OverDrive Statistics, Reports, and Collection Development

MUG Workshop

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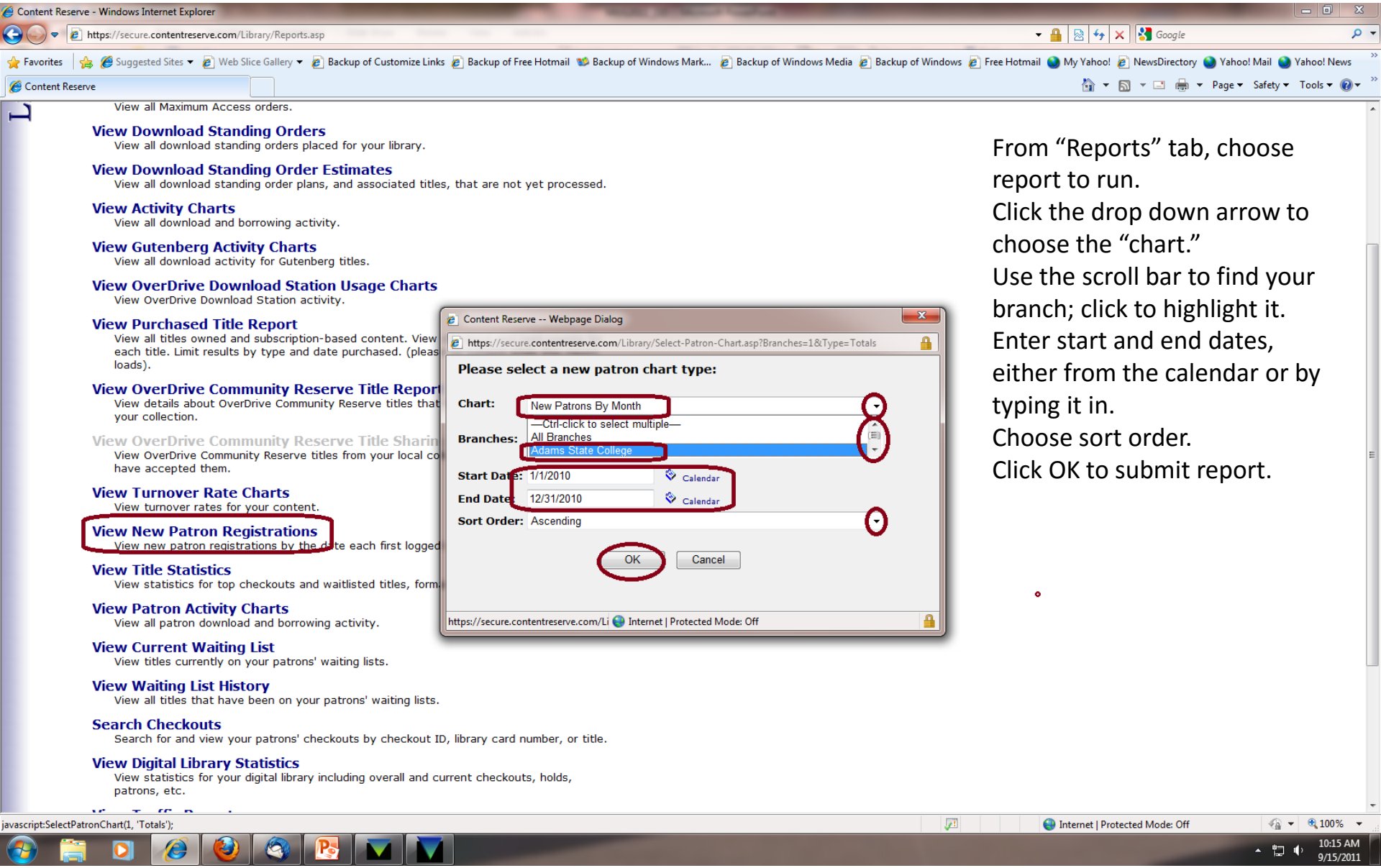
Statistics and reports

- Content Reserve in Internet Explorer
  - https://secure.contentreserve.com/Login.asp

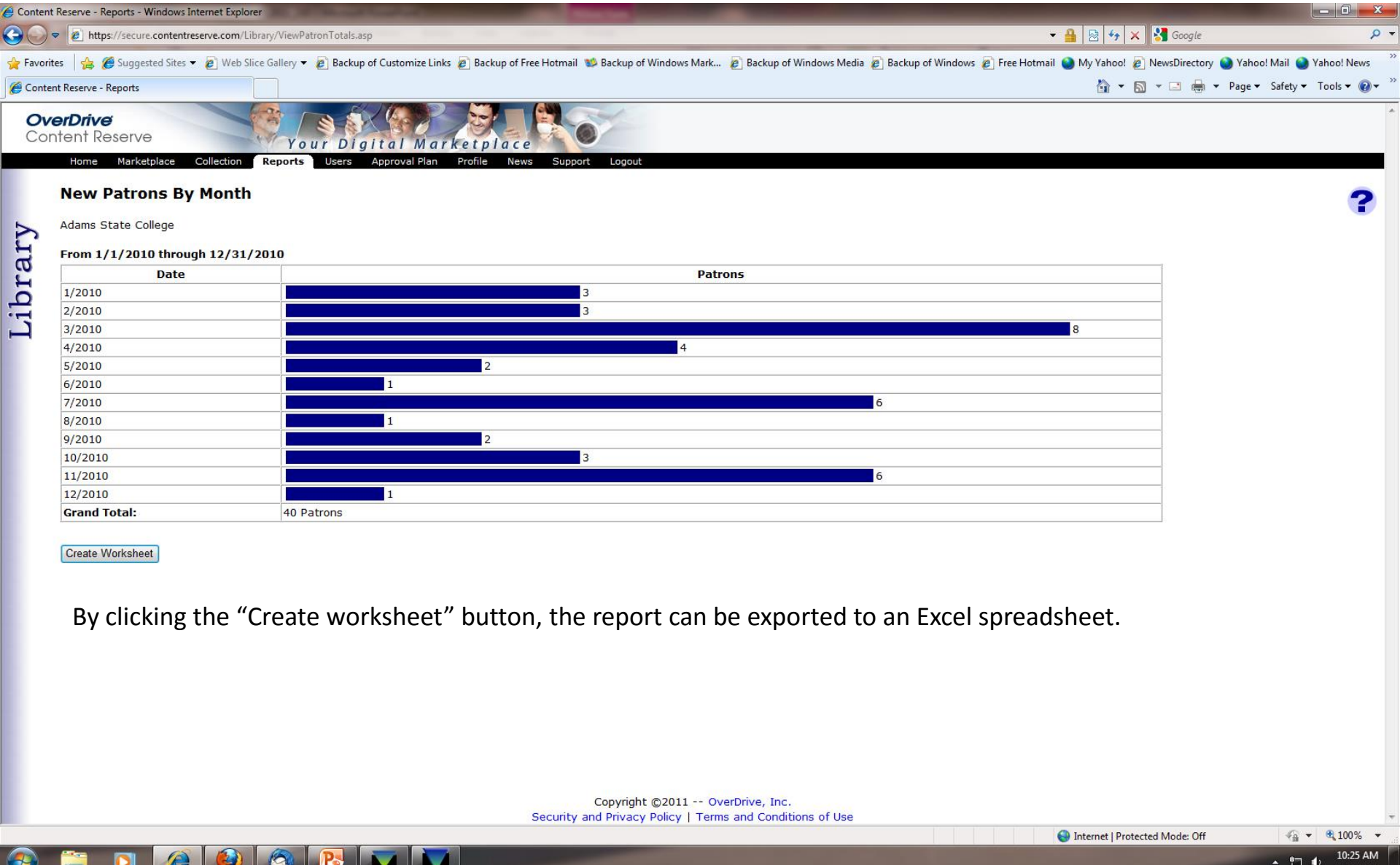
Each Marmot member library has an account. Contact Mary Katherine (mk@marmot.org) for the user name and password.

Reports – some favorites

- View activity charts - View all download and borrowing activity.
- View Gutenberg activity charts - View all download activity for Gutenberg titles.
- 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 subjects.



From “Reports” tab, choose report to run.
Click the drop down arrow to choose the “chart.”
Use the scroll bar to find your branch; click to highlight it.
Enter start and end dates, either from the calendar or by typing it in.
Choose sort order.
Click OK to submit report.



By clicking the “Create worksheet” button, the report can be exported to an Excel spreadsheet.

- 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.
- View digital library statistics - View statistics for your digital library including overall and current checkouts, holds, patrons, etc.
- View purchased title report - View all titles owned and subscription-based content. View checkout and hold counts for each title. Limit results by type and date purchased.

New enhancements

- WIN (Want it now!)
  - Basket of enhancements currently in development
  - Will enrich user experience
- Audio formats WMA and mp3 are more compatible
- OverDrive will detect which format is most compatible to the original device the patron using for the download.
- eBook format recommended to purchase but pdf formats will be available at patron request

Collection Development

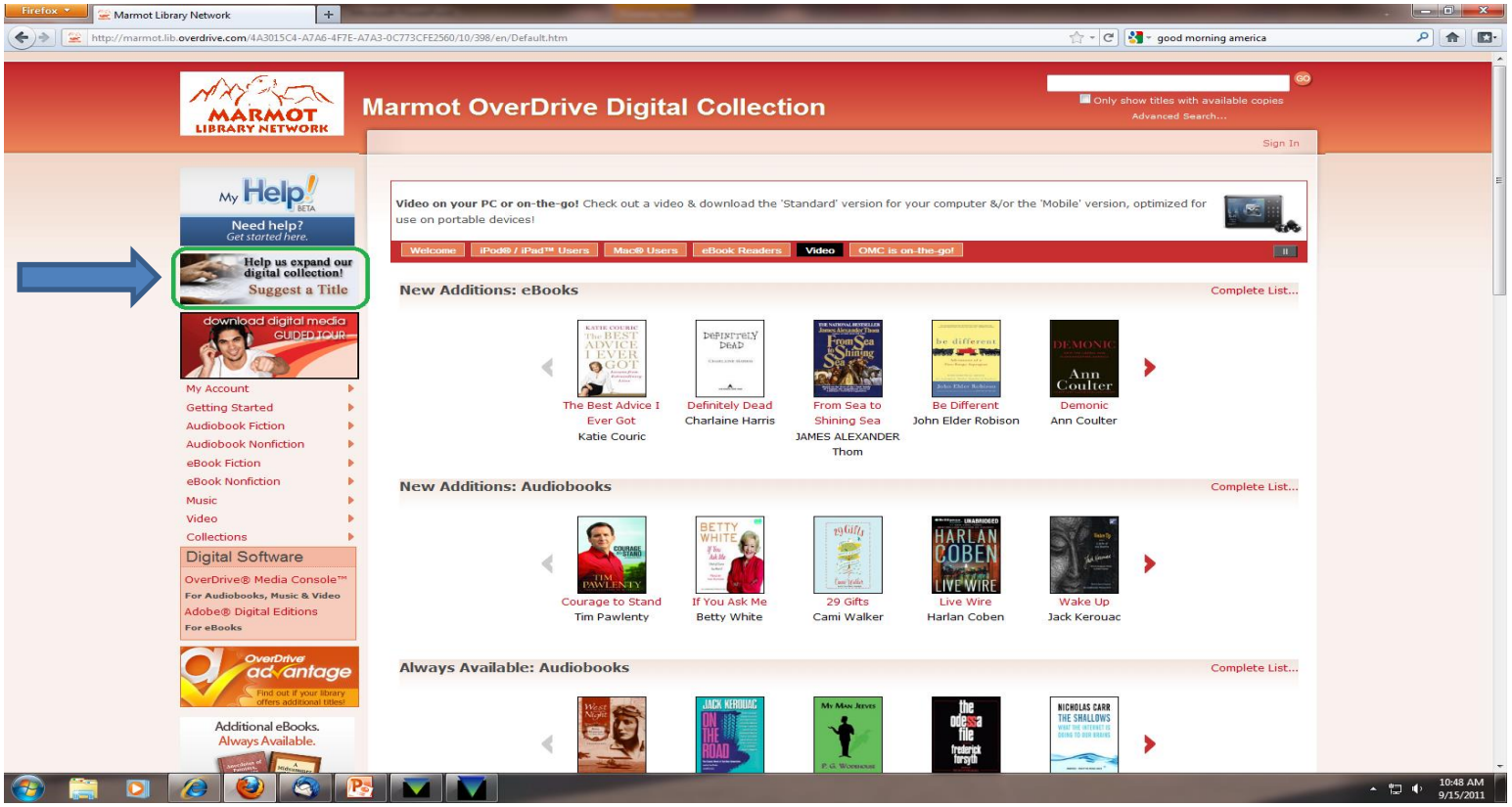
- Providing best sellers and popular materials of interest for all member libraries is top priority

- Additional copies for very popular items and patron suggestions are also top priorities
  - Titles with 4 or more holds qualify as “popular”

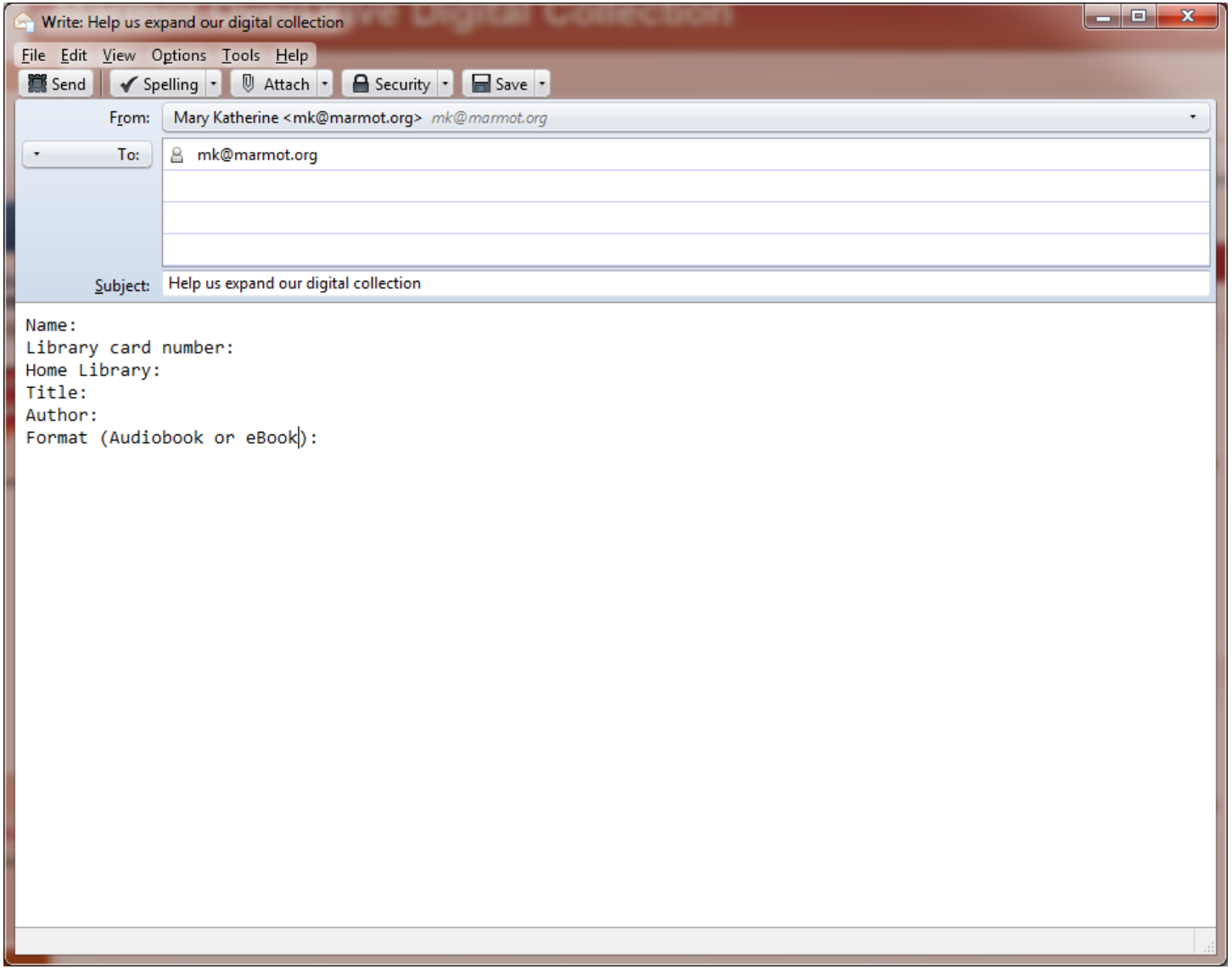
- Orders are created monthly by selectors in the member libraries. The purchase orders are completed by Marmot staff.

Suggest a purchase

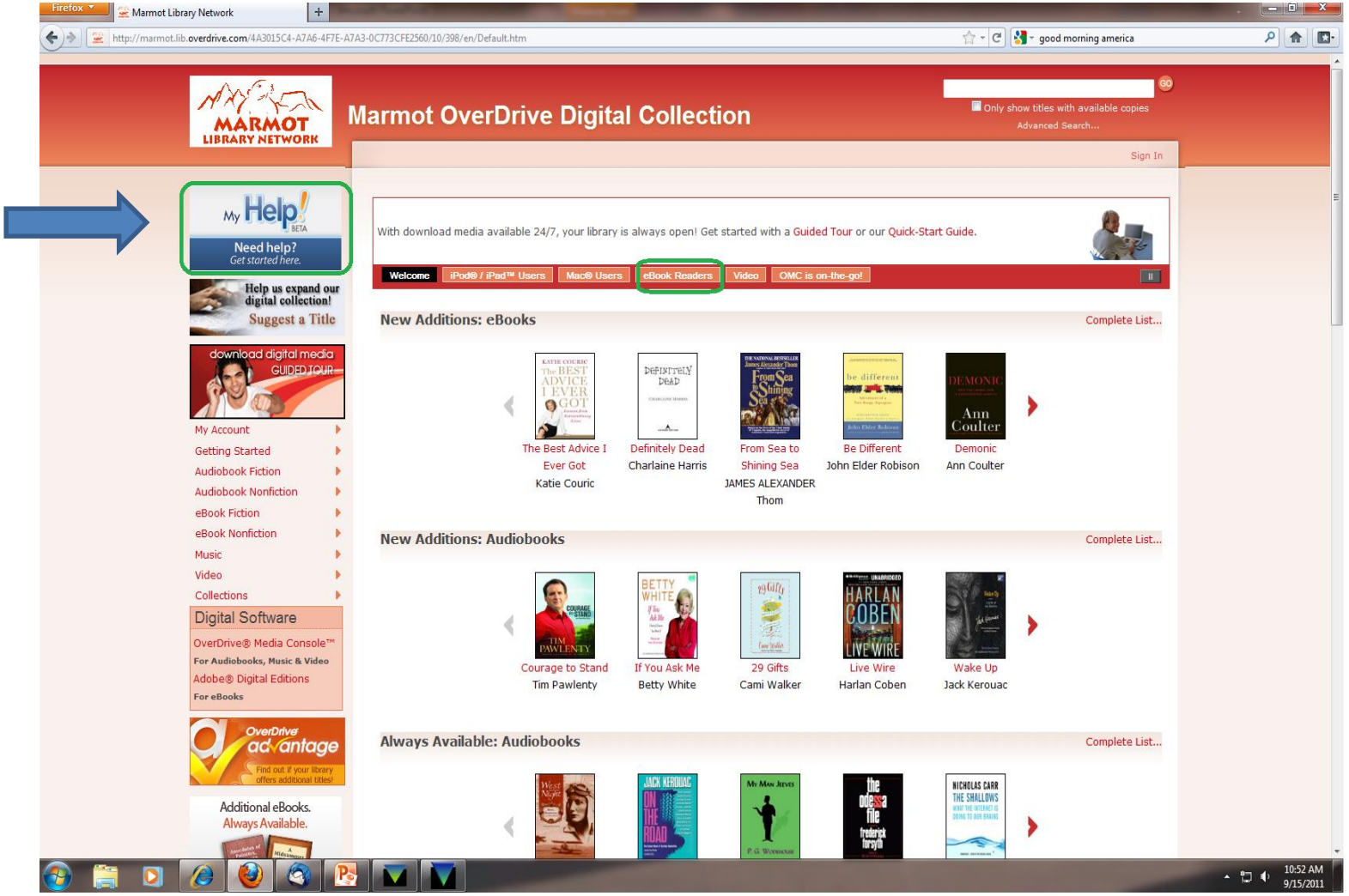
- Patrons can suggest titles to purchase by clicking on the button on the website.



What the form looks like

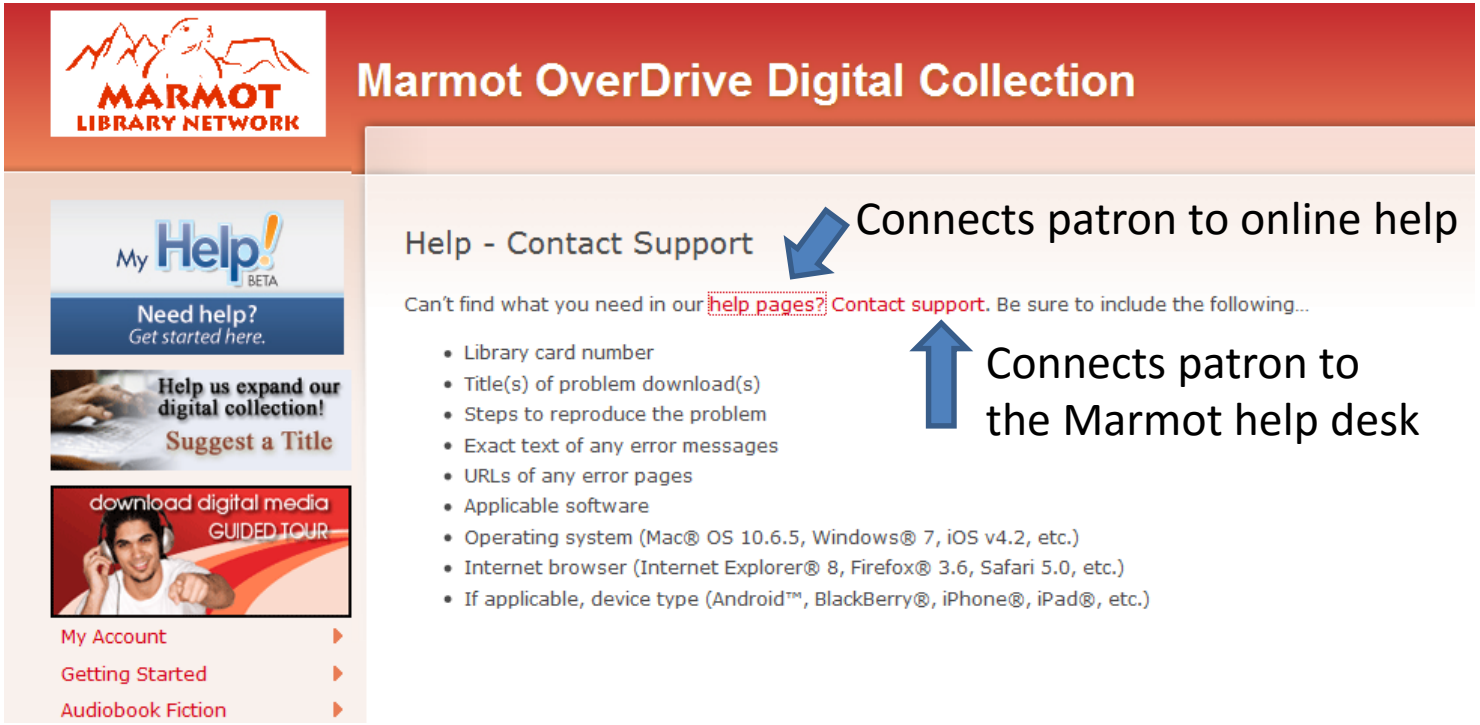


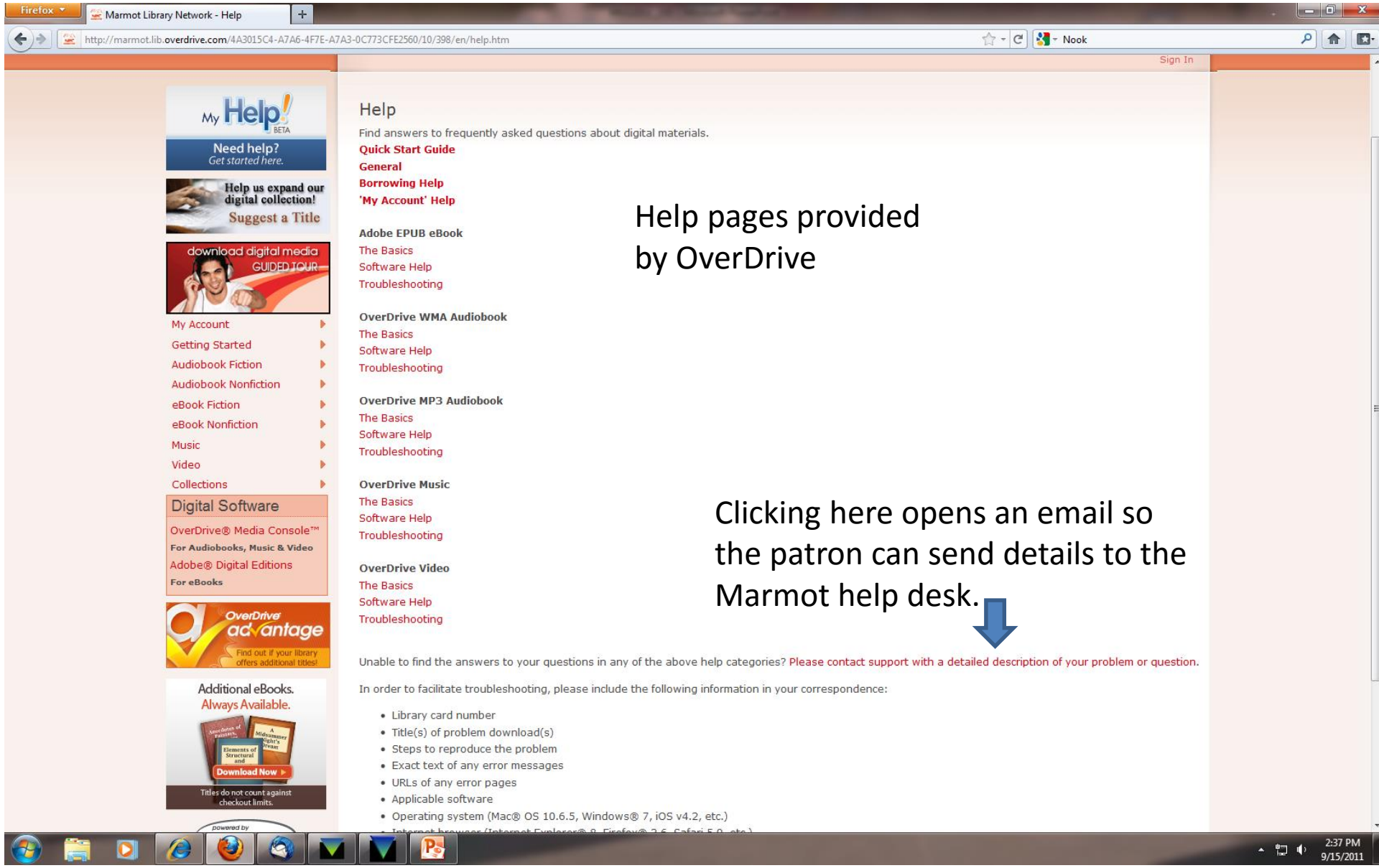
Help for digital material users



Online help for patrons

- By clicking the “support” link in the bottom right corner of any page in the downloadable collection webpages, patrons are linked to this help page.




Firefox
Marmot Library Network - Help
http://marmot.lib.overdrive.com/4A3015C4-A7A6-4F7E-A7A3-0C773CFE2560/10/398/en/help.htm
Nook
Sign In
My Help! BETA
Need help?
Get started here.
Help us expand our digital collection!
Suggest a Title
download digital media
GUIDED TOUR
My Account
Getting Started
Audiobook Fiction
Audiobook Nonfiction
eBook Fiction
eBook Nonfiction
Music
Video
Collections
Digital Software
OverDrive® Media Console™
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Adobe® Digital Editions
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Troubleshooting
OverDrive WMA Audiobook
The Basics
Software Help
Troubleshooting
OverDrive MP3 Audiobook
The Basics
Software Help
Troubleshooting
OverDrive Music
The Basics
Software Help
Troubleshooting
OverDrive Video
The Basics
Software Help
Troubleshooting
Help pages provided by OverDrive
Clicking here opens an email so the patron can send details to the Marmot help desk.
Unable to find the answers to your questions in any of the above help categories? Please contact support with a detailed description of your problem or question.
In order to facilitate troubleshooting, please include the following information in your correspondence:
Library card number
Title(s) of problem download(s)
Steps to reproduce the problem
Exact text of any error messages
URLs of any error pages
Applicable software
Operating system (Mac® OS 10.6.5, Windows® 7, iOS v4.2, etc.)
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More help…

- http://researchhelp.mcpld.org/downloads
- http://www.overdrive.com/LearningCenter/resources.aspx
- http://www.cityofloveland.org/index.aspx?page=587

Electronic devices

Questions?

Thanks!