experiences have been negative, experienced difficulty- need a good experience otherwise will be discouraged

Intuitive platforms are crucial – *if we need to train, the platforms are failing*

Issues of navigating within the books – search – it's familiar to us as librarians...[possibility we take searching for granted!]

Need to find out about users as a group. Could unlock valuable data. We are making assumptions about what people want.

Any barrier results in people turning away/ giving up

Digital revolution – *users expect instant!*

User interfaces – need a universal interface!

LIBRARIANS

Issue of what the purpose of a book is... **Do we need to rethink books?** [in terms of structure/how to use etc]

We need to do market research. McGraw Hill is using Google Analytics.

Question of how do we think about ebooks? (Electronic versions of print books? Something else?)
What added value can ebooks offer? Advantages of PDF vs XML/formats

Electronic services – are they a solution to a problem?

Issues of budgets for patron-driven acquisitions. Price always an issue.

Do we need a national group formed through LKSL? Would need to look at technical development as well as procurement. **National leadership is vital.** National content platform (as with HDAS etc) needed.

Knowledge for Healthcare specifies digital by default – importance of this – but how to implement.

Problems – we can't predict demand. Patron driven acquisitions let users choose.

Vital Source – popular platform, used by many universities – do we need to investigate this?

Some free content available – do we promote? Or integrate into our collections so it will show up in search?

VENDORS/SUPPLIERS/PUBLISHERS

We are all negotiating separately/in small groups. [Suggestion from supplier] All work together & find common needs – form a working group? Get together? **Communicate what we're looking for.** **The solution might already be available;** publishers are responding to user needs and developing products all the time.

In Italy – hospital libraries worked together to form a ‘big’ consortia to purchase from McGraw Hill.
Are there similar joint collections/deals that can be done in NHS? A core collection?

Core collections would be things like leadership, research.

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WIDER ISSUES

NICE no longer investing in national ebook collection

Wider IT issues...[firewalls, compatibility, browser issues etc]

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