EBOOKS IN 2014:
ACCESS AND LICENSING AT
CANADIAN PUBLIC LIBRARIES

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Introduction

In the past three years, the challenges that public libraries face in access to content have changed. While lack of awareness was the greatest challenge of 2011, licensing terms and withheld content were the challenges of 2012 and 2013.

"Expanding eBooks: Purchasing and Lending in Canadian Public Libraries," published in August 2011, provided background for the conversation between publishers and libraries, explaining the issues in providing eBooks for library lending. In 2011, eBook borrowing in libraries was less than 1% of overall circulation. Many publishers were not yet providing eBooks in the consumer marketplace. Most were unfamiliar with the agreements for digital content between libraries and academic, scientific and technical publishers and unaware of the distributors working in the library market.

Since 2011, the consumer market for eBooks has exploded and public libraries have seen exponential growth in eBook borrowing. In 2013, urban libraries reported eBook circulation of up to 10% of total circulation.

The following paper provides background on the issues of access to content, including the availability of eBooks from multinational publishers, the existing licensing terms offered to public libraries, the expanding number of distributors, and the emerging issues in eBook lending. It concludes with a comparison of expenditures in 2010 and 2012, and sample lending data from five Canadian Urban Libraries Council members.

Access to Content

In 2010, many publishers were just beginning digital publishing, and libraries faced a problem of availability, particularly for Canadian content. By 2011, public libraries faced challenges with accessing and licensing digital content that was now available from many publishers in the consumer marketplace. In March of 2011, Harper Collins introduced the 26 circulation limit to all purchases, Hachette stopped providing new eBooks to libraries mid-year, and in November 2011 Penguin pulled their content from OverDrive. Throughout 2012 and in 2013, the most visible problem for libraries was access to content and license terms from the multinational publishers. While this lack of access to approximately half of the bestseller list was prominent in library-publisher relations, many other publishers continued to sell eBooks to libraries with acceptable terms.

In Canada, the CULC eBook Task Force has been working directly with eBOUND Canada since 2011 to increase the availability of Canadian content, as well as discussing issues

of promotion and ease of use. At the same time, ALA was meeting with multinational publishers in the United States, working towards mutual understanding.

As of 2014, all the former "big six" multinational publishers now sell eBooks to public libraries with varying terms. Many independent and Canadian publishers sell eBooks to public libraries, with variations depending on the type of publishing house and digital readiness. Simon & Schuster is the only multinational publisher with ongoing restrictions on their eBook sales to libraries; however, they have made titles available to Edmonton Public Library as a pilot. The Simon & Schuster pilot is also underway at approximately 15 libraries in the United States. While access to content continues to be an issue, the concern for most is now the terms of the license and its cost.

Multinational Publisher	2012	2014
Harper Collins	✓	✓
Hachette	✗	✓
Macmillan	✗	✓
Penguin	✗	✓
Random House	✓	✓
Simon & Schuster	✗	Pilot at EPL

Licensing and Pricing Models

Publishers and distributors are offering a range of models for licensing digital content to public libraries.

Unlimited Simultaneous User, Specified Term

This model is often used by established library vendors with online eBook products, including Gale, EBSCO, Tumblebooks and Books 24x7. OverDrive offers eBooks and digital audiobooks from some publishers with "max access" licenses, which allow simultaneous use of a bundle of titles for a specified term.

In this model, multiple users can access content at the same time. There is no limit on the number of people who can use the eBook or digital audiobook simultaneously. Authorized users are library cardholders or specific subsets of library cardholders. Library staff work with the vendor to set up authentication to ensure that only authorized users can access the content.

Pricing may be based on the population that the library serves, the number of registered cardholders, or a cost set by the publisher based on estimated popularity. For example, bundles of 25 titles range from $600 to $3400 in OverDrive, depending on the publisher,

and are available for one year. The pricing for content bundles is affected by the term of use, which is often one year.

Unlimited simultaneous user licenses have been used in the academic market for many years and are priced for libraries based on the potential for use by a certain audience. Distributors handle compensation to rightsholders, often based on actual views of the content. In the trade market, this model is unlikely to be affordable for libraries buying newly published content and it is not currently available as an option. Authors and publishers may have difficulty understanding compensation under this model, as existing trade contracts typically compensate based on number of copies sold, rather than on actual use in libraries.

Single user, Perpetual Access

This model is used by most publishers, including Random House, Hachette, and eBOUND Canada members under existing contracts with OverDrive.

eBooks sold with single user licenses allow one person to access the content at a time. If one person has "checked out" the eBook, other users cannot access it until the loan period expires. There is no limit on the number of sequential loans and the license is not limited by time, although it is usually associated with a specific distribution platform.

Pricing varies substantially depending on the publishers' perception of the popularity of the book. Many Random House and Hachette titles are three times the primary physical book price.

In many ways this model most closely resembles print, since the library buys a "copy" of the book and loans it to one person at a time. Publishers argue that print books eventually wear out and require re-purchase, so the perpetual license is now being priced considerably higher than a print book by some publishers, such as Random House and Hachette.

When libraries buy under this model, they can consider the projected lifetime circulation to determine whether the pricing is appropriate for their market. When pricing is more than three times print, libraries are less likely to buy multiple copies to manage hold queues. This model may be most appropriate for significant local and national content that the library would normally replace in print. In this model, portability of the license between distribution platforms is critical.

Single user, Limited Circulation

This model is used by Harper Collins (26 loans) and by Quebec publishers in Pretnumerique (55 loans). It is proposed as the model for the eBOUND Canada content bundles (40 loans).

eBooks sold with single user licenses and a limited number of loans allow one person to access the content at a time until the maximum loans have been reached. If one person has "checked out" the eBook, other users cannot access it until the loan period expires. After the loan maximum has been reached, the title is no longer available in the library's eBook collection and must be re-purchased by the library to continue lending.

Pricing currently resembles consumer print pricing, with older books available at lower prices.

This model also resembles print, since the library buys a "copy" of the book and loans it to one person at a time. Publishers have implemented circulation limits based on the belief that print books eventually wear out and require re-purchase.

When libraries buy under this model, they can consider the cost per circulation to determine whether the pricing is appropriate for their library. This model may be best for new authors and midlist titles, as it allows libraries to take risks on less popular content without paying the high prices of the perpetual license. This model also has an advantage for libraries buying bestselling content, as it may allow the library to buy multiple copies at an affordable price and to reduce the number of copies as popularity declines.

Automated management features from the distributor are critical for this license type to ensure that the system alerts library staff when circulation limits are reached and triggers the question of whether to re-purchase.

Single user, Limited time

This model is used by Penguin (1 year), Simon & Schuster (1 year), and Macmillan (2 years/52 loans).

eBooks sold with this license allow one person to access the content at a time for the duration of the license. If one person has "checked out" the eBook, other users cannot access it until the loan period expires. After the license term has ended, the title is no longer available in the library's eBook collection. In the Macmillan license, the number of circulations in the license term is also capped.

Pricing is currently lower than consumer print pricing, with older books available at further reduced prices.

This model is the most likely to cause libraries to purchase more bestselling content and take fewer risks on new authors and midlist content, unless the new or midlist content is priced very affordably.

Automated management features from the distributor are critical for this license type to ensure that the system alerts library staff when the license expires and triggers the question of whether to re-purchase.

Sample of Licensing Models by Publisher

Model	Publisher	Cost
Unlimited Simultaneous User, Specified Term	Disney, Orca Books, Blackstone Audio	$$$$
Single User, Perpetual Access	Random House, Hachette, eBOUND Canada	$$$
Single User, Limited Circulation	Harper Collins	$
Single User, Limited Time	Penguin, Macmillan, Simon & Schuster	$$

eBook Distribution Products in Canada

The current discussion of issues around downloadable eBooks in public libraries generally focuses around content from trade or commercial publishers that is selected on a title by title basis. Collections of online eBooks from academic and specialty publishers that permit simultaneous use through an internet connection have been available from established library vendors for many years. A number of these products are expanding into the downloadable eBook market and are noted in the section on subscription eBook products below.

Established Products

OverDrive

Founded in 1986, OverDrive is a "full service digital distributor of eBooks, audiobooks, music and video." OverDrive offers digital rights management and download fulfillment services for publishers, libraries, schools and retailers. For Canadian libraries, OverDrive hosts more than 400,000 titles from over 1,000 publishers. More than 15,000 libraries, schools and colleges from around the world use its distribution services. OverDrive launched downloading services for libraries in 2003.

OverDrive offers eBook and downloadable audiobook content from the multinational publishers (Penguin, Random House, Harper Collins, Hachette, Macmillan and Simon & Schuster) as well as Canadian and other national and international publishers. License types are determined by the publisher; however, OverDrive does not offer transferable licenses. Any negotiation for transferability would take place between the library and publisher, as demonstrated by the Kansas State Library.

OverDrive offers purchase options for patrons through Amazon. They recently introduced a "Kids' eReading Room" to offer a subsection of libraries' collections with an interface aimed at a younger audience.

ReadersFirst assigned a score of 85 to OverDrive for their APIs supporting catalogue integration. API integration to support discovery, borrowing and account management are available and the Innovative, SirsiDynix, Polaris and TLC integrated library systems and the Bibliocommons discovery layer have integrated the OverDrive APIs.

3M Cloud Library

3M Cloud Library launched in the United States in mid-2012 and became available to Canadian public libraries in January 2014. Approximately 400 libraries in the United States use 3M Cloud Library and 3M has commitments from ten Canadian public libraries to launch the service in 2014.

3M Cloud Library offers eBook and downloadable audiobook content from the five multinational publishers (Penguin RandomHouse, Harper Collins, Hachette, Macmillan and Simon & Schuster) as well as Canadian and other national and international publishers, with over 200,000 titles available from over 300 publishers. The publisher determines the license types, which are the same as those available through OverDrive, however, 3M negotiates transferability of licenses into their publisher contracts.

3M Cloud Library has partnered with Smashwords to provide their catalogue of 100,000 self-published titles to public libraries. This allows libraries to buy and lend self-published content, which has not been an option with other platforms.

3M has an option for libraries to enable a "Buy and Donate" button for the web interface (not including the apps). When a user clicks the Buy & Donate button they are referred to the eBook title on the Kobo website and any purchase through that link results in a donation to the library.

ReadersFirst assigned a score of 84 to 3M Cloud Library for their support of ReadersFirst principles. API integration to support discovery, borrowing and account management is available and the Polaris, Innovative, and SirsiDynix integrated library systems and Bibliocommons discovery layer have integrated the 3M APIs.

Axis 360 (Baker & Taylor)

Baker & Taylor launched Axis 360 in the United States in 2010 with the proprietary Blio format, and added EPUB and PDF formats in October 2012, increasing its relevance for the public library market. It is available to Canadian public and school libraries, but has not been widely promoted and is not currently in use in Canadian public libraries. Baker & Taylor does not readily provide information about the publishers available for purchase through Axis 360 to Canadian libraries.

ReadersFirst assigned a score of 80 to Axis 360 for their support of ReadersFirst principles. API integration to support discovery, borrowing and account management is available and the Polaris, SirsiDynix, and TLC integrated library systems have integrated the 3M APIs.

Baker & Taylor worked with the National Federation of the Blind to make Axis 360 fully compatible with the leading assistive screen-reader technologies, including: JAWS (Job Access with Speech), Window-Eyes, NVDA (non-visual desktop access) and System Access To Go.

Freading

Freading is an eBook downloading service from Library Ideas, LLC, the vendor that also offers the Freegal music download product. Launched in late 2011, Freading offers more than 20,000 Book titles, however, none of the largest multinational publishers are represented in the collection. Freading eBooks can be used on eBook readers, tablets and computers. The system is in use at more than 1,500 libraries in Canada, the United States and Australia.

Freading uses a pay-per-use model, differentiating it from other eBook products in the library market. The library issues a certain number of tokens per patron, typically four or five. Publishers determine the number of tokens required to borrow an individual book, ranging from one to four tokens per title. Freading books are available for two weeks, with a two week renewal permitted. Books are available for simultaneous use and have no holds.

Freading does not charge a platform fee to libraries. Costs are based on use, with options to control budget. The cost ranges from $0.50 to $2 per loan for most books in the collection, with a lower cost for renewals.

Emerging Products

CanTook Station

CanTook Station is an eBook purchasing, distribution and lending platform developed by De Marque. Quebec libraries have been using CanTook Station, called Pretnumerique.ca for their market, to purchase and lend eBooks from Quebec bookstores since 2011. CanTook Station offers thousands of eBooks in EPUB and PDF format, in English and French, from Canadian and international publishers. License terms, pricing, and the number of loans permitted are set by publishers. For eBooks from Quebec publishers, the licenses for libraries allow 55 loans at consumer-based pricing, currently about 70% less than the cost of the equivalent print book. CanTook Station offers APIs for integration with discovery layers, as well as detailed statistics about use of the collection.

De Marque is now exploring partnerships with public libraries outside Quebec to provide eBook purchasing and lending services through CanTook Station. CanTook Station is an annual subscription service, with a rate based on the population of the library's service area.

BiblioDigital

Bibliocommons expects to offer the BiblioDigital eBook purchasing, distribution and lending platform in mid to late 2014. The BiblioDigital platform is in use at Edmonton Public Library for their pilot lending project with Simon & Schuster eBooks. It includes searching, borrowing and account management integrated into the discovery layer for Bibliocommons libraries. The BiblioDigital platform uses the library's catalogue records for print content to create improved eBook catalogue records, and provides links between the print and digital records for a work. License terms are expected to be similar to the existing terms with publishers for library eBook purchases. BiblioDigital will be offered to libraries using the Bibliocommons core discovery product as an additional module, with annual subscription pricing based on the population of the library's service area.

Ma Biblio Numérique

Ma Biblio Numérique is an eBook purchasing and lending platform developed by Archambault and used by Quebec public libraries. Launched at Ottawa Public Library in 2014, the platform extends the availability of French language content in Canada under the terms available to Quebec libraries, which are 55 loans with consumer-based eBook pricing. The platform is available in French and English, however, eBook content is currently in French only.

Subscription eBook Platforms

As noted above, eBooks from academic and specialty publishers have been available to libraries through traditional database subscription products for many years. These subscription database products have begun to add downloadable content and introduce titles from trade publishers. The expansion of the collections and features offered through these products is expected to continue. The following are four examples of eBook subscription platforms that offer trade publishers' titles in Canada.

desLibris/Canadian Electronic Library

The desLibris platform offers an alternative model to subscribe to and lend the content from Canadian Electronic Library, including over 16,000 eBooks from 72 Canadian publishers and over 35,000 public documents from Canadian advocacy and public affairs sources. Current content is primarily academic, however, over 5,500 trade publishers' titles are included, such as Dundurn Press. The annual subscription price for public libraries is $0.08 per population served with a minimum of $1,000, which includes the existing content collection and new titles added during the year that publishers have

approved for inclusion. This product is a traditional eBook subscription package with the addition of downloadable content; it does not offer title-by-title selection.

EBSCO eBooks

EBSCO acquired NetLibrary in 2010 and launched EBSCO eBooks as an online eBook platform. EBSCO eBook subscription collections include media & communications, careers, computer science, writing & literature and academic reference. Their Canadiana collection offers primarily academic content, but includes some trade publishers, such as Dundurn Group and Orca Book Publishers. The platform offers a range of alternative licensing options, including title by title selections purchased for short-term loan or for limited simultaneous access by one to three users.

Gale Virtual Reference Library

Gale eBooks allow unlimited simultaneous use and the ability to print, email and download PDF articles from an online collection. Gale eBook collections include history, literature, health, medical, science and art topics that can be selected on a title by title basis and in bundles. The library pays a cost to acquire each title and an annual platform fee.

Tumblebooks

Tumblebooks provides animated talking picture books for children. The collection includes more than 1,000 titles licensed from trade publishers, aimed primarily at children up to grade six. Although most content is streamed, some titles are downloadable. Tumblebooks does not currently provide MARC records for library catalogues.

Device Considerations

Tablets

Library eBooks can be used on most tablets by downloading the relevant app from the library's eBook provider, e.g. OverDrive, 3M or Blio. Apps are available for iPads and Android devices, which include the Samsung Galaxy, Google Nexus, Kindle Fire and Kobo Arc. Some library eBooks can also be used within a web browser, without requiring an app. In BookNet Canada's 2012 study, 25% of eBook readers reported choosing their tablets most often for reading eBooks. As tablets become smaller and lighter, this is expected to increase.

Advantages of tablets for reading library eBooks include ease of downloading due to the customized app, quality display for pictorial content, easier access to WiFi for downloading eBooks while travelling, and versatility for other purposes.

Disadvantages include problems reading in bright sunlight, cost, weight, and shorter battery life.

eBook readers

Library eBooks borrowed through Canadian libraries can be used on eBook readers that handle PDF and EPUB formats, including the Kobo, Sony Reader, and Nook. Library eBooks cannot be used on the Kindle eBook reader in Canada due to restrictions from Amazon; library borrowing is available to US Kindle owners. A 2012 BookNet Canada study found that 37% of people most often read eBooks on their eBook reader, with Kobo the leading choice in Canada, followed by Kindle. As tablets become smaller and cheaper, and technology improves, many predict that the eBook reader will become obsolete.

Advantages of eBook readers include ability to read in bright sunlight, long battery life, cost and weight.

Disadvantages include complex processes for borrowing library eBooks that require a separate computer, a significant challenge for new borrowers, and their single purpose. Only the Sony Reader offers a built-in app for downloading library books, however, the limitations to the internet browser make using the app challenging.

Smartphones

Like tablets, iPhones and Android smartphones can be used to download library eBooks via an app. While the interface is smaller, the ease of the experience and the portability of the devices mean that library patrons sometimes choose smartphones. In BookNet Canada's study, 12% indicated that they most often read eBooks on their smartphones.

Computers & Laptops

Many people continue to use computers and laptops to access eBooks, either through an app or via a web browser or other application. In BookNet Canada's 2012 study, 26% reported that they most often access eBooks using computers and laptops. The Pew study of US readers demonstrates that this will decline as mobile device ownership increases. According to Pew, use of computers and laptops to read eBooks fell from 42% in 2011 to 29% in 2014 in the United States.

Issues and Barriers

North American public libraries now have access to most popular content that is available to consumers, although the terms and pricing continue to require negotiation. As the publishing market changes and new audiences become interested in eBooks, libraries are beginning to discuss additional challenges around purchasing and lending.

Accessibility

The EPUB format allows for some use of screen readers for readers with visual impairments; however, the platforms required for finding and borrowing material offer varying levels of accessibility. Baker & Taylor's Axis 360 product offers the most information about their compliance with accessibility standards and various types of screen reading software.

Self-published content

In print, libraries can support local authors by purchasing their books or accepting them by donation and making them available for loan. In the eBook environment, the requirement for a distributor who provides the technology layer for lending makes this process more complex. Smashwords has partnered with 3M to provide access to self-published content from their catalogue; however, this is the only existing agreement that allows self-published authors to sell and lend via public libraries.

Pictorial content

The reflowable nature of EPUB format means that pictorial content is poorly displayed in many eBooks. PDF format books are preferable for pictorial content; however, they do not display well on EPUB eBook readers. EPUB3 format is emerging to manage pictorial content more effectively and HTML 5 is being used for some eBooks.

Children's eBooks

Limitations on device access and screen time, along with issues with pictorial content, have affected the market for children's eBooks. Both the consumer and library markets for children's books have been growing much more slowly than the adult market.

Devices

Canadian mobile device ownership is estimated to be approaching 50%; however, many Canadians do not have access to computers, tablets, eBook readers or smartphones for reading eBooks. Libraries must consider providing access to devices for borrowing or in-library use if they wish to provide equal access to all content to all patrons.

Interlibrary Loan

Existing license agreements for downloadable eBooks do not permit interlibrary loan. Future work will be necessary to negotiate interlibrary loan permissions into eBook licenses for public libraries, so that access to works with limited distribution continues. Projects exploring options for interlibrary loan with distributors and rightsholders are taking place in academic environments.

Library Market

Circulation

Borrowing of downloadable eBooks increased exponentially between 2010 and 2013, and began to stabilize in early 2014. Borrowing from five sample libraries is illustrated below from January 2011 to February 2014: Ottawa Public Library, Hamilton Public Library, Toronto Public Library, Edmonton Public Library and Vancouver Public Library. At Edmonton, Toronto and Vancouver libraries use grew four times December 2011 levels by January 2014, while at Ottawa and Hamilton where 2011 borrowing was greater, use doubled in the same period.
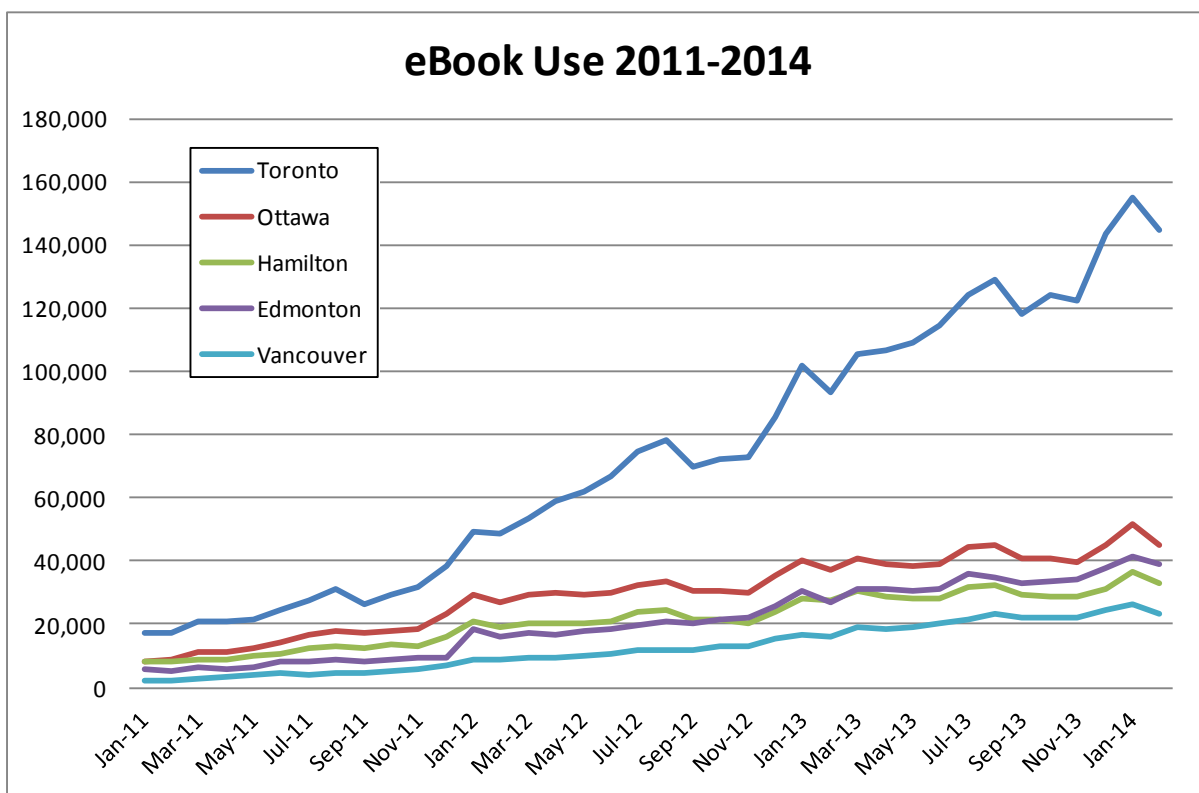
Expenditures

Public libraries in Canada have relatively fixed budgets for collections purchasing. The following section uses data that members reported to the Canadian Urban Libraries Council (CULC) for 2010 and 2012. Library systems that do not report spending by category are excluded from category totals but included in "all materials."

CULC/CBUC Spending (million $)

	2010	2012	% change
All materials	$92.5	$93.6	+1%
Print books	$50.8	$48.0	-6%
Print periodicals	$6.7	$6.3	-6%
Audio/Visual	$16.5	$17.6	+7%
eBooks	$1.2	$4.2	+250%
All eMaterials*	$8.8	$11.4	+30%

*includes eBooks

In the past several years, most Canadian public libraries' budgets have been static or have seen increases only for negotiated salary adjustments. As a result, when libraries introduce a new format, they must shift spending from existing formats. Between 2001 and 2012, this resulted in a shift from print books and periodicals to audio-visual materials, and then to digital formats.

- Spending on print as a percentage of total spending in the last ten years has declined to accommodate the introduction of increasing audio-visual and digital content.
- Print books accounted for 72% of materials expenditures in 2000-2001. This declined to 51% in 2012; however, print continues to be the largest category of materials expenditures.
- Print periodical expenditures dropped from 11% in 2000-2001 to 7% in 2012.
- Audio-visual including CDs and DVDs increased from 12% in 2000-2001 to 19% in 2012, declining slightly after a peak of 20% in 2010.
- Electronic materials expenditures have doubled in the past ten years, from 6% in 2000-2001 to 12% in 2012. This category includes eBooks, as well as digital formats of serials, magazines, government documents, databases and pictures.

Publishing & Book Sales

As libraries have experienced shifts from print to digital formats, the same format shift has occurred in the consumer marketplace. In 2012, some of the largest trade publishers reported that eBooks represented 30% of their sales in the United States and 20-25% worldwide. The rate of eBook growth slowed in 2013, with a 5% increase in sales in the first six months, after 44% growth in 2012.

Publishers Weekly reports of unit sales by format showed a 49% decline in unit sales of mass market paperbacks from 2008 to 2012, with a 19% decline in trade paperback sales and a 17% decline in hardcovers. Declines continued in all adult print categories in 2013, with the greatest change continuing to be in the mass market paperback format. Based on reports from the retail and club channel, which represents approximately 75% of the market, paperbacks declined a further 9.1% in 2013.

Unit Sales of Physical Books by Format, millions

	2008	**2009**	**2010**	**2011**	**2012**	**% Change**
Hardcover	189.1	182.3	176,335	166,791	157,228	-17%
Trade Paperback	401.3	392.4	373,182	356,433	325,789	-19%
Mass Market Paperback	131.2	126.3	107,373	83,576	66,403	-49%
Audiobooks	0.0084	0.0068	0.0061	0.0054	0.0050	-41%

BookNet Canada conducted a study of book buyers in 2012 and learned that most Canadian book buyers (46%) found out about a book from a source they experienced in-person. Among these in-person sources, displays and shelves in stores were most common at 17.9%, while recommendations from a friend or relative were 12.44%. Discovery at the library was reported as 4.4% and from a salesperson as 1.84%. When asked what other ways they discovered books (21.8%), many indicated that they had previously borrowed the book from the library.

Due to the prominence of in-person sources for discovering new books, the closure of bookstores represents a specific area of concern for publishers. From 2009 to 2013, sales from bookstores declined 17.2% in the United States.

Bookstore Sales 2009–2013, ($ in billions)

	2009	**2010**	**2011**	**2012**	**2013**	**% Change**
Annual Sales	$15.94	$15.44	$13.86	$13.40	$13.19	-17.2%
% Changes	-5.5%	-3.1%	-10.2%	-3.3%	-1.6%	

http://www.publishersweekly.com/pw/by-topic/industry-news/bookselling/article/61081-bookstore-sales-decline-slowed-in-2013.html

Conclusion

Public libraries in Canada experienced an explosion of interest in eBooks from 2010 to 2013 and responded by reallocating budgets and opening conversations with publishers to resolve issues with supply and availability. Initiatives from the Canadian Urban Libraries Council and the American Library Association, as well as action by individual libraries and collectives, have improved access to eBooks and understanding of lending issues.

In 2014, the number of distribution and lending systems is expanding and the borrowing rate is slowing, as eBooks stabilize as another format for library lending and a regular part of the consumer marketplace. For public libraries, conversations are beginning to shift from ensuring that we can provide access to digital formats to addressing the specific concerns of accessibility, privacy, interlibrary loan and self-published content. At the same time, the loss of bookstores for in-person discovery continues, and libraries have the opportunity to share with publishers how we can contribute to helping readers discover new books and authors, creating a vibrant book industry and reading culture in Canada.

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