**Q&A FOR PATRONS AND STAFF**

**Can you please buy the eBook or eAudiobook format of [insert title]?**

Thank you for the feedback on the books and formats that interest you. We are not currently able to purchase that format, because that publisher placed restrictions on library purchases in November 2019, and we are part of a boycott to protest those restrictions and try to reverse them. If the publisher drops the restrictions, then we will be able to purchase that format. In the meantime, we have the book you want in another format, or we would be happy to help you find new similar eBooks or eAudiobooks while you wait.

**What publisher placed restrictions on libraries and what were the restrictions?**

Starting November 1, 2019, the publisher Macmillan allows libraries to purchase only one copy of an eBook for the first eight weeks after its release in an attempt to coerce readers into purchasing more books individually. Our eBook consortium serves a population of over 800,000 residents and we strive to keep the wait time on popular books no more than four months. A single copy of an eBook simply will not serve our population, and we do not wish to spend the tax money you have entrusted to us on a publisher who enacts these kinds of restrictions on library patrons. There are many other publishers offering excellent books without restrictions. If Macmillan lifts its restrictive policy, we will return to buying its eBook and eAudiobook formats.

**What are the details of the boycott?**

[insert your own details here and delete the WDLC details below. We left it in as a template you can use]

The Washington Digital Library Consortium, of which WCLS is a member, has chosen to boycott Macmillan’s eBooks and eAudiobooks from November 1, 2019 to December 31, 2020 or until Macmillan drops its embargo, whichever comes first. The Washington Digital Library Consortium (WDLC) is a group of 45 of public libraries from all around Washington State which have pooled their resources to offer eBooks and eAudiobooks through the vendor platform OverDrive. WCLS card holders may recognize this service under the names Washington Anytime Library, OverDrive, or Libby.

**If you're eventually going to buy the book I want Macmillan will still get the library's money. So what good does this do?**

Our goal with the boycott is to communicate with Macmillan and other publishers that embargoes are not acceptable. We do not expect to affect Macmillans’s income significantly unless several of the extra-large library systems in the country join the boycott. Rather, the boycott is about communicating that publishers should not expect to do “business as usual” with libraries at the same time that they place restrictions on libraries. Many publishers offer us wonderful books without placing restrictions that hurt library patrons.

Additionally, Macmillan is one of six large publishers who have introduced new restrictions on libraries in the last 15 months. We see a pattern and believe that to protect library patrons from future restrictions, we need to make it clear to publishers that we are paying attention and actively advocating for the best services that publishers can provide. If we do not, we foresee more restrictions and higher costs. Since library budgets are unlikely to keep pace with costs that rise in this way, we will be forced to purchase fewer items. In other words, we believe that the short-term restriction of the boycott on one publisher will help avoid longer-term restrictions on our whole collection.

**Will it help for me to contact Macmillan with my feedback?**

We very much appreciate it when patrons take the time to show support for their library and advocate on its behalf! If you would like to contact Macmillan directly, you can email them here:

[elending.feedback@macmillan.com](mailto:elending.feedback@macmillan.com)