



Barbican &  
Community  
**LIBRARIES**

# eStock FAQs



## **Why don't you have the titles that I want?**

Not all publishers make their titles available to libraries in digital formats, if you can't find the title you're looking for, it's likely that the publisher is unwilling to supply digitally to libraries, or no digital version exists.

In Libby you may see 'notify me' next to a title, this means it is available in digital format, but our library hasn't purchased a copy, if you select this we will be notified of your interest and you will be notified in the app if we decide to purchase it.

## **I often can't find a copy of bestselling titles or authors, why?**

As above, they may simply not be available in a digital library edition, or sometimes they are prohibitively expensive, often three or four times the cost of a physical copy, so we decide not to purchase it in digital format to make the best use of our budgets.

## **Why do I need to wait for a copy of a digital title?**

In most cases, libraries buy individual "copies" of digital titles from publishers. Publishers often require that each digital copy is only loaned to one person at a time (just like physical library books). This ensures that authors, narrators, and other creators are paid fairly for their work, even if it's consumed digitally.

The number of copies we buy depends on a few factors, like demand and budget. Even if there's a lot of demand, our budget might not allow for more digital copies of a popular title, although we do our best to keep our holds to copies ratio at 4:1 or lower

If all copies of a digital title are checked out, you can place a hold and wait for it to become available.

## **Why don't you have multiple copies of popular titles?**

As above, this is usually down to cost, as with physical books we try to ensure we have enough copies to keep waiting lists relatively short, but due to budget restrictions this isn't always possible.

Some titles are released to libraries as 'simultaneous access' which means multiple customers can borrow them at once, there is however a limit to the number of issues and once these are used up we have to purchase a new licence / copy.

## **How can I find titles that are available to borrow immediately?**

In Libby there is an 'available now' filter in the menu options and in Borrowbox there is an 'available only' tick box at the bottom of the search screen.

### **Why isn't the digital collection as big as the physical collection?**

Our digital library is growing all of the time, with new eBook and eAudiobook titles being added every month. We constantly monitor usage of our physical and digital collections and aim to ensure we have enough titles and variety to support both audiences.

### **How does the library manage their digital collections?**

Each library authority selects titles that best suit their community's needs. This means that every library collection in Libby and Borrowbox is customized and unique.

### **If an eBook / eAudio is available why doesn't the library have it?**

In some cases the publisher makes a digital edition of their title available commercially (i.e. through booksellers or Amazon), but chooses not to make it available digitally to libraries.

### **Why can't I use a Kindle?**

Unfortunately, in the UK there is no agreement between the companies that provide digital titles to libraries and Amazon (who own Kindle), and this unfortunately means you are unable to access your library titles on a Kindle.

### **Why don't you buy the titles I request?**

We are notified when customers select titles that we don't currently have in stock and we take into account, popularity of the item, the cost, if the title is going to be widely used before deciding to purchase or not, using the same criteria we would for physical stock.

### **Why don't you have titles in other languages?**

Unfortunately, due to prohibitive costs and lack of availability it isn't currently possible to provide eBooks and eAudiobooks in a range of different languages, Pressreader does however offer many international publications in a wide range of languages.

### **Why can I only keep a magazine from Libby for 7 days?**

This is due to a requirement by the publishers. Because magazines are shorter publications you can keep multiple issues and they do not count against your checkout limit in Libby, and you can keep them for 7 days. If you'd like to keep a magazine for longer, we recommend subscribing to it; that way, the latest issue will always be on your Magazine Rack. If you'd like more time with a specific kept issue, tap the circle with three dots next to the magazine's name and select Keep For Another 7 Days. This option appears when the issue has less than 7 days left on your Magazine Rack. You can do this as many times as you'd like. If you wish to read a title offline you will need to download it.

### **Why does Pressreader say I've got 30 days complimentary access when I login?**

This is due to a requirement that newspaper publishers have imposed on Pressreader, however at the end of the 30 day period you simply need to login again and you will be granted another 30 days access.