Ebook Survey Summary - September 2026

The survey was available to libraries in September 2026. We received responses from 105 libraries from across the state. Responses were limited to one per library.

Based on population size supported by responding libraries, we received responses from libraries in every population category.

Under 1000 – 11.6% of responses
1000-2499 – 19.4% of responses
2500-4999 – 23.3% of responses
5000-9999 – 26.2% of responses
10000-24999 – 15.5 % of responses
25K+ - 2.9% of responses

(*this might not total to 100% due to rounding)

Question regarding the proposed new fee structure:

- 78.30% (83 libraries) of respondents said that the new fee structure was acceptable.
- 19.81% (21 libraries) said the new costs were too high and,
- 1.89% (2 libraries) said that the new costs were too low.

The libraries that said the new costs were too high represented a cross section of library sizes, but the highest proportion (9 libraries) came from libraries with populations in the population range of 5000-9999.

The most common comments were related to budgets already being set for FY 2028. Several of these libraries also commented that though the fee was potentially too high, they understand the popularity of the program and the need for the fee increase. Others said they would have to pull the funds from another budget line. Five of these libraries also commented that they may have to cease participating if the fees are increased. There were also comments that acknowledged the unfairness of the overall ebook/audiobook monopoly that the big publishers have.

Question related to the possible change to Libby/Overdrive

While a majority of libraries (55.66%) said that they would support the migration to Libby/Overdrive, a significant portion of respondents (40.57%) were undecided/unsure. 3.77% (4 libraries) responded negatively to this question. The results made it clear that we have a lot

of work to do in explaining how migration would work and what the benefits of Libby/Overdrive are as compared with the CloudLibrary experience.

The libraries that were supportive of migration cited increased access with Kindle Paperwhite, large numbers of patrons requesting Libby, and patrons using out of state family members to get access to Libby at libraries beyond Maine.

The primary concerns of the undecided libraries related to fear of losing titles during the migration and concern about licenses transferring between platforms. There was also a general unfamiliarity with Libby/Overdrive with many 'undecided' libraries citing lack of experience with the platform. Another concern was the issue of educating patrons with new apps/technology. A couple of comments about Libby having shorter wait times indicate we need to do some education on how the systems work, costs of licenses, and demand vs. availability for high demand titles.

The four libraries that responded negatively to the platform change cited 'pressure from people who have moved from out of state' and a fear of losing large private cloud collections.

Question regarding satisfaction with features in CloudLibrary compared with the question about which libraries have had the opportunity to try Libby.

- 47% of respondents (49 libraries) had previous experience with Libby.
- 53% of respondents (56 libraries) had no previous experience with Libby.

Libraries without Libby experience consistently reported higher rates of satisfaction with CloudLibrary features than the libraries that had used Libby previously. This indicates that exposure to Libby's interface creates higher expectations or reveals weakness in CloudLibrary's functionality. Average scores per satisfaction category are below. Scores were based on a scale of 1 (very unsatisfied) to 5 (very satisfied).

How satisfied are you with the following CloudLibrary features:	**Libraries that have not tried Libby**	**Libraries that have tried Libby**
Availability of new releases	3.2	2.8
Availability of older titles	3.65	3.6
App functionality for patrons	3.76	3.08
Ability to place holds	4.04	3.58
Ability to suggest titles	3.8	3.24
Availability of pay-per-use titles	3.45	3.2
Ease of purchasing	3.64	3.29
Website user interface for purchasers (CAT interface)	3.09	2.96
Ease of running reports	3.6	2.97
Access to useful statistics	3.5	2.78