**OverDrive wishlist
compiled 8/24/2011**

**Searching & discovering titles**

1. Have the “Just Back In” list include only titles that are currently available for checkout: many times, the titles are not available, and this is misleading. (We know that you can check the box to “Only show titles with copies available” after getting into the list, but it still seems confusing)
2. On the advanced search screen, it would be great if we could search for both epub and pdf ebooks or both WMA and MP3 books at the same time rather than having to do separate searches for each format.  It would also be nice if we could search by multiple genres like thrillers and mysteries at the same time.\*
3. It would be nice to be able to browse "currently available" ebooks and audiobooks more easily.  If there were sub-categories one could choose within the available titles index such as "how-to" "biographies" and specific genres of fiction as well as dividing out children's titles that are available I think people would see more items they were interested in and circulation would increase.  One of the nice things about physically visiting libraries is that even if the exact item you want isn't in, you can usually find 2 or 3 things you want to check out while you're there anyway.  It'd be great if Overdrive found a way to mimic this.
4. On the “Search Results” list, indicate the number of holds for an item so that patrons know the number of holds before clicking on the “Place a Hold” link.
5. On the “Search Results”, it often isn’t clear how things are sorted by default. It would be nice if this could be clearer, or, if it’s some sort of relevancy ranking, if “relevancy” could be listed in the top list of “sort by” and not be a link.
6. When using the iPad/iPod app, add the ability to see only available titles without first performing a search.\*
7. When searching on a mobile device, add the option to see all formats, even those that don’t work on the device.
8. Incorporate Project Gutenberg and future Community Reserve titles into the main search.
9. Have the default for searching be “and” rather than “or” on multi-word searches.
10. Have more content included in keyword searching, including the summary. Right now, keyword searching is missing relevant titles that might be found if the search terms were in the summary. For example, a search for “luke skywalker” brings up “luke” and “skywalker” titles, but no titles with “luke skywalker”. If you search “Jedi”, you find many titles where luke skywalker is in the summary.
11. Add more depth in subject searching: “ I can understand why they don't want to use catalog subject headings, but perhaps they could expand their subject headings, or perhaps index (but not show) subject headings from the MARC records. Their current subject listings (poorly hidden on the advanced search page) may work on a small collection, but are not fine grained enough for a large catalog.” Some examples: “mountaineering” doesn’t bring up “Into thin air” or “The climb”; “food” doesn’t bring up “The Omnivore’s Dilemma” .
12. Adding a “did you mean” feature for spelling errors.
13. Adding faceted searching, especially for limiting by subject: “A search for "stars" brings back almost all fiction, but you don't know that until you go through the list. Since there is no subject keyword search, a search like garden also brings up a lot of fiction. I would be nice if one could quickly limit from the keyword search rather than go to advanced search. The more I think about it, a good faceted search interface could solve a lot of issues including the bulky advanced search page and the long left hand column of search options.”

**Getting Help**

1. Add images to the OMC and ADE step-by-step instructions
2. Makie the link to the support form more prominent.
3. Make the help searchable
4. Have more exhaustive help information built into the interface, rather than having a separately maintained FAQ.
5. Library staff having access to a giant database of error messages and help issues that they could search to help patrons. It would be nice to have more access to answers!
6. Have more descriptive and helpful error messages for patrons: right now, many just tell them to contact their library without a lot of information for troubleshooting.

 **Interface layout**

*(Note: This list of changes is not exhaustive. We would like a redesign of the site, and would like to discuss timeline/options for such a redesign. However, before any redesign was done, more discussion would need to be take place about what should change. The list below is included primarily as a placeholder so that these suggestions do not get lost moving forward.)*

1. Make the “My Help” more obvious. It’s in the sidebar, and is obscured by other links.
2. It would be helpful for the “Software” and “Getting Started” links to be closer to the top. (2)
3. Make the sidebar less cluttered: possibly eliminate “view all nonfiction audiobooks” and “view all ebooks nonfiction” since these links just take you to categories and not all of the titles.
4. A different way for patrons to be identified as belonging to a system: right now, we’re working on adding a map, but it would be nice if some scripting could be done to have people associated with a system by their zipcode or by barcode pattern.

 **Patron wish lists/holds:**

1. If wish lists could be prioritized, then items automatically moved from the wish list to the hold queue for a patron when the patron is under the holds limit.
2. Allow more robust control of patron holds lists, including suspending or inactivating holds
3. Comment from a patron: “*Another thing would be a book list of all the books an individual has downloaded. That list could include a scaling system so that the individual can track books they really like, or maybe an author they really like, from this book list the library could send updates on new books added or other books in the library that fits the individual”*

**File types/software/downloading**

1. The most common suggestion wasn’t really a specific suggestion, but simply a plea to make downloading less confusing, easier, and less clumsy. Some quotes:

“Patrons are confused by the proliferation of file types, particularly Mac users who are frustrated that they cannot use WMA audiobook files—please make this as simple as possible for all users.”

“Our patrons constantly complain about the eBook hoops they have to jump through on OverDrive and compare this experience to the relatively easy process using Amazon or even iBooks on an iPad. This process needs to be made simpler and the DRM must be more transparent.”

“I’ve gotten really used to the process for downloading and transferring items to my devices. I’m looking forward to the time when it’s as easy on my computer as it is on the iPhone or other device that uses the app. I know this process can be a source of frustration for our library staff and patrons – and there are so many variables in troubleshooting it – streamlining this would be great!”

“On the apps, the user doesn’t really see ADE in the background – once they’ve activated their account. It would be nice if the computer method of transferring ebooks was as seamless. It’s also nice to be able to download audio and ebooks using the same interface (app) when using a mobile device. Much clunkier on the computer.”
2. It would be very nice to have "portals" by device.  You choose your device first, then see only what's available and viewable for your particular reader.  That way my little old ladies wouldn't have to know whether they need the MP3 format or the WMA format, because this is hugely confusing for them (and us)!
3. Have an app for the Nook Color.
4. Include the ability for the app to remember login information so that you don’t have to go through the entire login process each time.
5. Eliminate one of the “middle man” programs like Adobe Digital Editions and OverDrive Media Console: it would be good if DRM requirements could be met through one interface for both audiobooks and ebooks, if this needs to be done at all.

**Content reserve: general**

1. Make Content Reserve work with other standard browsers besides IE

**Content reserve: reports**

1. In general, people are looking for a more flexible, streamlined approach to reports. Specific frustrations include:

	* Having to go back to the list of reports in order to repeat a report. After viewing the results of a report, one should have an option of going back to the create a report screen.
	* Having to go back out to the report form to run stats for multiple locations. Ideally, you would be able to select multiple libraries and run multiple separate reports at the same time, rather than having to run each report individually. For example, if you do the circulation activity report, you can get the report by branch or by format, but you can’t get a report by format for multiple branches without the statistics for all of the branches combining into one.
	* Difficulty selecting what is to be included in the report, especially the branches: it’s difficult to select multiple branches (especially all the branches in a system!) and frustrating to have to scroll through the incredibly long list. It would be nice to also have an easier way to generate reports for entire systems than selecting all of the libraries in the list.
	* An easier way to generate reports for entire systems.
	* The ability to configure reports and have them run on a regular basis. (This would make some of the above issues less important!)
2. The ability to separate Advantage titles from other collection purchases in the purchased title reports and other reports (and clarification of which reports including Advantage)
3. The ability to export a CSV or Excel file for all reports.
4. Consistency in the data that is exported: For example, circulation activity by title only exports title and checkouts, but not format, creator, ISBN, etc. as the waiting list reports do.
5. If a report is run by branch and the branch has no activity, it would be ideal if the branch were still listed with “0”, rather than being excluded from the report.
6. A report of holds by subject.
7. Having the complete name of the branch appear both on screen and also when exported. (It’s cut off, and when doing multiple branches at a time, this can be confusing).
8. Multiple systems requested the ability to gather statistics on more than one field of ILS patron data. One option would be that more data would be pulled in from the ILS patron records and the reports interface would be flexible enough so that systems could slice and dice by multiple fields. Another option, preferred by some systems, is that the patron library card data could be provided back to the library systems so that custom reports can be done with demographic information included in the catalog, particularly both the library the patron uses and where the patron lives.
9. Expand the “Search Checkouts” area to search for checkouts by patron barcode, title, format,

checkout date, due date and ISBN. Make this area separate from reports.

**Content reserve: purchasing/other purchasing**

1. There is interest in a discussion about models for purchasing: could more materials be available for simultaneous access? Could a cost-per-download (or purchasing a certain number of downloads at a time) model be considered?
2. “Update Cart Units for this Page” at the bottom of the page (as well as the top)
3. Last updated dates on the Marketplace lists/tabs
4. An easier way to find out what has been recently updated.
5. The ability to pre-order more titles before the release date
6. A feature like “Automatically Yours” from Baker and Taylor, where books by bestselling authors would automatically be added.
7. An easy way to find out what is missing in a series.
8. Having all titles in a series available in the same format (for example, #7 of Charlaine Harris’ Aurora Teagarden Series is not available, while all other titles are.)
9. The ability to click through a list record by record. For example, in Marketplace, if you click to view all the “Houghton Mifflin” titles, you can’t click through all of the records if you look at one of them. You have to go back and forth.
10. The ability to search for publishers rather than only having them accessible through a drop-down menu.
11. The ability to save searches .
12. The ability to toggle between Harper Collins and the rest of the Marketplace.
13. The ability to update multiple title quantities at once instead of having to do them one at a time.

**Other**

1. Ability to return items: patrons would like to return titles they don’t like and be able to check something else out.\*
2. MARC records for all titles in a timely fashion.
3. A form for patrons and librarians to suggest titles.

Quote from a patron: “*I was hoping you would set up a drop box in the 'my account' section for book suggestions. For example, I do not see Harry Potter as a part of your book list. I am sure that there are many good ideas out there among your patrons.”*
4. An API to allow library catalogs to access real-time OverDrive holdings information.
5. Feeds, widgets, or alerts that would allow libraries to highlight new content or for patrons to be notified when new content is added to the collection
6. Clear schedule of updates. We know that new things are coming (including some things on this list!), but having firm dates would help assuage the fear that they are never coming!
7. Allow titles to be renewed if there are no pending holds.\*

\*We know that these features are coming, but, as we mention above, it would be great to have a timeline for updates to let the requestors know!