A Year of Demand Driven Acquisition of Ebooks at the Open Polytechnic Library

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Abstract

Electronic resources are well-suited to satisfying some of the needs of open and distance learners: they are available at any time, and the library incurs no costs for storage, dispatch or circulation. This paper reports on a year of Demand Driven Acquisition (DDA) of EBL ebooks undertaken at the Open Polytechnic, comprising a six month trial from July to December 2009, and the first six months of DDA proper from January to June 2010. EBL's full catalogue of approximately 120,000 bibliographic records was loaded, and patrons were allowed to initiate their own requests for Short Term Loans. Autopurchases were set up to occur on the third loan request. Although DDA has received no promotion usage was steady from the start, with 1535 Short Term Loan requests and 83 Autopurchases fulfilled during the trial. Costs were monitored closely. The trial was judged to be a success, and the Open Polytechnic continued with Demand Driven Acquisition in 2010. From January to June 2010 steady usage continued, with 3003 STLs and 187 Autopurchases recorded over the whole year.

Introduction

The Open Polytechnic is New Zealand's only specialist provider of tertiary open and distance education, enrolling 24,601 learners in 2009 (The Open Polytechnic of New Zealand, n.d., p. 12). Its primary method of delivery is via print-based courses, with some blended learning courses, and a growing number of fully online courses. Our students are located throughout New Zealand and generally do not come to the campus; in order to accommodate their demands our lending and reference services rely heavily on sending materials by courier or email. Students who borrow print materials are also sent a courier bag to return materials to the Library. This represents a significant cost to the organisation, and we are constantly searching for ways to make the provision of information to our students more efficient and less costly.

Course readings are divided into Set Texts, Recommended Resources, and Additional Resources. Students are expected to purchase their own set texts, but the Library holds multiple copies of Recommended Resources to ensure that patrons' requests are fulfilled as quickly as possible. With some semesterised courses, this means that we are obliged to hold titles in large numbers. We also endeavour to hold one copy of Additional Resources.

Electronic books, or ebooks, have proved to be a useful addition to our collection, as they allow us to handle peaks in demand for texts. (Our collection management policy states that "electronic" is our preferred format, although this is still difficult to achieve given the small number of texts available online.) At present, our primary relationship for ebook acquisition is with EBL (Ebooks Corporation) since their non-linear lending model suits our usage pattern of intensive lending of a title for fairly short periods.

The increase in broadband uptake in NZ homes over the last three years from 500,000 home to 1 million (88% of homes) (Statistics New Zealand, 2010) also makes this type of information provision more viable for patrons, as they can read online or download ebooks to their own devices for later offline usage.

Ebooks confer other advantages on patrons and libraries: they are largely self-selected, patrons can copy and paste or print specified amounts of an ebook without running foul of copyright law, and they incur no dispatch and return costs.

Selection and acquisition of ebooks at the Open Polytechnic

Until the commencement of DDA at the Open Polytechnic, the process of ebook selection and acquisition was much the same as for print materials. Ebooks were selected by liaison librarians in the hope that they would be used, often in consultation with the course leader. The perennial problem of the selector is that not all that is purchased is used, and unfortunately that applies to ebooks as well as print materials. In the period from 26 August 2006 to 30 June 2009 the Open Polytechnic added 173 EBL ebooks to its collection at an average cost of US$75.22 per item. During the period up until 30 June 2009 – approximately three years – usage of the ebook collection was steady. Of the 173 titles purchased, 152 were used in 2160 sessions (comprising 1130 browses, 469 reads online, and 561 downloads) by 669 users. The 21 unused titles represent 12% of the 173 pre-purchased titles, which is directly comparable to the 12% of our print collection which has never been issued. Multiplying our average pre-purchased ebook price of US$75.22 per item by 21 gives a figure of approximately US$1,578.62 worth of ebooks which were never issued before the beginning of the DDA trial.

Why trial Demand Driven Acquisition?

Demand Driven Acquisition had been a topic of conversation at the Library since we began our relationship with EBL, but it was not until 2009 that we were able to undertake a trial of DDA with EBL ebooks. The prospective advantages were the same that we identified for ebooks acquired as part of our usual acquisition process, but with the added advantages that patrons could select items that they wanted to read (similar to a self-initiated interloan), automatic purchase of often-used items was possible, usage of a selected item is guaranteed, and loading the full EBL catalogue onto our OPAC made approximately 120,000 electronic resources available to our patrons.

This report covers twelve months' use of DDA, from 1 July 2009 until 30 June 2010. The first six months' use comprised a trial, at the successful conclusion of which we elected to continue with DDA formally from January 2010. The usage and cost information is generally reported by giving information from the trial period, and then information for the whole twelve months. Reporting on the trial separately shows the data that we used in making our decision to continue with DDA, while the twelve month report covers three trimesters and shows the pattern of usage that might be expected over a whole year.

EBL and their products

Ebooks Corporation Limited (EBL) is an Australian provider of digital books that concentrates on fulfilling the needs of academic and research libraries. They offer a wide range of scientific, technical and medical texts from major academic publishers, along with more popular titles in a wide range of subjects (Ebooks Corporation, 2005).

EBL's ebook lending model offers "non-linear lending" – every purchased item is allocated a number of "loan days" each year, allowing ebooks to be lent concurrently rather than consecutively. A number of patrons may simultaneously borrow an ebook at times when it is in high demand – what EBL terms "multiple concurrent access".

Ebooks are available as PDFs with digital rights management protection (DRM), and can be read online using EBL's proprietary reader or Adobe Reader, or they can be downloaded to the patron's computer and read offline using Adobe Digital Editions. Patrons may browse a non-owned ebook for up to five minutes or an owned ebook for up to ten minutes before being prompted to borrow it. (If a patron exhausts the browse period and borrows an ebook, and then subsequently re-borrows the book, no browse period is available before the second loan.) DRM precludes the patron's using the ebook once the loan period expires. Ebook readers can be authorised by Adobe Digital Editions, and ebooks downloaded into Adobe Digital Editions can be further downloaded into another authorised ereading device, giving additional flexibility in reading.

Copying and pasting or printing from borrowed ebooks is permitted, and the allowed amounts are shown in the EBL patron interface as a number of pages that is decremented with each transaction. Like the browse period, this is a total allocation and once used the patron cannot increase it by borrowing the item again.

Short Term Circulation or Short Term Loan (STL) is a "pay-per-use" model that permits a patron to borrow an ebook that the Library does not own for a specified period of time as a substitute for interloaning or purchasing the ebook. EBL negotiates the cost with the publisher, and payments are related to the length of the loan.

The EBL service that underpins the Open Polytechnic's trial is Demand Driven Acquisition, which allows ebooks to be borrowed by patrons without requiring the Library to purchase the title before lending it. Patrons can gain access to the EBL catalogue through EBL's Patron interface or through loading its MARC records onto the Library's OPAC. Libraries opting to load MARC records on their OPACs can load the whole EBL catalogue or select records by subject area. When the browse period is exhausted patrons can move to automatic Short Term Loan, Mediated Access, or Autopurchase. These access methods can be controlled by the library.

An automatic Short Term Loan (STL) is triggered by the expiration of the ebook's browse period or by the patron requesting to download the ebook. If cost of the STL is below a limit (in US dollars) specified by the Library, the loan goes ahead unhindered for the period chosen by the patron – one or seven days in the case of the Open Polytechnic – with the Library paying for the loan.

Mediated Access can be triggered by a request from a patron that costs more than the STL limit specified by the Library. Requests are emailed to Library staff who either approve or reject the loan.

Autopurchase is a function that can be set by the library so that when an item has been used a specific number of times it is purchased automatically and is added to the Library's collection as a non-linear lending item. If an item goes to mediation after the loan request has been made, it will not proceed to Autopurchase – mediated STL requests will continue to be produced for it whenever a patron moves from browse to loan.

Setting up the trial at the Open Polytechnic

Since the Open Polytechnic's financial year runs from January to December, we opted to run the trial from July to December, a period of six months. A budget was set aside for the trial, and a new fund code was set up to allow us to track Short Term Loan expenditure. Any ebooks that went to Autopurchase were paid for from the appropriate monograph fund. (The Library's fund codes do not indicate whether books or serials are print-based or electronic, as that information is included in the order record.) Initially, a sum of NZ$50,000 was tagged for Short Term Loans, as we had no idea how much usage would occur. Ultimately, the total cost of Short Term Loans and Autopurchases was US$21,405 – well within the limit we had set.

We decided to load almost the full EBL catalogue of approximately 120,000 records, restricting language to English or Maori. Although we could have limited the size of the load by restricting the subject areas from which we took records, it appeared to us that the Open Polytechnic's course offerings touched on nearly every subject area. Other limits were also available, including publication date, publisher, date added to EBL, and purchase price. We did not take the opportunity to limit the records by publication date, as our readings are in some cases quite old, nor did we choose to limit by purchase price, although in retrospect this is an option we might have explored more fully. To avoid duplicate ebooks in the file as far as possible, we also supplied a file of non-EBL ebooks to the vendor, and these items were excluded from the file. The catalogue was loaded in batches of 10,000 records. We have also received several updates consisting of separate files of additions and deletions.

Our loan and purchase parameters were set so that the first two requests to borrow an item trigger Short Term Loans, while an Autopurchase occurs on the third request. Patrons may choose to borrow ebooks for one day or seven days. The Library also set a price limit for Short Term Loans – if a loan is requested that costs less than the limit, the loan occurs with no library intervention. If, on the other hand, the cost of the request is greater than the specified value, the request is sent to the Library for approval or rejection. Titles that have had one or more STLs can also be purchased manually.

The Short Term Loan "mediation trigger" price was initially set at US$25.00, but within a very few days we dropped that to US$15.00. Our reasoning was that if loans were based on a percentage of an ebook's total cost, we could be exposing ourselves to some expensive Autopurchases by staying at the US$25.00 level. On discussing this with EBL we were assured that if an ebook STL had to be mediated, it would not

subsequently go to Autopurchase but would continue to trigger mediation requests. Nevertheless, we discovered later that a number of ebooks in the US$200+ range command STL fees that are below the trigger price, and so we are still exposed to these costs to some extent. (If we had chosen to limit the top price of the ebooks loaded into the catalogue, this would not have been an issue, so we are unfortunately wise after the event.) We also monitored the STLs regularly during the trial, and deleted OPAC records for any mediated items that were out of our teaching areas and whose loan request was rejected. (To put this into perspective, during the trial period only 19 out of 1,535 STL requests were completely off topic – 1.2%.)

Promotion

Demand Driven Acquisition has not been promoted on or off-campus, although some staff and students who have expressed interest in using ebooks have been given individual instruction. Nevertheless, 993 patrons and staff (of whom 746 were repeat requestors) found and used the service during its six month trial, representing 38% of our 2605 active borrowers in 2009. During the whole twelve months 1597 patrons (including library users) used the service, 1167 of whom were repeat users.

Search and OPAC

After loading the EBL catalogue, searching on our OPAC became a much different task. With few or no subject headings most searching would have been on keyword or title. The presence of 120,000 additional bibliographic records on the OPAC practically guaranteed a large result set, especially for searches on common terms. This has the advantage that patrons do not go away from a search empty-handed, but the large numbers of titles retrieved and the low precision that we are now seeing in result sets makes searching for single items – especially if they have generic titles or authors with common names – much more difficult if the OPAC's options for limiting searches are not used. Nevertheless, our usage figures, and the titles of the ebooks being borrowed, indicate that patrons are finding usable materials in their subject areas.

Interface and use

The original patron EBL interface appeared very "busy", and for some functions like selecting a loan period, it was unclear when the choice should be made. During the trial the patron interface underwent an upgrade which resulted in a cleaner, less cluttered look. The **Read Online** and **Download** buttons were also made more prominent, which improved their usability.

The Open Polytechnic's students are still predominantly users of print learning materials, while their way of using ebooks appears to be akin to consulting a reference source. On average, 45.6 pages were consulted in each patron's online reading session. EBL's usage statistics show page numbers and also the order in which they are accessed during each online reading session. With a few exceptions that show sequential reading of a whole book or a large part of it, most patrons move from the front matter of a book to the section that interests them, moving backwards and forwards in the text. (Interestingly, we have also noticed that some STLs that occur after the browse period has expired have zero page accesses. It may be that some

patrons satisfy their reference needs in the browse period, and then request the STL without being aware of the implications of doing so. This may indicate a need for instruction in the service, or at least making patrons aware of the help that is available.)

Strategies to deal with mediations and/or overspend

When we began the trial we had no real feel for what the ultimate cost of STLs and Autopurchases might be. We had tagged NZ$50,000.00 to pay for STLs, and monitored loans and Autopurchases closely. We also took the opportunity of using the mediation system to help manage costs as well. Mediation of most requests was done by the Team Leader, Collection Services, and the job was delegated to staff in Collection Services or Reference and Liaison in her absence. The criteria used for mediation were: cost of STL, cost of ebook if Autopurchased, appropriateness for the patron's course of study, and the availability of alternatives. In order to help regulate our exposure to high-cost Autopurchases, requests for mediated items with a purchase cost over US$200.00 were generally rejected, and the bibliographic record removed from the database. This strategy has continued into 2010.

Costs and usage

In the six months of the trial 1,535 STLs were approved (228, or 15% of which were mediated) at an average cost of US$10.48, substantially lower than the cost of a New Zealand interloan. 55 STL requests (3.5% of total requests, or 24% of mediated requests) were rejected based on the criteria discussed above. Total STL expenditure was US$16,086.01. Over the same period 83 Autopurchases occurred, at an average cost of US$64.10, with total Autopurchase expenditure of US$5,319.55.

During the full twelve month period 3,003 STLs (333, or 11% of which were mediated) were approved at an average cost of US$9.22. 67 requests were rejected – 2.2% of total requests, or 20% of mediated requests. Both of these figures are similar to those from the trial. Total STL expenditure was US$27,694.47, while a total of 187 Autopurchases were made at an average cost of US$66.75, with total Autopurchase expenditure of US$12,483.14.

From January 2010 the number of STLs declined slightly, as did the number of mediated STLs, perhaps indicating a greater willingness of patrons to browse ebooks without borrowing them. Simultaneously, the number of Autopurchases and their average cost increased, with a greater number of repeat borrowings of some titles.

	Trial: July – December 2009	**July 2009 – June 2010**
Short Term Loans	1,535	3,003
Mediated Short Term Loans	228	333
Rejected requests	55	67
Total STL expenditure (US$)	16,086.01	27,694.47
Average STL cost (US$)	10.48	9.22
Autopurchases	83	187

Total Autopurchase expenditure (US$)	5,319.55	12,483.14
Average Autopurchase cost (US$)	64.10	66.75

Table 1: Short Term Loan and Autopurchase Costs

STL and Autopurchase numbers describe two rough bell curves, with their peaks corresponding roughly with the middle of the second trimester (September 2009) and the middle of the first trimester (May 2010). The summer trimester shows a much less pronounced peak in December. Usage in the second trimester of 2009 is slightly higher than in the first trimester of 2010, so it will be interesting to see if usage in the second trimester of 2010 recovers, or is even higher.
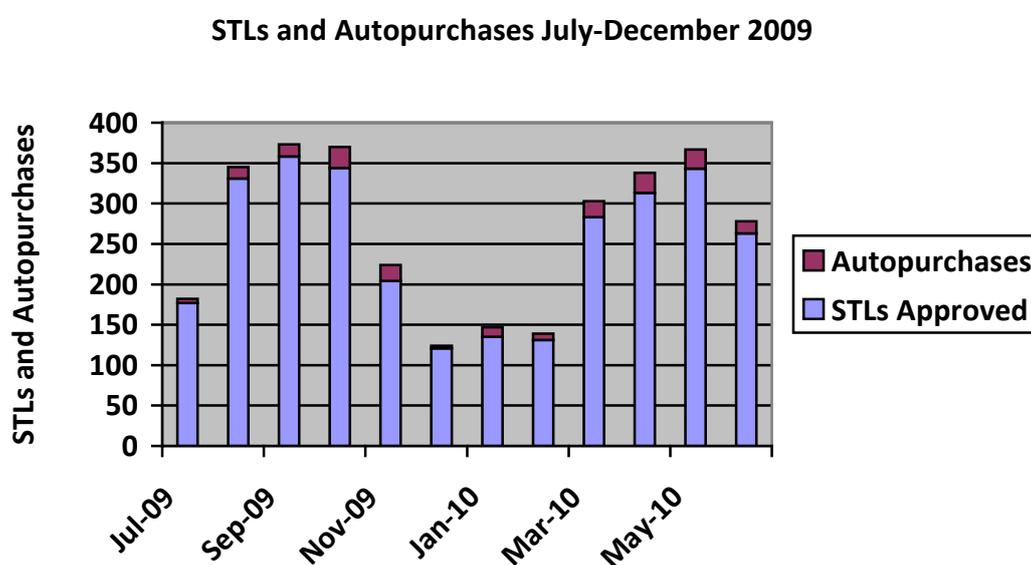

Figure 1: STLs and Autopurchases July-December 2009

The average total cost of an EBL ebook is the total of the average Autopurchase cost plus twice the average STL cost. During the trial the average cost was US64.10 (Autopurchase) + (2 × US$10.48) (STLs), for a total cost of US$85.06. For the full year, the cost was US$66.75 + (2 × US$9.22), for an average overall cost of US$85.19. This compares well with an average cost per monograph of NZ$94.21 from our major overseas vendor, given that by the time an Autopurchase is completed each ebook has had three loans.

Usage does not cease once an item is Autopurchased; the average number of uses over the year for an Autopurchased book was 9.2, which included two uses as STLs, one use at Autopurchase, and 6.2 subsequent uses (which included browse, read online, and download). By comparison, our print collection received an average of 0.62 uses per item in 2009.

An average of 9.2 uses per year is comparable with the 8.6 reported by Price and McDonald in their discussion of user-selected versus pre-selected ebooks (2009, p.

13). More importantly, 100% of our user-selected Autopurchased ebooks are used, compared with 88% of the ebooks pre-purchased before the trial.

The upper and lower price limits of STLs and Autopurchases showed a marked variation, with the purchase costs of high-level academics texts being (unsurprisingly) higher than non-academic ebooks. STL costs were strangely inconsistent, with some ebooks with a purchase price of over US$200.00 incurring STL costs of less than US$15.00 for one day, and in some cases, seven days. These are the kinds of high-cost Autopurchases that are very hard to manage, as the STLs do not need mediation. In retrospect, when we were deciding on the catalogue items to load, we probably should have excluded items with a purchase cost of more than US$198.00 to avoid Autopurchasing items priced at and above US$199.00.

	STLs		Autopurchases	
	Trial	*July 09 – Jun 10*	*Trial*	*Jul 09 – Jun 10*
Highest cost (US$)	47.25	58.50	199.00	219.00
Lowest cost (US$)	0.35	0.20	10.00	4.95
Average cost (US$)	10.48	9.22	64.10	66.75

Table 2: Highest and Lowest STL and Autopurchase costs

In the course of the trial, 2,549 unique titles were accessed as STLs or non-owned items, while 203 unique owned titles were accessed. Three major types of usage can also be reported on – browse, read online, and download – and these can be further subdivided into Unique Users, Average Number of Sessions per User, Unique Titles Accessed, and Average Usage Time. During the full year 4,053 unique titles were accessed, as STLs or non-owned items, while 290 unique owned items were accessed. Usage in each category for both the trial and the full year is shown in Table 3: Ebook Usage. It does appear that there is an increase in browsing overall at the expense of read online and download. This may reflect greater willingness to try a title and move on if it does not satisfy their needs, although when a loan is initiated the average online reading time increases slightly, as does the number of pages accessed.

|	Browse		Read Online		Download	
	Trial	*Jul 09 – Jun 10*	*Trial*	*Jul 09 – Jun 10*	*Trial*	*Jul 09 – Jun 10*
Unique users	793	1358	576	854	600	836
Average number per user	4	4.2	2.5	2.6	3	3.4
Unique titles	1997	3572	956	1425	936	1369
Average time (minutes)	2.0	1.9	18.6 + 5 or 10 minutes browse	21.0 + 5 or 10 minutes browse	Reported in days, so actual usage cannot be established.	
Total sessions	3138	5688	1433	2224	1846	2863

Table 3: Ebook Usage

Online reading usage allows tracking of the total number of pages accessed. During the six months of the trial period 62,536 pages were accessed, with an average of 43.6 pages accessed per session, while for the full year 101,337 pages were accessed, with an average of 45.6 pages accessed per session. (Pages access counts vary from 0 to a high of 756 in a session, with 156 sessions with more than 100 page accesses.) Although it is obvious that many patrons are reading large chunks of the borrowed ebooks fairly sequentially, it is also clear from average session times for "Browse" and "Read Online", average page accesses, and the sequence in which pages are accessed, that most ebooks are used like reference materials, with patrons perusing the front matter, and then moving to the pages or chapters of interest. Three examples showing this kind of use are shown in Table 4: Page Access Sequences, in which the divisions among the parts of the ebook consulted are quite distinct.

Pages Accessed
1, 2, 3, 135, 136, 137, 134, 133, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 419, 420, 421, 417, 418, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432
1, 2, 3, 258, 259, 260, 256, 257, 192, 194, 110, 111, 112, 113, 114, 52, 53, 51, 54, 55, 56, 57, 58, 59, 60, 62, 61
1, 2, 3, 101, 102, 103, 99, 100, 104, 105, 106, 107, 108, 109, 110, 191, 192, 193, 190, 189, 194, 195, 196, 197

Table 4: Page Access Sequences

Usage within subject areas

Monitoring usage by subject area has shown that our students are generally borrowing and using ebooks that are related to our teaching areas. The main areas of usage (as shown in Figure 2: STL Usage by Dewey Number) are business and management, psychology and counselling, education and early childhood education, library and information science, information technology, real estate, environment, engineering, and humanities. The highest STL usage occurred in the areas of business and management and psychology and counselling; this is as we expected, as these groups of students are also heavy users of other electronic resources such as ejournals. The usage within other subject areas is lower but still significant in areas like library and information studies, education, and environment. In the future, these figures will help guide our liaison with faculty when course revisions occur, as we will be able to point out subject areas where students are comfortable using ebooks, and show which titles are the most heavily used.

STL Usage by Dewey Number
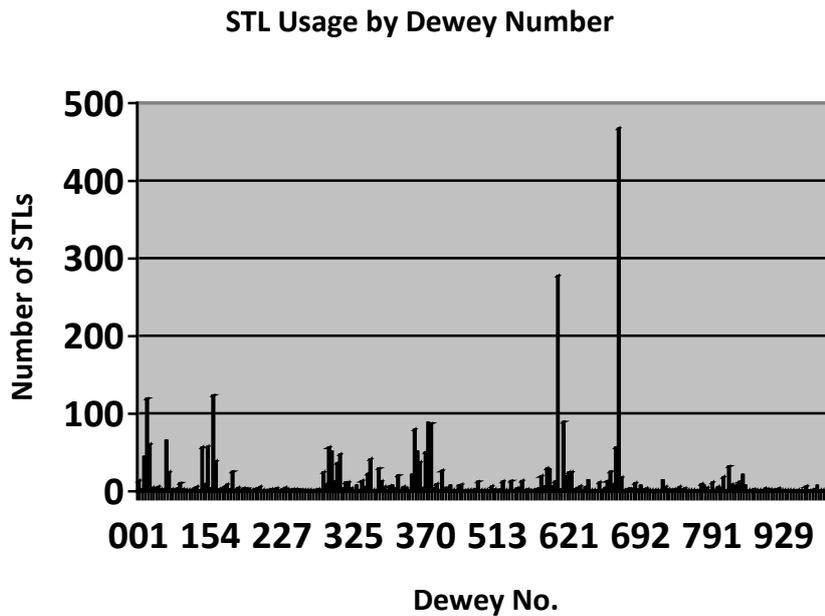
Figure 2: STL Usage by Dewey Number

As mentioned earlier, we were concerned that the ability to borrow without any mediation would be abused, but in the event only 1.2% of loan requests made during the trial were completely off topic. The figure for the 12 month period increased to 2.8%, but these are figures that we are comfortable with, as the bulk of the requests appear to be low-cost loans with an emphasis on sport, nutrition and dieting, religion and the occult. Mediated loan requests have also given us the opportunity to informally check the subject area of the request against the patron's course of study, and their requests are generally for material within those areas.

Vendor support

The Open Polytechnic has had a relationship with EBL since 2006, well before the trial was begun, so issues of authentication and access had already been resolved. We have found EBL to be very responsive to our concerns, and issues – whether administrative or system-related – are dealt with in a timely way.

Problems and issues

Several issues became evident during the trial, including the quality of MARC records, and some problems with downloads and unmediated STLs.

The MARC records that we received (and still receive) from EBL are created by them from publishers' metadata. They generally lack any subject information, and are known to our Collection Services staff as "pink records" because our cataloguing client shows fields that are invalid or incorrect highlighted in pink. It would be folly to try to rectify all 120,000 records, so we confine any revision to records that we received from Blackwell's after an Autopurchase.

Adobe Digital Editions (ADE) is required if patrons wish to download an ebook for offline reading. The patron also needs to obtain an Adobe ID to authorise their PC or reading device, and to allow the Digital Rights Management information attached to a downloaded file to function. We found that of all the reading methods, ADE gave the most problems, often with failed downloads, although increasing the Local Storage setting from 100KB to over 1MB was often successful.

A problem with downloading that flummoxed us for some time involved a patron who had previously downloaded ebooks successfully, but then received a message to the effect that "You cannot download this book". The patron had assumed the problem was with ADE and had reloaded the programme several times, had cleared the failed loads and had changed the Local Storage without any effect. On contacting EBL for advice we were informed that the patron had requested too many downloads. This patron downloads material to her PC in preference to reading online because she has a time-limited dialup connection. We agreed with EBL that they would inform us if a similar situation arose in the future so that we could conduct our own investigation first.

Early in 2010 we noticed that a number of loan requests over US$15.00 had been automatically approved, and that a few Autopurchases had occurred as a result. This was reported to EBL, and was traced to a software bug. The problem was rectified, and we received credits for the items that were erroneously approved and Autopurchased.

Ebook readers

In the course of 2009 the Open Polytechnic Library also trialled two ebook readers: the iLiad and the EcoReader. One of the features that we required was the ability to be able to authorise the device with Adobe Digital Editions, and to download EBL ebooks to the ereader. This ability was not available in the iLiad, but the EcoReader was successfully authorised and ebooks were able to be downloaded to it and read offline. In early 2010 the Library also trialled the Kobo ereader. The Kobo can also be authorised by Adobe Digital Editions but unfortunately the Kobo's emphasis is on ePub documents, and its PDF reader is clunky. Nevertheless, the Kobo team are responsive to user requests for enhancements and this problem should be dealt with in a future firmware update.

Conclusion

Open Polytechnic surveys conducted in the past have revealed that students have a strong preference for printed learning materials. We believe that they also want the immediacy of access to online full text resources, and that our experience with online journals and ebooks bears this out. We have seen at least one instance where the OPAC result set includes a record for a print book (which was available for loan) and the electronic version of the same book, and it was the ebook that was borrowed.

The trial was reviewed in December 2009, and as a result the Library decided to continue with Demand Driven Acquisition in 2010. Overall, we are happy with our experience of DDA. We increased the size of the collection that patrons can access by about 300%, and we gave our patrons the discretion to manage their own online

borrowing through STLs, while the Autopurchase facility allows staff and students to participate in collection building. Unlike normal print selection, every ebook Autopurchase has the added advantage that a text has been borrowed or used at least twice as STLs and at least once more after the Autopurchase occurs. This compares well with our print and pre-purchased ebook collections, 12% of whose items have never been issued. Usage reports of STLs and Autopurchases can also provide liaison librarians with useful guidance for collection development.

Average usage costs for STLs are generally lower than the cost of interloans, and Autopurchase costs are roughly comparable with the costs of print monographs.

To be honest, the trial was a leap into the unknown; we did not know what usage would be made of the resource, or whether the resources would be ignored, over-used, or abused, and we monitored usage very closely. We also had the ability to regulate expenditure by adjusting the STL cost limit, requiring all STLs to be mediated, or by switching off the Autopurchase function. Fortunately, none of these actions were required.

We continue to monitor closely and remove inappropriate or expensive items from the catalogue, but Demand Driven Acquisition has proven to be a very useful way of satisfying demand for high demand materials without the problems associated with physical issuing, and also building a high use collection of electronic books.

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