

# OverDrive Statistics, Reports, and Collection Development

MUG Workshop

Sept. 22, 2011



Mary Pickens, Marmot staff

Jennifer Murrell, Mesa County Libraries

# 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.

- View all Maximum Access orders.
- View Download Standing Orders**  
View all download standing orders placed for your library.
- View Download Standing Order Estimates**  
View all download standing order plans, and associated titles, that are not yet processed.
- View Activity Charts**  
View all download and borrowing activity.
- View Gutenberg Activity Charts**  
View all download activity for Gutenberg titles.
- View OverDrive Download Station Usage Charts**  
View OverDrive Download Station activity.
- View Purchased Title Report**  
View all titles owned and subscription-based content. View each title. Limit results by type and date purchased. (please note that this report does not include digital titles).
- View OverDrive Community Reserve Title Report**  
View details about OverDrive Community Reserve titles that have been accepted for your collection.
- View OverDrive Community Reserve Title Sharing**  
View OverDrive Community Reserve titles from your local collection that have been accepted for sharing.
- View Turnover Rate Charts**  
View turnover rates for your content.
- View New Patron Registrations**  
View new patron registrations by the date each first logged in.
- View Title Statistics**  
View statistics for top checkouts and waitlisted titles, formatted by title.
- 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 card number, or title.
- View Digital Library Statistics**  
View statistics for your digital library including overall and current checkouts, holds, and digital titles, etc.

Content Reserve -- Webpage Dialog

https://secure.contentreserve.com/Library/Select-Patron-Chart.asp?Branches=1&Type=Totals

Please select a new patron chart type:

Chart: New Patrons By Month

Branches: All Branches  
Adams State College

Start Date: 1/1/2010

End Date: 12/31/2010

Sort Order: Ascending

OK Cancel

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.

### New Patrons By Month

Adams State College

From 1/1/2010 through 12/31/2010

Date	Patrons
1/2010	3
2/2010	3
3/2010	8
4/2010	4
5/2010	2
6/2010	1
7/2010	6
8/2010	1
9/2010	2
10/2010	3
11/2010	6
12/2010	1
<b>Grand Total:</b>	40 Patrons

[Create Worksheet](#)

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.

The screenshot shows the Marmot OverDrive Digital Collection website. The browser address bar displays the URL: <http://marmot.lib.overdrive.com/4A3015C4-A7A6-4F7E-A7A3-0C773CFE2560/10/398/en/Default.htm>. The page features a red header with the Marmot Library Network logo and the text "Marmot OverDrive Digital Collection". A search bar is located in the top right corner. A navigation menu includes links for "Welcome", "iPod® / iPad™ Users", "Mac® Users", "eBook Readers", "Video", and "OMC is on-the-go!". The main content area is divided into three sections: "New Additions: eBooks", "New Additions: Audiobooks", and "Always Available: Audiobooks". Each section displays a grid of book covers with titles and authors. A blue arrow points to a button labeled "Help us expand our digital collection! Suggest a Title" in the left sidebar.

**Marmot OverDrive Digital Collection**

Only show titles with available copies  
Advanced Search...

Sign In

My Help!  
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™  
For Audiobooks, Music & Video  
Adobe® Digital Editions  
For eBooks

OverDrive advantage  
Find out if your library offers additional titles!

Additional eBooks.  
Always Available.

**Video on your PC or on-the-go!** Check out a video & download the 'Standard' version for your computer &/or the 'Mobile' version, optimized for use on portable devices!

Welcome | iPod® / iPad™ Users | Mac® Users | eBook Readers | **Video** | OMC is on-the-go!

**New Additions: eBooks** Complete List...

The Best Advice I Ever Got Katie Couric	Definitely Dead Charlaire Harris	From Sea to Shining Sea JAMES ALEXANDER Thom	Be Different John Elder Robison	Demonic Ann Coulter

**New Additions: Audiobooks** Complete List...

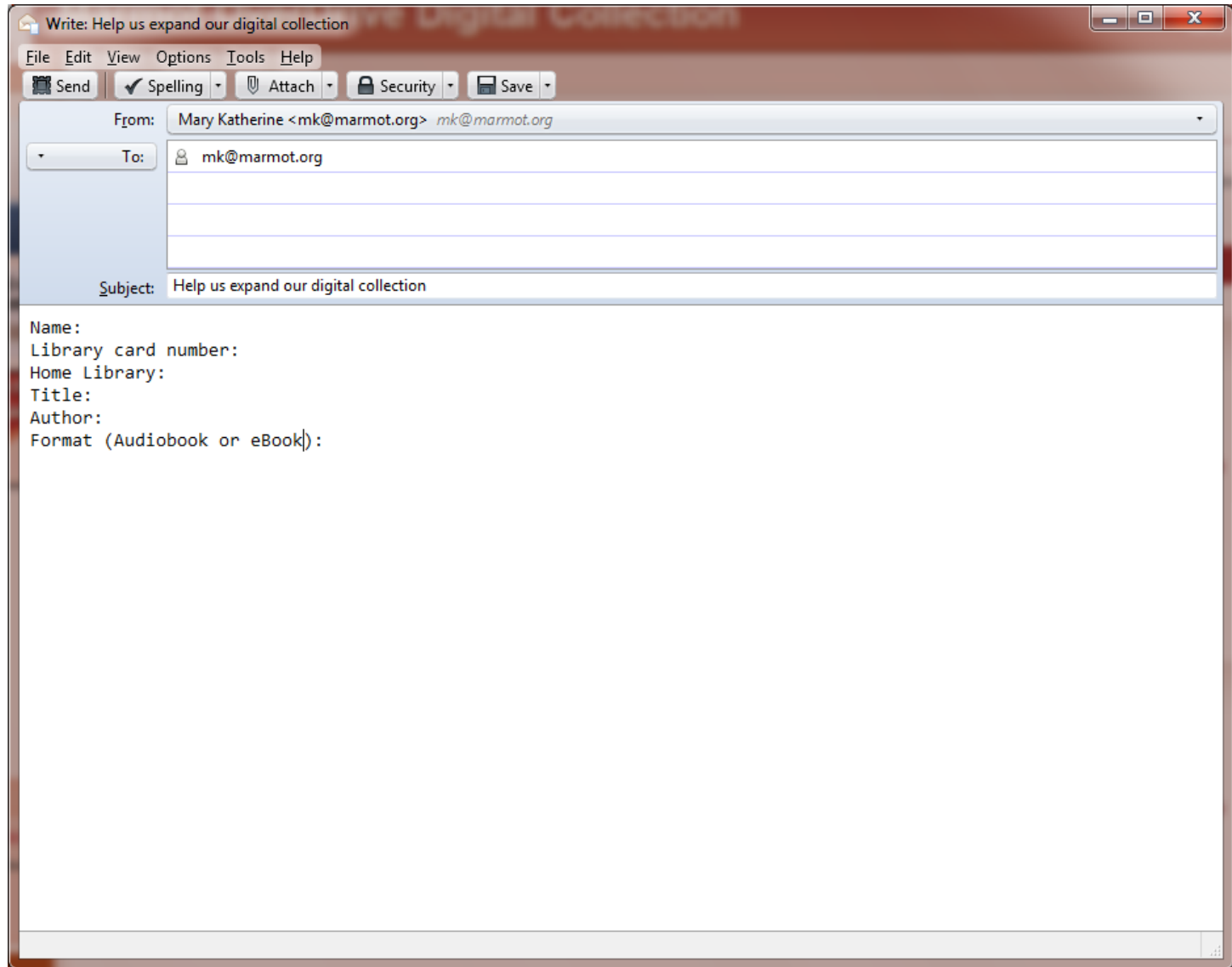
Courage to Stand Tim Pawlenty	If You Ask Me Betty White	29 Gifts Cami Walker	LIVE WIRE Harlan Coben	Wake Up Jack Kerouac

**Always Available: Audiobooks** Complete List...

The Road Cormac McCarthy	ON THE ROAD Jack Kerouac	My Max Jives P. G. Wodehouse	the Odesa File Frederick Forsyth	NICHOLAS CARR THE SHALLOWS THE ONE WHO IS GOING TO GET BRAVES

10:48 AM  
9/15/2011

# What the form looks like



The image shows a screenshot of a 'Write' email form window. The window title is 'Write: Help us expand our digital collection'. The menu bar includes 'File', 'Edit', 'View', 'Options', 'Tools', and 'Help'. The toolbar contains 'Send', 'Spelling', 'Attach', 'Security', and 'Save'. The 'From' field is filled with 'Mary Katherine <mk@marmot.org> mk@marmot.org'. The 'To' field contains 'mk@marmot.org'. The 'Subject' field is 'Help us expand our digital collection'. The main text area contains the following text:

Name:  
Library card number:  
Home Library:  
Title:  
Author:  
Format (Audiobook or eBook):

# Help for digital material users

The screenshot shows the Marmot OverDrive Digital Collection website in a Firefox browser window. The browser's address bar displays the URL: <http://marmot.lib.overdrive.com/4A3015C4-A7A6-4F7E-A7A3-0C773CFE2560/10/398/en/Default.htm>. The page header includes the Marmot Library Network logo and the title "Marmot OverDrive Digital Collection". A search bar is located in the top right corner with the text "Only show titles with available copies" and "Advanced Search...". A "Sign In" link is also present.

A blue arrow points to a "My Help! BETA" button in the left sidebar. Below this button is a "Need help? Get started here." link. Further down the sidebar, there are sections for "Help us expand our digital collection! Suggest a Title" and "download digital media GUIDED TOUR". The sidebar also lists various categories: My Account, Getting Started, Audiobook Fiction, Audiobook Nonfiction, eBook Fiction, eBook Nonfiction, Music, Video, Collections, and Digital Software. Under Digital Software, there are links for "OverDrive® Media Console™ For Audiobooks, Music & Video" and "Adobe® Digital Editions For eBooks".

The main content area features a navigation bar with tabs: "Welcome", "iPod® / iPad™ Users", "Mac® Users", "eBook Readers" (highlighted with a green box), "Video", and "OMC is on-the-go!". Below the navigation bar, there are three sections of digital materials:

- New Additions: eBooks** (Complete List...): A carousel of five eBook covers. From left to right: "The Best Advice I Ever Got" by Katie Couric; "Definitely Dead" by Charlaiane Harris; "From Sea to Shining Sea" by James Alexander Thom; "Be Different" by John Elder Robison; and "Demonic" by Ann Coulter.
- New Additions: Audiobooks** (Complete List...): A carousel of five audiobook covers. From left to right: "Courage to Stand" by Tim Pawlenty; "If You Ask Me" by Betty White; "29 Gifts" by Cami Walker; "Live Wire" by Harlan Coben; and "Wake Up" by Jack Kerouac.
- Always Available: Audiobooks** (Complete List...): A carousel of five audiobook covers. From left to right: "Mist Night"; "On the Road" by Jack Kerouac; "Mr. Now Jives"; "The Ode to the Preceptor"; and "The Shallows" by Nicholas Carr.

The bottom of the screenshot shows the Windows taskbar with various application icons and the system clock displaying "10:52 AM 9/15/2011".

# 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.

The screenshot shows the Marmot OverDrive Digital Collection website. At the top left is the Marmot Library Network logo. The main header reads "Marmot OverDrive Digital Collection". On the left sidebar, there are three promotional banners: "My Help! BETA" with the text "Need help? Get started here.", "Help us expand our digital collection! Suggest a Title", and "download digital media GUIDED TOUR". Below these are three menu items: "My Account", "Getting Started", and "Audiobook Fiction", each with a right-pointing arrow. The main content area is titled "Help - Contact Support" and contains a blue arrow pointing to the text "Connects patron to online help". Below this is a paragraph: "Can't find what you need in our [help pages?](#) [Contact support](#). Be sure to include the following...". A list of items to include follows: 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.), Internet browser (Internet Explorer 8, Firefox 3.6, Safari 5.0, etc.), and If applicable, device type (Android, BlackBerry, iPhone, iPad, etc.). A second blue arrow points from the text "Connects patron to the Marmot help desk" to the "Contact support" link in the paragraph above.

**Marmot OverDrive Digital Collection**


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 ▶

Help - Contact Support  Connects patron to online help

Can't find what you need in our [help pages?](#) [Contact support](#). Be sure to include the following...

- 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.)
- Internet browser (Internet Explorer 8, Firefox 3.6, Safari 5.0, etc.)
- If applicable, device type (Android™, BlackBerry®, iPhone®, iPad®, etc.)

 Connects patron to the Marmot help desk

**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™  
For Audiobooks, Music & Video  
Adobe® Digital Editions  
For eBooks

**OverDrive advantage**  
Find out if your library offers additional titles!

**Additional eBooks. Always Available.**  
Download Now  
Titles do not count against checkout limits.

## Help

Find answers to frequently asked questions about digital materials.

### Quick Start Guide

- General
- Borrowing Help
- 'My Account' Help

### Adobe EPUB eBook

- The Basics
- Software Help
- 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

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.)

Help pages provided by OverDrive

Clicking here opens an email so the patron can send details to the Marmot help desk.



# 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!