

# the amazing site that is

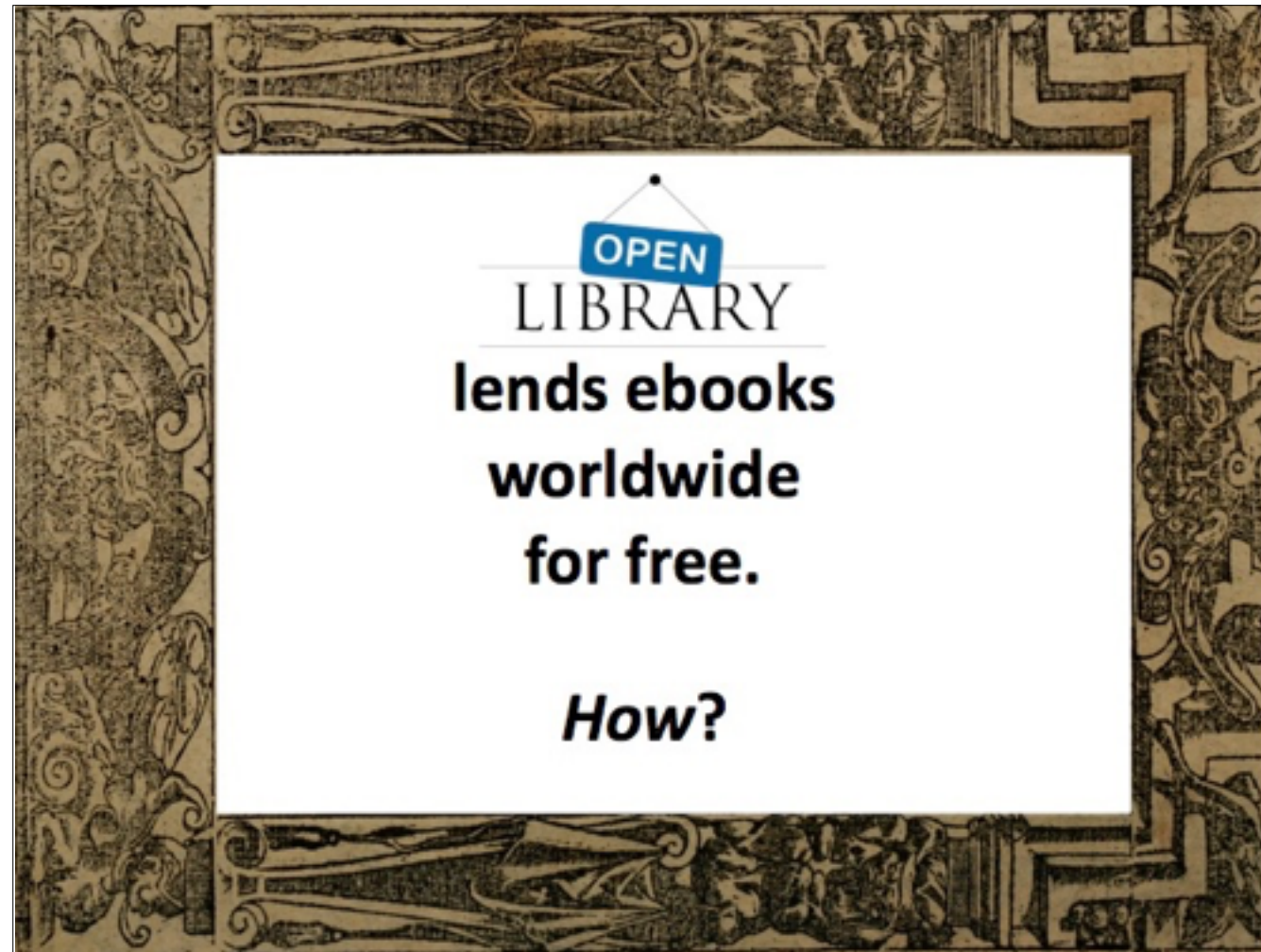


This is a talk I did to Internet Archive Staff about the Open Library project.



# quick background

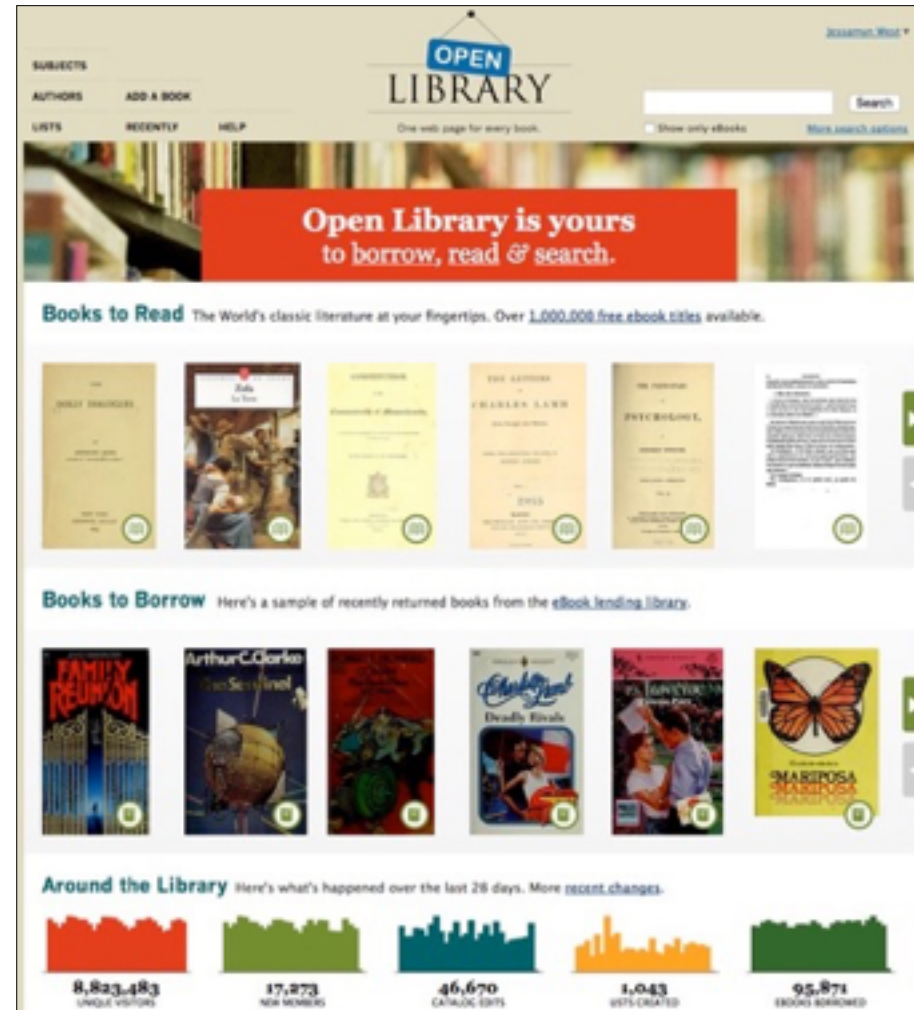
This is just a bulleted point list of things that Open Library is known for. I've been working with them on and off since 2007 but as an employee since 2014.



This is our tagline.

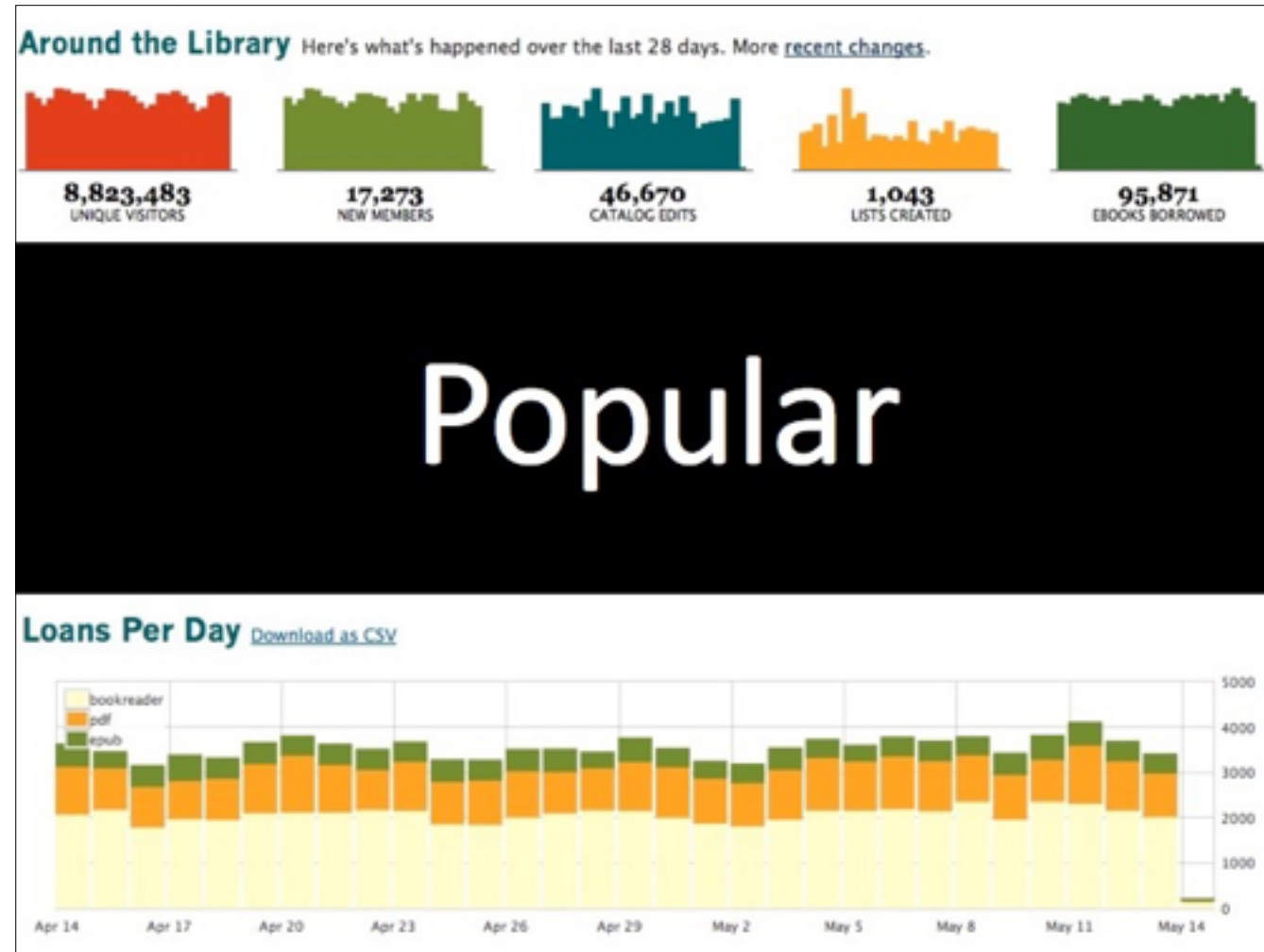


I am not the project manager, I am mostly just a worker bee but I am the one person at IA who solely does OL and understands the entire project at a decent level.



Good  
Looking

Open Library is a nice looking site. The Internet Archive site is too, since the makeover, but this wasn't always true.



We get a lot of traffic. 300,000 unique IPs per day 3-4000 loans per day.



**Classically  
Appealing**

THE  
**Correspondence College  
of Agriculture**

---

**CORN—Part I**

---

**History, Types and Varieties of Corn**

By **HARRY B. POTTER, B. S.**

*Assistant Professor of Farm Crops  
in Iowa State College*

---

This is sort of a joke slide since when you search Harry Potter you will find the JK Rowling books but also a lot of stuff like this. We have over a million free ebooks available to lend.

## Author Search

2 hits



Is the same author listed twice?

[Merge authors](#)

- [Jessamyn West](#)

41 books about Protected DAISY, Accessible book, In library, Fiction, Jessamyn West, Biography, American Authors, 20th century, Indiana, California, including *The friendly persuasion*

- [Jessamyn C. West](#) 5 September 1968 -

4 books about Technological innovations, Study and teaching, Public access computers in libraries, Library orientation, Library employees, Libraries and the Internet, Libraries and community, Libraries, Internet access for library users, Information technology, including *Digital Versus Non-Digital Reference*

# Authoritatively Controlled

We use authority control for authors which means each Author has a unique ID in our database and we don't have like seventy entries for various spellings of their names (ideally, some of our data is not the cleanest, but we fix it when we see it)



# “Open Library has a RESTful API, best used to link into OL data in JSON, YAML and RDF/XML”

The screenshot shows the GitHub repository page for `internetarchive / openlibrary`. The repository has 6,242 commits, 6 branches, 1 release, and 18 contributors. The main branch is `master`. A merge pull request #246 from `gdamdani/master` is highlighted. The commit history shows updates to `conf`, `couchapps`, `docs`, `openlibrary`, `provisioning`, `scripts`, and `static` files. The right sidebar includes links to `Code`, `Issues` (304), `Pull requests` (5), `Pulse`, and `Graphs`. The `HTTPS clone URL` is `https://github.com:/`, and there are buttons for `Clone in Desktop` and `Download ZIP`.

GitHub This repository Search Explore Features Enterprise Blog Sign up Sign in

internetarchive / openlibrary Watch 21 Star 200 Fork 65

One webpage for every book ever published! <http://openlibrary.org>

6,242 commits 6 branches 1 release 18 contributors

branch: master openlibrary / +

Merge pull request #246 from gdamdani/master

gdamdani authored 12 days ago latest commit 6a8ef76ab5

conf	updated with a valid location for the config file	4 months ago
couchapps	Changed loans view to allow finding loans/day of each library	2 years ago
docs	Merged pull request to correct typos in doc files	4 months ago
openlibrary	Merge pull request #246 from gdamdani/master	12 days ago
provisioning	tweaks to bootstrap script.	11 months ago
scripts	Fixed a syntax error in the query composition for postgres	2 months ago
static	updated robots.txt disallowing /edit /search	2 months ago

Code

Issues 304

Pull requests 5

Pulse

Graphs

HTTPS clone URL

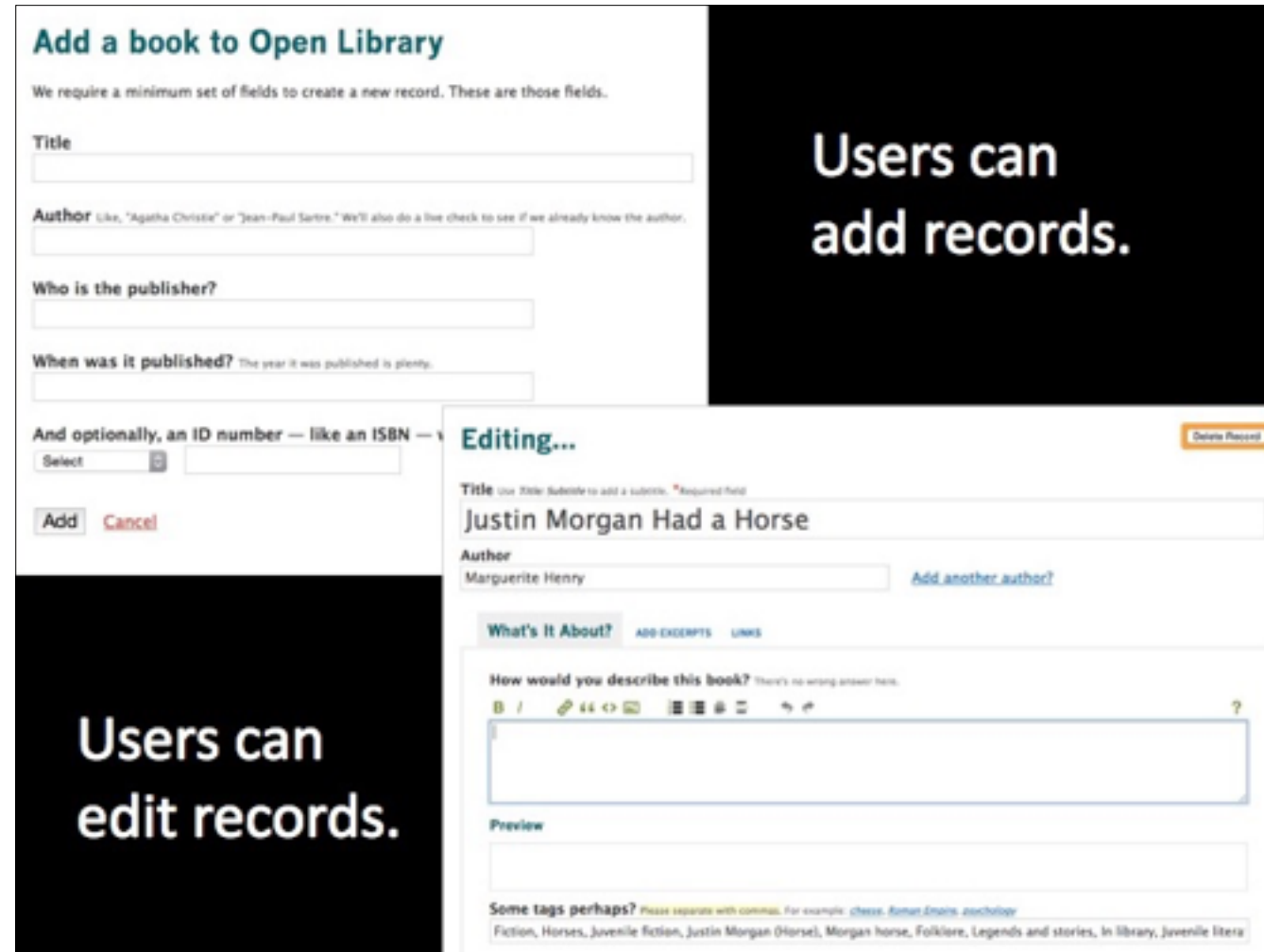
<https://github.com/>

You can clone with HTTPS or Subversion

Clone in Desktop

Download ZIP

We also have the code available on GitHub and an API people can mess around with. I don't know the nitty gritty about this stuff but I loosely understand how it works.



It's also basically a wiki so users can add AND edit our records. Not all the information can be changed by users, but most of it can.

Let's back  
it up...



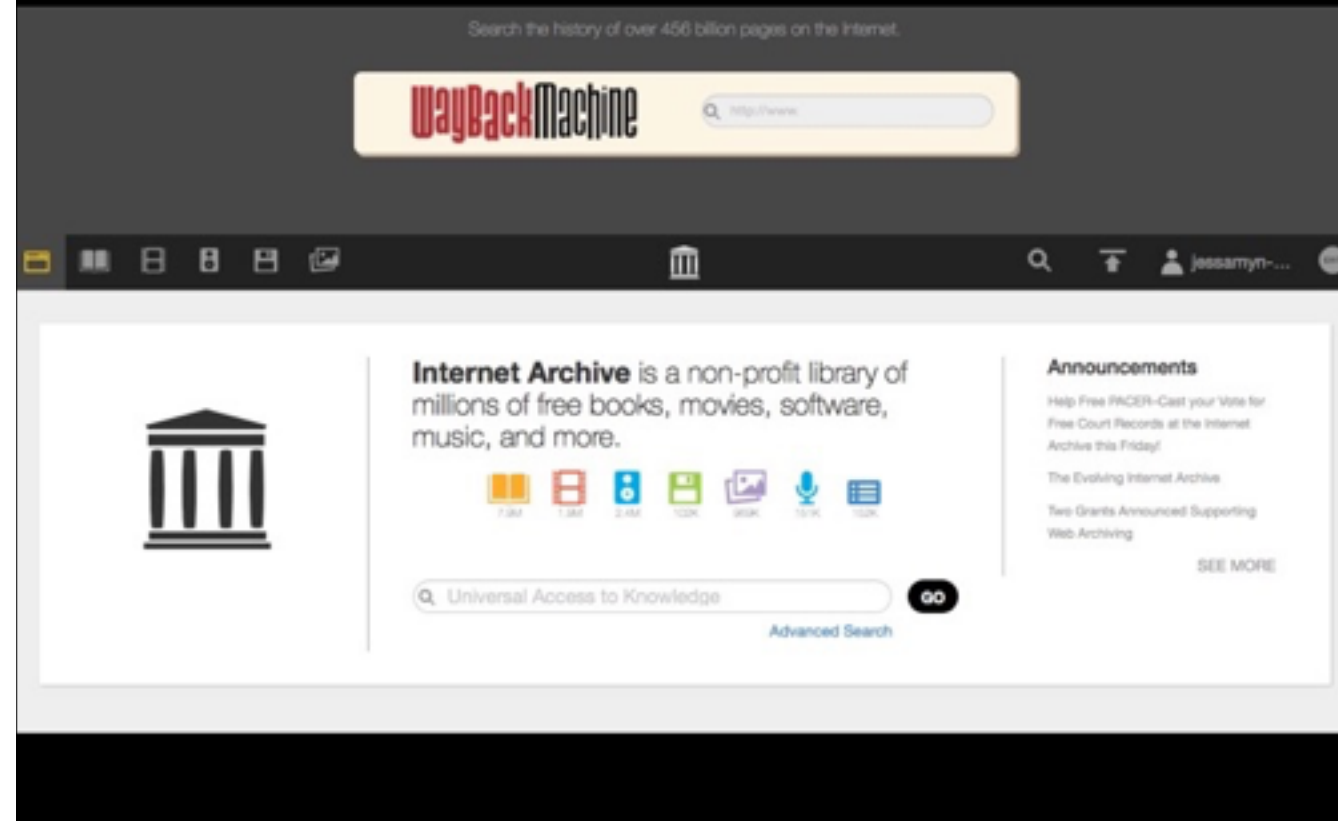
So, let's go backwards in the story a little...



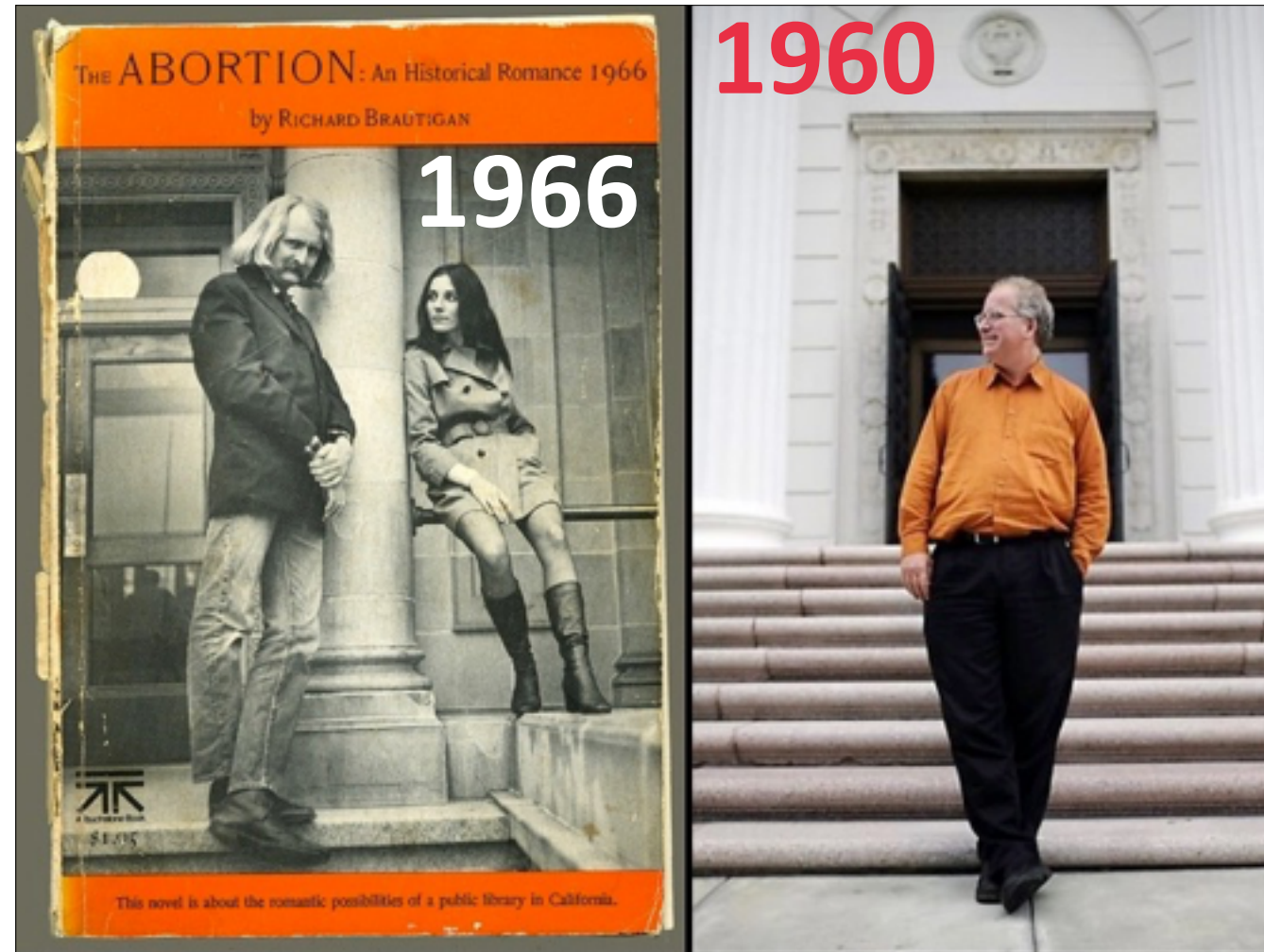
# some history

and talk about where it came from, sort of

# You may know us from such hits as...



If you're not familiar with the Internet Archive you may know our main popular tool the Wayback Machine. Archived websites going back to the birth of the web. A very cool tool.



The Abortion is a book by Richard Brautigan (only sort of about an Abortion) that was written in 1966. It's fiction and had the idea of a library in the heart of San Francisco that was open 24 hours and anyone who wrote a book could bring it there and put it on the shelf and make it available to others. It's the book that made me want to be a librarian, at THAT library. This is Brewster, he was born in 1960. The Internet Archive, also in San Francisco is the closest thing we have to a real version of the Brautigan Library.





February 2007

Back in February 2007 there was a meeting at the Archive to talk about this idea. You may recognize some faces, notably Aaron Swartz who was really jazzed about this idea.



## Announcing the Open Library

Early this year, when I left my job at Wired Digital, I thought I could look forward to months of lounging around San Francisco, reading books on the beach and drinking fine champagne and eating *foie gras*. Then I got a phone call. Brewster Kahle of the Internet Archive was thinking of pursuing a project that I'd been trying to do literally for years. I thought long and hard about it and realized I couldn't pass this opportunity up. So I put aside my dreams of lavish living and once again threw myself into my work. Just as well, I suppose, since San Francisco's beaches are freezing cold, champagne has a disgusting taste, and *foie gras* is even worse.

I thought of the smartest programmers and designers I knew and gave them a ring, sat down for coffee with them, threatened to fly out to their homes and knock on their doors. In the end, we got together an amazing group of people — all sworn to secrecy of course — and in the past few months we've put together what's probably the biggest project I ever worked on.

So today I'm extraordinarily proud to announce the Open Library project. Our goal is to build the world's greatest library, then put it up on the Internet free for all to use and edit. Books are the place you go when you have something you want to share with the world — our planet's cultural legacy. And never has there been a bigger attempt to bring them all together.

I hope you'll take a look and let me know what you think. And if this project excites you the way it excites me, I hope you'll join us.

- Visit the Open Library site

You should follow me on twitter [here](#).

July 16, 2007

[Read comments.](#)

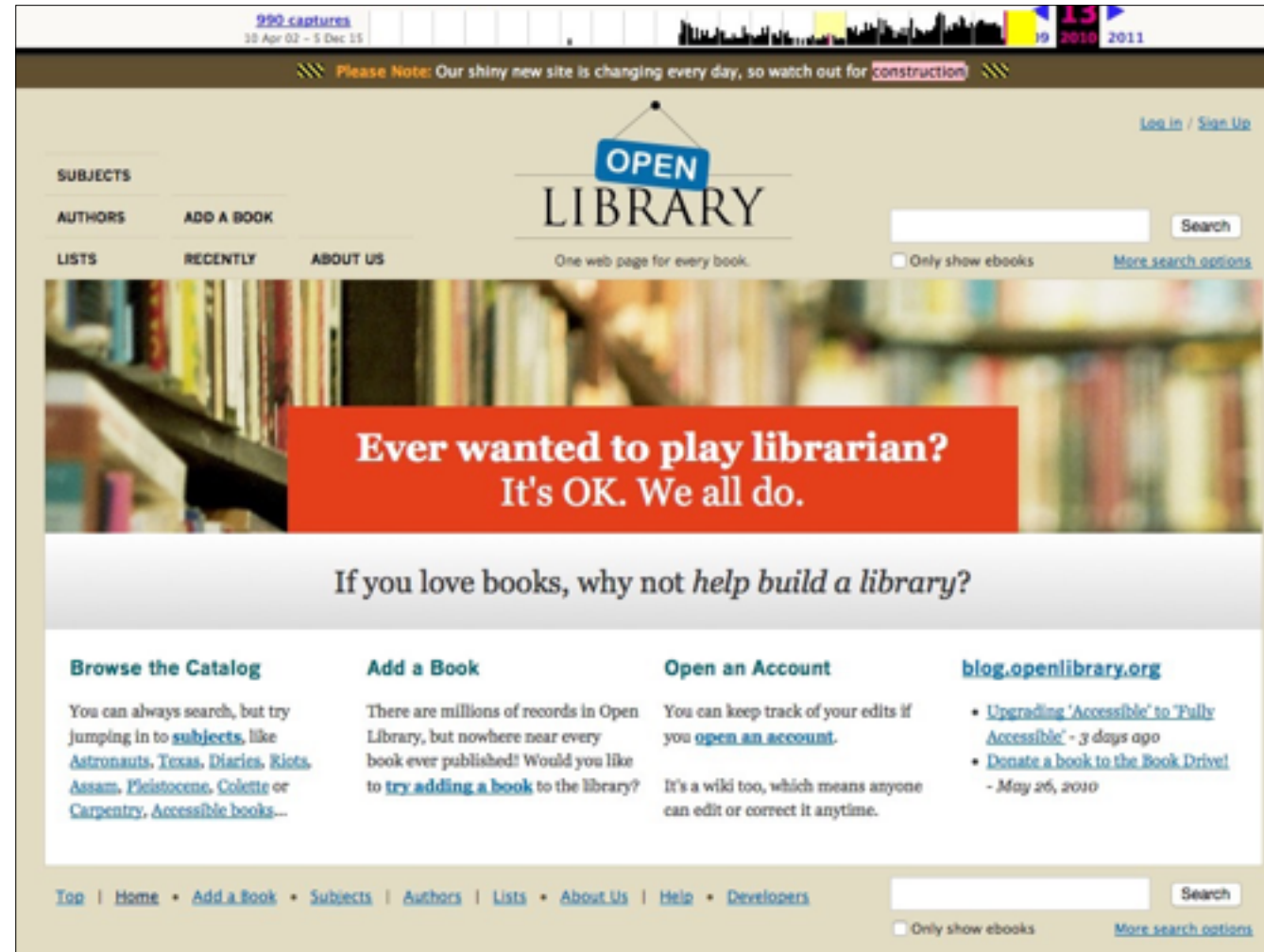
He wrote about it on his blog and this meeting was a get-to-know-you meeting to talk about making it a reality.



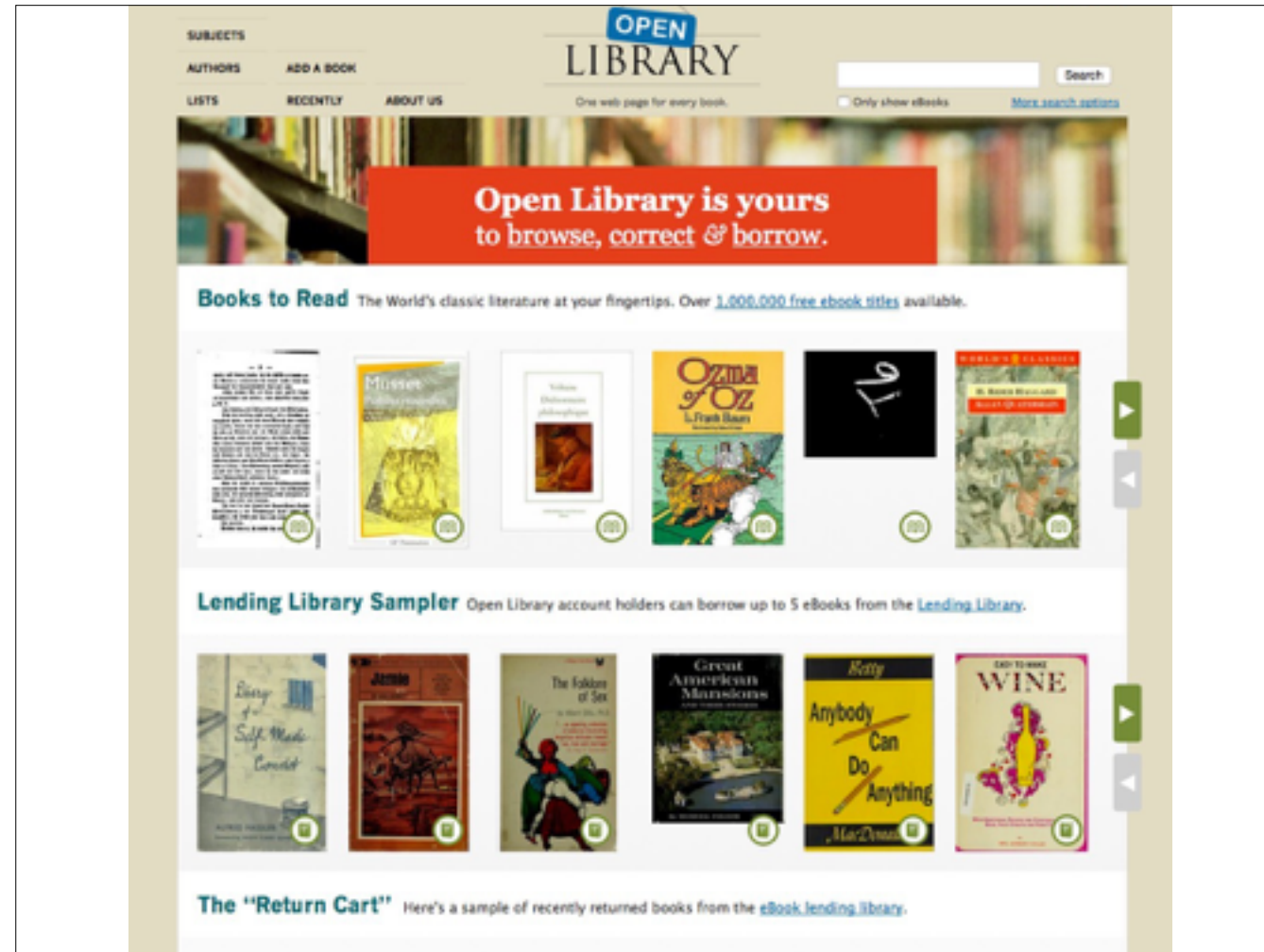
With some funding and some hard work there was a beta version of it that launched in 2005. Mostly just pointing to classic books and letting people browse them with the BookReader which was a completely amazing way to interact with books online at the time.



With some more funding and some coding, the site transformed into something where people could interact with a lot of books that were organized in a structured way. This is 2008.




By 2010 the site was more or less in its final form.



... and looked more or less like it does today with the carousels and the lending library where people could not only read books but BORROW them.

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## Libraries Dashboard

[Dashboard](#)

[Live Libraries](#) [NEW REGISTRATIONS](#) [PENDING LIBRARIES](#) [FROZEN LIBRARIES](#)

<a href="#">AC Buehler Library, Elmhurst College</a> Elaine Fetyko Page, elainep@elmhurst.edu	United States of America	July 19, 2012	0
<a href="#">Acclaim Cyber Charter School Repository</a> Charles Noble, webmaster@acclaimcyberschool.com	United States of America	July 25, 2013	0
<a href="#">Alfred B. Neumann Library, University of Houston-Clear Lake</a> Karen Berrish, berrish@uhcl.edu	United States of America	July 18, 2013	0
<a href="#">Allen County Public Library</a> Curt Wlitcher, Cwlitcher@acpl.lib.in.us	USA	February 7, 2011	0
<a href="#">Anabaptist Mennonite Biblical Seminary Library</a> Karl Stutzman, kstutzman@ambs.edu	United States of America	February 7, 2013	0
<a href="#">Ann Arbor District Library</a> Eli Neiburger, eli@eliworks.com	United States of America	May 24, 2012	0

At the time, the plan was that brick and mortar libraries would join. They'd share content with us and we'd share content with them. There is some craft. The libraries program specifically had libraries register and then OL was available specifically to their IP range. They'd send us a book as "registration"



## All 50 State Librarians Vote to Form Alliance With Internet Archive's Open Library

By [Michael Kelley](#) on November 4, 2011 [6 Comments](#)

FROM  
**LIBRARYJOURNAL**

All 50 state librarians have decided to throw their weight behind the Internet Archive's [Open Library lending program](#).

The Chief Officers of State Library Agencies (COSLA) voted unanimously during a meeting held October 24-26 in Santa Fe, NM, to enter into a memorandum of understanding with the Internet Archive (IA) that will essentially make the state librarian in each state a point person for the Open Library's lending program.

Brewster Kahle, the founder of the Internet Archive, made a soft announcement of the agreement during a presentation at the Books in Browsers Conference held in San Francisco from October 26-28.



In 2011 this was big news. Brewster and the IA team had made inroads at every state library in the country and this gave IA the freedom to open up lending to all the US states, removing the IP restrictions. Later the books became lendable to anyone in the world.





# librarianship

And it's not just a big file cabinet of books, there is librarianship going on there.

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[Josselyn West](#) ▼


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## Author Search

646 hits

 Is the same author listed twice?  
[Merge authors](#)

- [Herman Melville](#) 1 August 1819 – 28 September 1891  
 419 books about Fiction, Accessible book, Protected DAISY, Herman Melville (1819–1891), Sailors, in library, OverDrive, Classic Literature, American Sea stories, Description and travel, including *Moby Dick*
- [C. J. Whyte-Melville](#) 1821 – 1878  
 178 books about Accessible book, Fiction, History, Mary Queen of Scots (1542–1587), Horsemanship, Yellowback books, Specimens, Siege, 70 A.D., Rome, Revolution, 1789–1799, including *Holmby House*
- [Baker, George Melville](#) 1832 – 1890,  
 108 books about Accessible book, Drama, Temperance, United States, Recitations, Amateur plays, History, United States Civil War, 1861–1865, Readers and speakers, English poetry, including *The peddler of Very Nice*

I talked earlier about authority control, this works well and means that there's also one page on OL for every author.

SUBJECTS

AUTHORS

LISTS

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OPEN

LIBRARY

One web page for every book.

Jessamen West ▾

Search

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## Subjects

Browse the wonderful world of Subject Headings. It's a bit like a thesaurus, only better!

### Subject Search

Try a keyword.

Search

#### Subjects

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- [Steam Engines, Space flight](#)
- [Gold discoveries](#)
- [Games, Athletes](#)
- [Type and Type-Founding, Incunabula](#)
- [Lepidoptera, Fishes](#)
- [Electrons, X-Rays & Scattering](#)

#### Places

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#### People

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- [Joan Miró](#)
- [Abraham Lincoln](#)
- [Hokusai Katsushika](#)
- [Simone de Beauvoir](#)

#### Times

- [1918-1945](#)
- [Third Republic, 1870-1940](#)
- [Medieval, 500-1500](#)
- [Conquest, 1519-1540](#)
- [Cretaceous](#)

We have subject headings though they are looser than just DDC or LCSH. There are facets that you can explore by, time, language, locations.

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[Descriptive zoopraxography, or, The science of animal locomotion made popular /](#)

## MARC record from Internet Archive

Record ID: [ia.descriptivezoopr00muyb](#)  
Source: [Internet Archive](#)  
Download MARC XML: [https://archive.org/download/descriptivezoopr00muyb/descriptivezoopr00muyb\\_marc.xml](https://archive.org/download/descriptivezoopr00muyb/descriptivezoopr00muyb_marc.xml)  
Download MARC binary: [https://www.archive.org/download/descriptivezoopr00muyb/descriptivezoopr00muyb\\_meta.mrc](https://www.archive.org/download/descriptivezoopr00muyb/descriptivezoopr00muyb_meta.mrc)

**LEADER:** 01691cam 22003011a 4500

001 2\$831

008 880523s1893 pauacf s000 0 eng d

010 \$o17988024

035 \$9ABW-6870

040 \$aSMI\$ebdrb\$cSMI\$dMBW

049 \$aMBW

090 \$aQP301\$b.M88 1893

099 \$aQ\$a173\$aRB

100 1 \$aMuybridge, Eadweard,\$d1830-1904.

245 10 \$adescriptive zoopraxography, or, The science of animal locomotion made popular /\$cby Eadweard Muybridge ; with selected outline tracings reduced from some of the illustrations of "Animal locomotion" an electro-photographic investigation of consecutive phases of animal movements, commenced 1872, completed

The Marc records are accessible individually or via bulk downloading from the Archive.



We also have pages for publishers which is good news bad news since especially for older publishers, our page on OL shows up higher than other listings for the publisher, causing a lot of weird emails.

OPEN LIBRARY

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One web page for every book.

Search

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More search options

42 editions

By [Edgar Rice Burroughs](#)

Last edited by [Amandat](#)  
April 19, 2013 | [History](#) [Edit](#)

*"SILENT" as the shadows through which he moved, the great beast slunk through the midnight jungle, his yellow-green eyes round and staring, his sinewy tail undulating behind him, his head lowered and flattened, and every muscle vibrant to the thrill of the hunt."*

SUBJECTS  
[Tarzan \(Fictitious character\)](#), [Fiction](#), [Accessible book](#), [OverDrive](#), [Classic Literature](#), [Popular Print](#), [Disabled Books](#)

Classifications  
Dewey 823/.9/1

8 Lists [See all](#)

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[My Fantasy List](#)  
from [Linda A. Rodriguez](#)

[Borrowing List](#)  
from [Byron Samson](#)


[Bildiger Zirkel](#)  
from [Bildiger Zirkel](#)

**42 editions** [Add another?](#) First published in 1921

Manage Covers



While there is a page for every book, we also link editions of a book to the book's master page.



[Manage Covers](#)

### The autobiography of my mother

1st ed.  
Jamaica Kincaid.  
Published 1996 by Farrar, Straus, Giroux in New York.  
Written in [English](#).

#### About the Book

The West Indian narrator vents her bitterness at the unhappy life fate dealt her--mother died in childbirth, father ignored her, stepmother tried to kill her, at school she had an abortion. Finally, she married a white doctor, but it was impossible for her to love him because he was a colonialist. She draws parallels with the despair of her country--Dominica--attributing it to the legacy of slavery. By the author of Lucy.

#### Classifications

Dewey Decimal Class 813  
Library of Congress PR9275.A583 K5636 1996

#### The Physical Object

Pagination 228 p. 1  
Number of pages 228

#### Id Numbers

Open Library	OL1099799M
Internet Archive	<a href="#">autobiographyofmymother</a>
ISBN 10	0374107319
ISBN 13	9780374107314
LC Control Number	<a href="#">94024580</a>
OCLC/WorldCat	<a href="#">31166370</a>
Library Thing	<a href="#">2310</a>
Goodreads	<a href="#">1170366</a>

[Add book](#) [3,427 people read it](#)

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[DAZD](#)

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[Physical copy](#), [local](#) WorldCat

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 [Biblio.com](#)  
[Book Depository](#)  
[Powell's](#)

#### Lists

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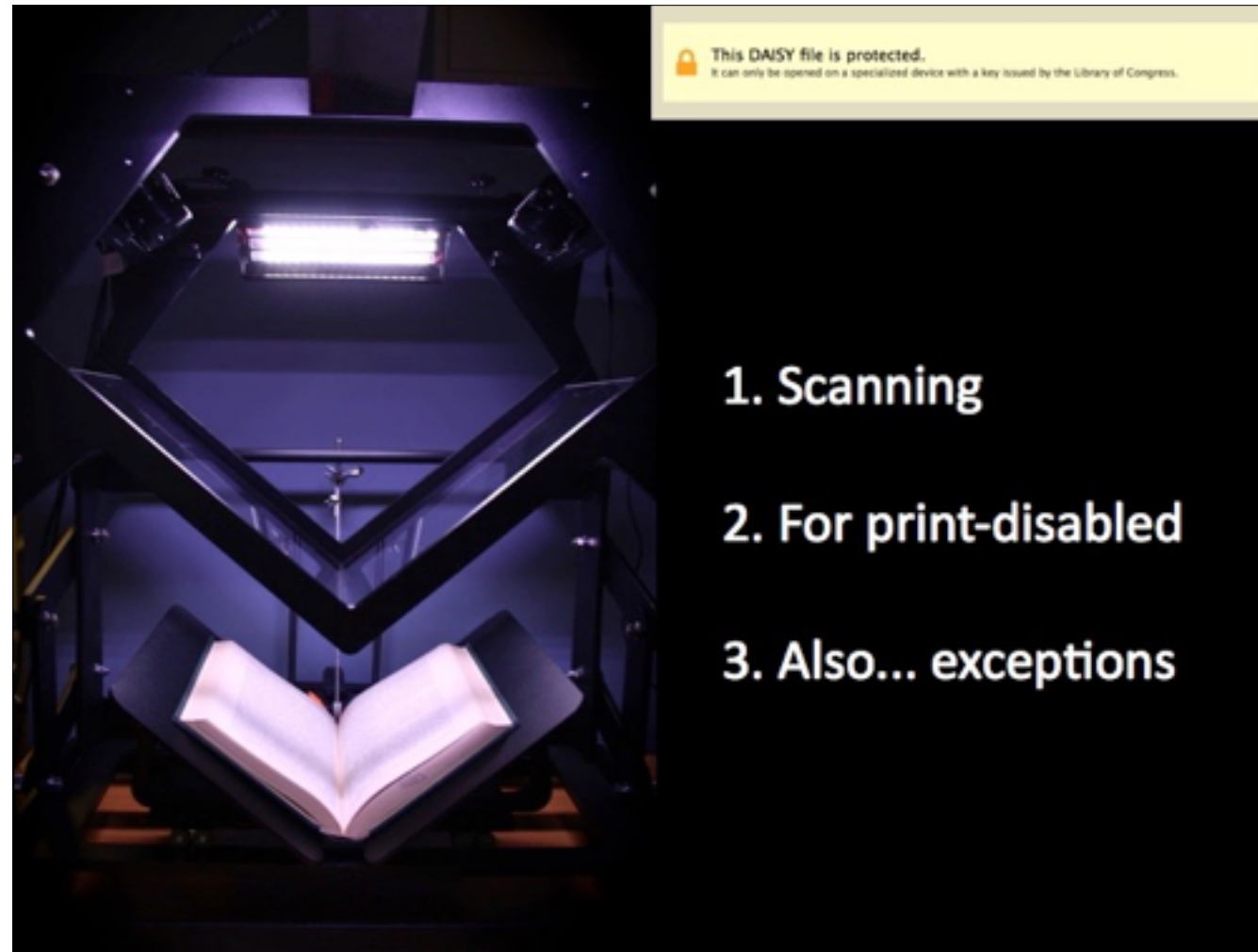
If you look at a page for a specific edition, there are links where you can go buy the thing (if you are impatient) or find it other places. The link to the Internet Archive record is the important thing that makes a book readable or lendable. The digital content itself is at the Archive.





# basic mechanics

So here's how a loan works, in a general loose sense.



1. Scanning

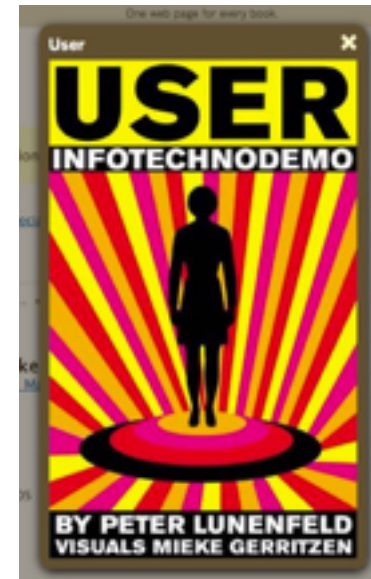
2. For print-disabled

3. Also... exceptions

We get records from a lot of places. We do a lot of book scanning. We have a legit reason which is scanning for print disabled which is a legit reason to "format shift" titles.

# Users can...

- Read and Borrow
- Waitlist items
- Add or Edit data incl. covers
- Make lists
- Interact with API

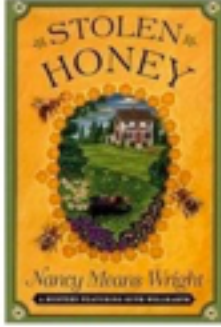


User can do a bunch of things with these records.

This title is part of the [Lending Library collection](#). [Borrow eBook](#)

3 editions of *Stolen honey* by [Nancy Means Wright](#) • [Add edition?](#)  
← Previous | Next →

Last edited by [ImportBot](#)  
October 7, 2013 | [History](#) [Edit](#)



**Stolen honey**  
1st ed.  
Nancy Means Wright.  
Published 2002 by [Thomas Dunne Books/St. Martin's Minotaur](#) in  
[New York](#).  
Written in [English](#).

**Edition Notes**  
Genre [Fiction](#).

**Classifications**  
Dewey Decimal Class [813/.54](#)  
Library of Congress [PS3573.R5373 S76 2002](#)

**The Physical Object**  
Pagination [viii, 258 p. :](#)  
Number of pages [258](#)

**ID Numbers**  
Open Library [OL3954904M](#)  
Internet Archive [stolenhoney00wrig](#)  
ISBN 10 [0312262450](#)  
LC Control Number [2001054787](#)  
OCLC/WorldCat [48397335](#)  
Library Thing [296883](#)  
Goodreads [2023233](#)

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People using Open Library have lending options. DAISY users need a special key which they get from NLB (which is complicated, NLB disavows knowledge of that, we'd like to fix that) which open these books on a BARD reader. We do not have audio books, just DAISY ones.

[← Back](#)


## Borrow





**Stolen honey** by Nancy Means Wright  
2002, Thomas Dunne Books/St. Martin's Minotaur from Internet Archive





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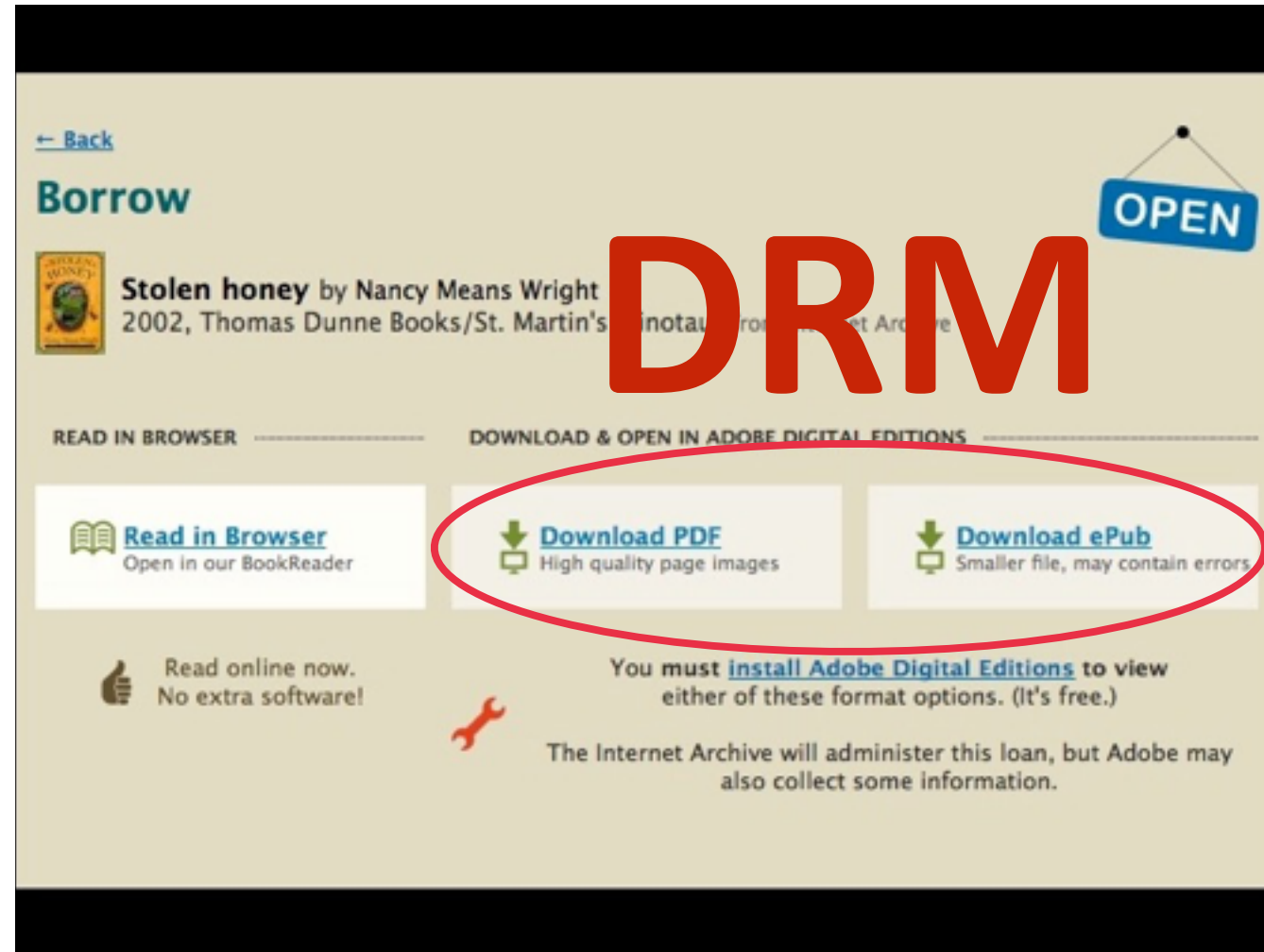
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 You must [install Adobe Digital Editions](#) to view  
either of these format options. (It's free.)

The Internet Archive will administer this loan, but Adobe may  
also collect some information.


When you say you'd like to borrow a book, you go to this page. The PDFs are direct scans. The EPUBs are the automatically generated files. They are okay but when they say "may contain errors" they mean "definitely contain errors" for items with a lot of images or formatting.




The PDFs and EPUBs use DRM to enforce the lending criteria

[← Back](#)


## Borrow

 **Stolen honey** by Nancy Means Wright  
2002, Thomas Dunne Books/St. Martin's Minotaur from Internet Archive




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either of these format options. (It's free.)

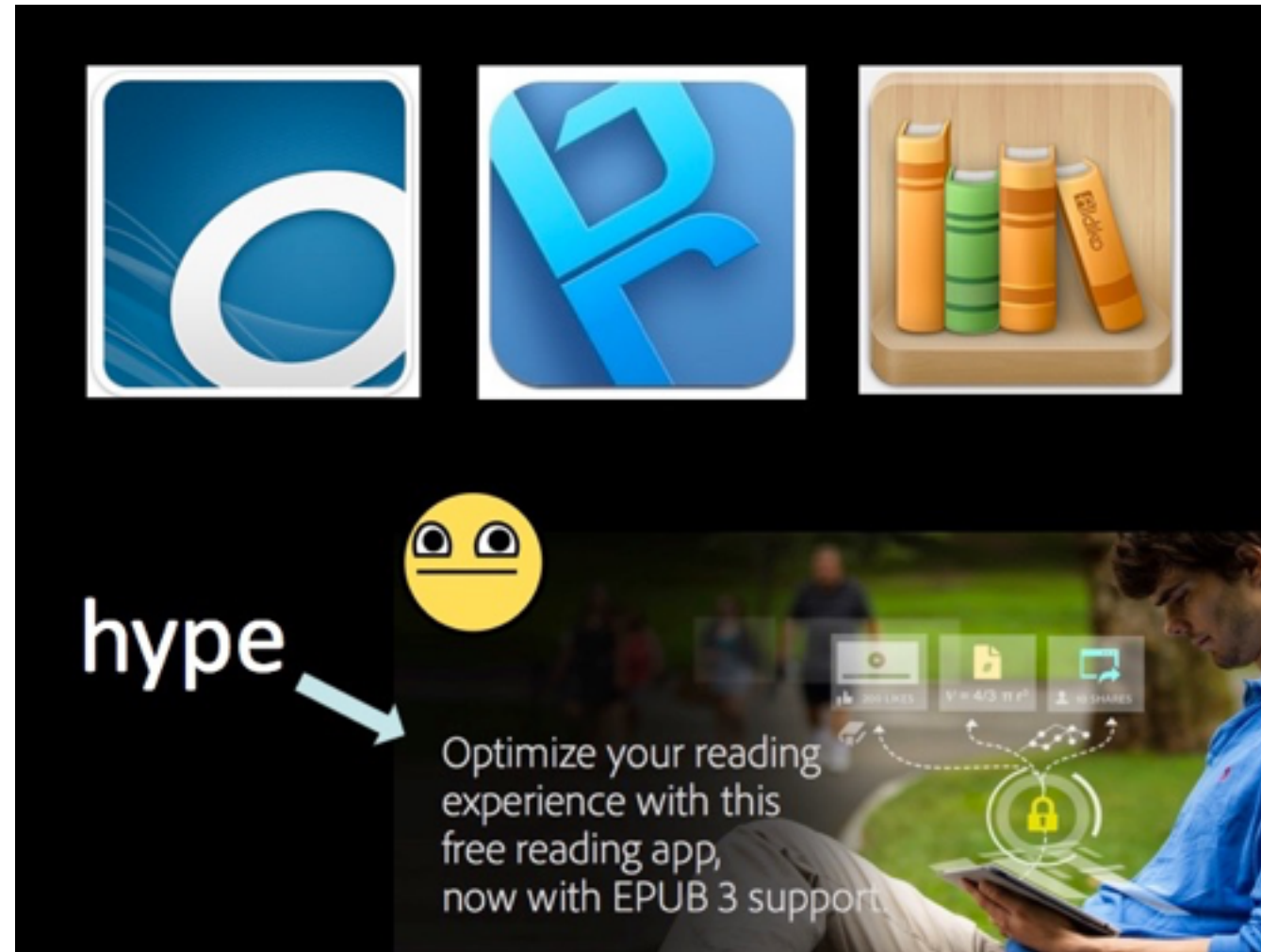
The Internet Archive will administer this loan, but Adobe may  
also collect some information.

Reading in our browser costs us nothing. The DRM licenses have a small cost associated with them.



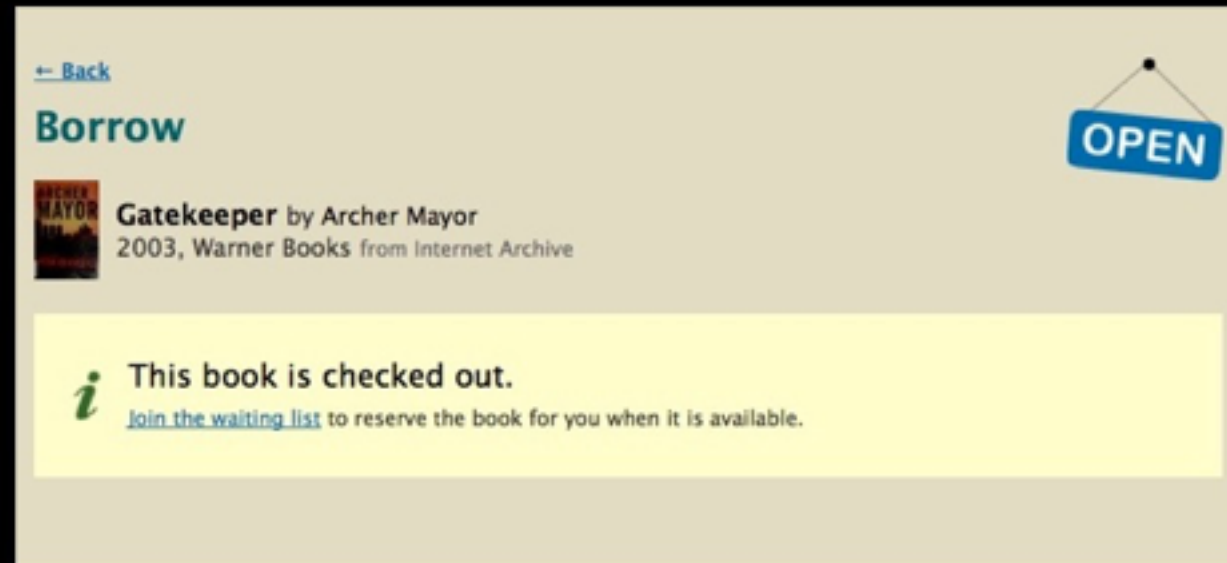


The DRMed licenses are regulated through an Adobe License server which I don't know much about.



The ebook reader environment is a mess. Many ebook readers interact with Adobe's DRM but they don't all have the same featuresets even though they promise users the moon. It's not optimal for our users but it does give them options.

- Five books at a time
- Two week lending period
- NO loan resets



The rules are really simple. And they are enforced via software.

SUBJECTS

AUTHORS

LISTS

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LIBRARY

One web page for every book.

Jessamyn West

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## Jessamyn West / Lists

Jessamyn West has 7 lists.

**techsupport**

Things that need fixing, for future reference

Subjects: [Accessible book](#), [In library](#), [Protected DAISY](#), [Fiction](#), [Juvenile literature](#)

44 seeds, 47 editions

Last modified July 17, 2015

[Delete this list](#)

**porn**

judgment call titles

Subjects: [Pornographic Fiction](#)

3 seeds, 1 edition

Last modified July 16, 2015

[Delete this list](#)

Users can also make lists to keep track of things like books they've read since we don't keep that information about users.

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SUBJECTS AUTHORS ADD A BOOK LISTS RECENTLY HELP

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## Recent Changes

[Author Merges](#) | [Books Added](#) | [Covers Added](#) | [Lists](#)

By Humans BY BOTS EVERYTHING

WHEN	WHAT	WHO	WHAT?
2 minutes ago	<a href="#">The Magic School Bus and the Shark Adventure</a> - diff	<a href="#">Julie Skelton</a>	Added new cover.
2 minutes ago	<a href="#">my favorites (list)</a>	<a href="#">Matiaca</a>	Created a new list.
2 minutes ago	<a href="#">/people/addictedtink</a>	<a href="#">Pamela Sim</a>	Created new account.
2 minutes ago	<a href="#">The Magic School Bus and the Shark Adventure</a> - diff	<a href="#">Julie Skelton</a>	
3 minutes ago	<a href="#">The Magic School Bus and the Shark Adventure</a> - expand	<a href="#">Julie Skelton</a>	Added 2007 Scholastic edition of <a href="#">The Magic School Bus and the Shark Adventure</a> , and added a new author <a href="#">Smith, Elizabeth</a> .
4 minutes ago	<a href="#">/people/dorpendaal</a>	<a href="#">roy balcombe</a>	Created new account.
5 minutes ago	<a href="#">/people/holywells1</a>	<a href="#">Jada Perry</a>	Created new account.
5 minutes ago	<a href="#">Book (list)</a>	<a href="#">ryan</a>	Created a new list.
5 minutes ago	<a href="#">/people/Ottawa_Guy</a>	<a href="#">Richard Clowater</a>	Created new account.
5 minutes ago	<a href="#">/people/SquidBucket</a>	<a href="#">ryan</a>	Created new account.
8 minutes ago	<a href="#">/people/jayjones0114</a>	<a href="#">Julianne Jones</a>	Created new account.
9 minutes ago	<a href="#">Non-Fiction (list)</a> - diff	<a href="#">mrsulvones</a>	Added <a href="#">Starvation Heights</a> to the list.

We can track what people are doing within the system which is fun to watch sometimes.



We don't really talk about "The C Word" and I won't here either.






# the back end

From an admin perspective, the tools are pretty good.

Hello! Open Library is participating in our eBook lending program. Browse the catalog

[← Back](#)

## Borrow – Administration



**Vermont** by Kathy Pelta  
1994, Lerner Publications Co. from Internet Archive

### Current Loans

1 CURRENT LOAN

[Jessamyn West](#)  
Borrowed 39 minutes ago

Update loan info

### Waiting List

No one is waiting for this title.

### You

- You are [Jessamyn West](#)
- Your IP is 127.0.0.1
- In Library: [Open Library](#)

### Current loans

```
{  "_key": "loan-vermont00pelt",  "_rev": 1,  "book": "/books/OL23261775M",  "expiry": "2015-12-24 21:02:52",  "fulfilled": "1",  "loan_link": "",  "loaned_at": 1449781372.0,  "ocaid": "vermont00pelt",  "resource_id": "bookreader:vermont00pelt",  "resource_type": "bookreader",  "stored_at": "1a",  "type": "/type/loan",  "user": "/people/jessamyn",  "uuid": "loan-93883159"}
```

Delete this record

### Edition ebook record from datastore

```
{  "_key": "ebooks/vermont00pelt",  "_rev": "213757586",  "borrowed": "true",  "identifier": "vermont00pelt",  "loan": {    "book": "/books/OL23261775M",    "loaned_at": 1449781372.0,    "ocaid": "vermont00pelt",    "resource_type": "bookreader",    "uuid": "loan-93883159"  },  "type": "ebook",  "wl_size": 0}
```

### Book status in ACS4

- PDF urn:uuid:a3aba41b-c4d2-4d32-9c46-b1d75a8d8bb6  
[Loan Status](#) | [Resource Info](#) | [Fulfillment Info](#)
- ePub urn:uuid:a3aba41b-c4d2-4d32-9c46-b1d75a8d8bb6  
[Loan Status](#) | [Resource Info](#) | [Fulfillment Info](#)

We can see who has borrowed a book, how long they've had it, whether there's a waitlist and the status of all the past loans for a subject.

Header

Open Library is participating in our ebook lending program. Browse the growing lending library of over 250,000 ebooks!

SUBJECTS

AUTHORS

LISTS

ADD A BOOK

RECENTLY

HELP

OPEN LIBRARY

One web page for every book.

Search

Show only ebooks

More search actions

Admin Center

People

Loans

Waiting Lists

Block IPs

Spam Words

Self

Imports

Exports

Requests

Requests

Requests

Requests

People / jessamyn

Status: active

Block this account

Send password reset email

Block and revert all edits

Registered on February 23, 2011.

Activated on February 23, 2011 from 97.81.43.87.

Login as this user

Name: jessamyn West - view profile

Email Address: jessamyn@gmail.com Change

Reset Password Change

Bot: No Make Bot

# Edits: 5364

Member Since: February 23, 2011

Last Login: 41 minutes ago

Tags: alumnus beta-tester staff trusted-user

Loans


1 CURRENT LOAN

LOAN EXPIRES

WHAT

WHO

ACTIONS



Vermont  
Borrowed 41 minutes ago

December 24, 2015

BookReader

people/jessamyn

debug info  
refresh

Waiting Loans

No current loans.

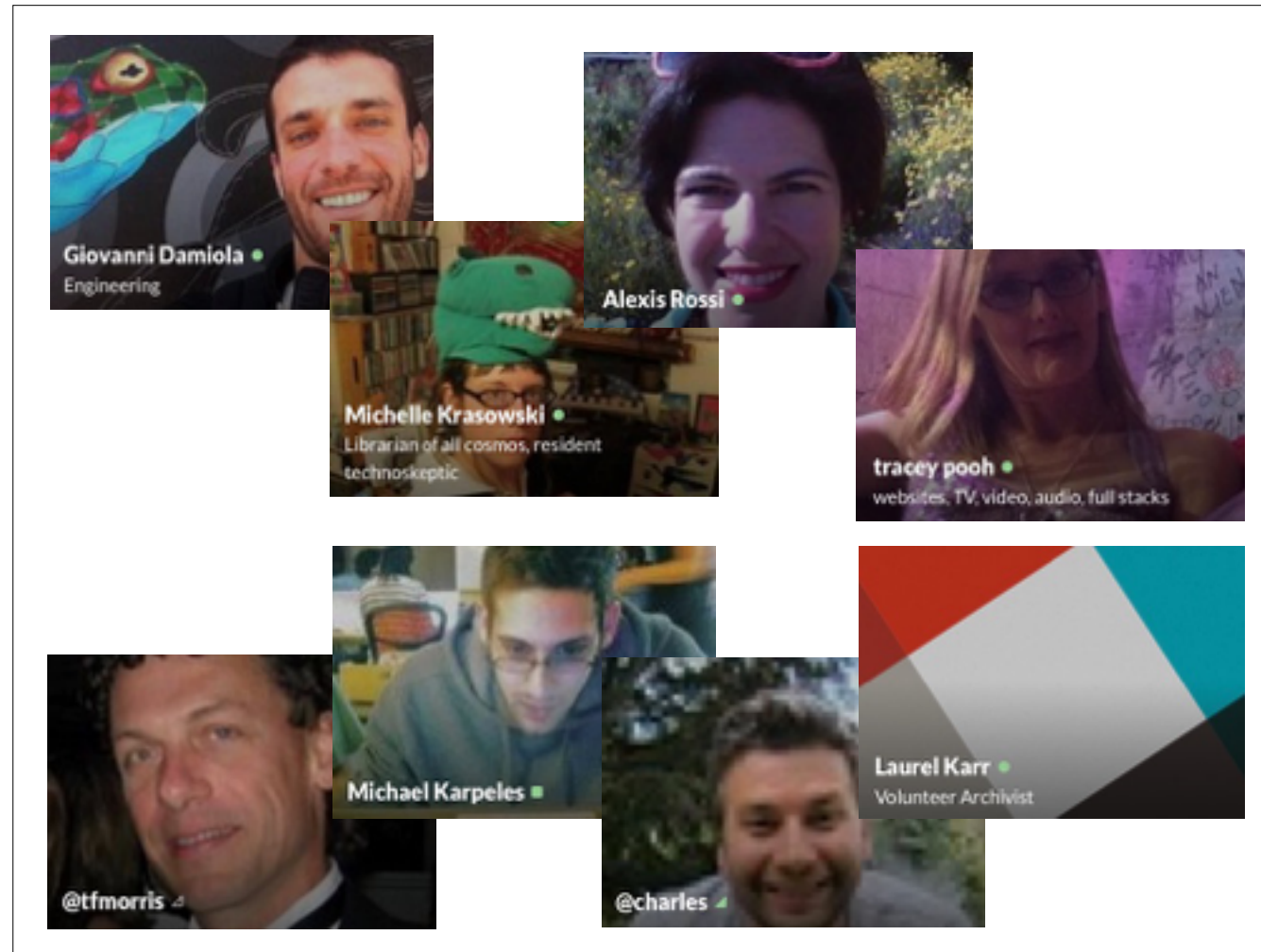
Edit History 5364 edits

We can look at a user's page and see what they have on hold, how long they've been with us and what edits they've made.





## **keeping Open Library running**

There are a lot of parts that go into keeping OpenLibrary up and running.



I work with a team of staff (top row) and volunteers (bottom row) who all do small parts of keeping things working. I'm in the lead email support person, mainly, but I also do a lot of volunteer coordination.


 **charles** 6:32 AM  
correction @gio, blocking an account does stop a spammer from adding more works, but blocking and reverting lets them continue adding more!


 **charles** 7:52 AM  
@gio this should stop reverted users from adding more:  
<https://github.com/internetarchive/openlibrary/pull/275>


GitHub

[prevent deleted users from editing by hornc · Pull Request #275 · internetarchive/openlibrary · GitHub](#)

If a spammer has been blocked and reverted, it no longer registers as an account. Deleted users return nothing for user.get\_account(), and this was allowing the spamcheck to pass. Active and Block...

 **gio** 12:16 PM  
hello @charles thank you very much... I will try to checkm approve and push the pull requests today

 **jessamyn** 2:41 PM ☆  
ah this is fascinating. I had no idea that blocking a currently logged in user didn't nix them. Thanks @charles



We have a slack channel (one for staff and one for communication with volunteers) where we do our day to day communication

<div> <a href="#">SUBJECTS</a> <a href="#">AUTHORS</a> <a href="#">ADD A BOOK</a> <a href="#">LISTS</a> <a href="#">RECENTLY</a> <a href="#">HELP</a> </div> <div> </div> <div> <a href="#">One web page for every book.</a> <input type="checkbox"/> Show only eBooks           <a href="#">More search options</a> </div>				
<div> <a href="#">History of edits to Help</a> <div>             Last edited by <a href="#">Jessamyn West</a>              November 21, 2015           </div> <div>Edit</div> </div>				
REVISION	WHEN	WHO	¿QUÉ?	DIFF
128	<a href="#">November 21, 2015</a>	<a href="#">Jessamyn West</a>	resolutions!	
127	<a href="#">November 21, 2015</a>	<a href="#">Jessamyn West</a>		
126	<a href="#">November 20, 2015</a>	<a href="#">Jessamyn West</a>	waitlist	
125	<a href="#">October 31, 2015</a>	<a href="#">Jessamyn West</a>	changed waitlist detail	
124	<a href="#">October 24, 2015</a>	<a href="#">Jessamyn West</a>	uptime resolved	
123	<a href="#">October 24, 2015</a>	<a href="#">Jessamyn West</a>	uptime	
122	<a href="#">October 2, 2015</a>	<a href="#">Jessamyn West</a>	changed waitlist detail	
121	<a href="#">September 29, 2015</a>	<a href="#">Jessamyn West</a>	kindle update	
120	<a href="#">August 30, 2015</a>	<a href="#">Jessamyn West</a>	updated	
119	<a href="#">August 14, 2015</a>	<a href="#">Jessamyn West</a>	updates	
118	<a href="#">July 24, 2015</a>	<a href="#">Jessamyn West</a>	search	
117	<a href="#">July 15, 2015</a>	<a href="#">Jessamyn West</a>	weird outage noted	
116	<a href="#">June 26, 2015</a>	<a href="#">Jessamyn West</a>	spam	
115	<a href="#">May 3, 2015</a>	<a href="#">Jessamyn West</a>	simplified page, removed blog as a contact option.	
114	<a href="#">May 3, 2015</a>	<a href="#">Jessamyn West</a>	removed two resolved issues	

Our help pages are also wiki-editable by staff so we can alert users when there is downtime or an outage or when we've found a bug. We keep them pretty current.



Feedback

Open Library is participating in our eBook lending program. Browse the growing [lending library of over 210,000 eBooks!](#)

SUBJECTS

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HELP

OPEN LIBRARY

One web page for every book.

Search

Show only eBooks

More search options

Jessamyn West

### What's the problem?

Please review the [Frequently Asked Questions \(FAQ\)](#) to see if your question is answered there. Thank you.

**Your Email Address**  
 (We'll need this if you want a reply)

**Topic**

**Your question**

If you encounter an error message, please cut and paste it along with the question.

For questions about books, please provide the url of the [openlibrary.org](#) page or the title/author of the book.

[Top](#) | [Home](#) | [Add a Book](#) | [Subjects](#) | [Authors](#) | [Lists](#) | [About Us](#) | [Help](#) | [Developers](#)

Search

Show only eBooks

More search options


**Around The Library**

[Laura Vlasova updated \*Passer\* long](#) 58 minutes ago

[Jane Sandberg updated \*Sustainable Agriculture\* 1](#) minute ago

[Laura Vlasova updated \*Kansas\* 1](#) hour ago

[Jane Sandberg updated \*Agriculture and development\* 2](#) minutes ago

 **Problem?**

And users email us, a lot. Every page on OL has a little flag in the bottom that encourages users to contact us if there is an issue.

Open Library Support Data				
	Jan '16	2015	Dec '15	Nov '15
Outgoing	558	6900	464	454
Incoming	656	8101	484	564
Books Lent	113,650	1,075,149	97,259	95,705
Incoming by category				
Borrowing books	188	2012	153	109
Buying Books				
Contact an Author				
Deletion request	55	819	27	79
Dev/API	14	174	9	10
Editing Problem	41	329	23	16
Login trouble	34	599	19	32
Other	282	3468	218	266
Spam report	1	154	4	6
Title Mismatch	31	301	19	32
Waitlist Issues	10	245	12	14

We answer between 500 and 700 emails most months and circulate about 100,000 items. You can see how our email load breaks down.

01/Dec/15 11:43 PM • 21/Dec/15 10:43 PM



		OL-76	Wishlist of minor improvements
		OL-141	OL: needs a mobile-friendly template
		OL-135	Review Alternative, Less Expensive Options for Lending
		OL-148	OL: Loan early expiry, loans to ghosts
		OL-5	Search and Indexing issues Parent task
		OL-105	OL: some anti spam solutions
		OL-35	template error when looking at item page
		OL-26	DAISY zip creation/download
		OL-178	BibSys identifiers changing this week, permalinks need updating

We also keep track of bugs in Jira.

## Ol-tech mailing list administration General Options Section

### Configuration Categories

- [\[General Options\]](#)
- [Passwords](#)
- [Language options](#)
- [Membership Management...](#)
- [Non-digest options](#)
- [Digest options](#)
- [Privacy options...](#)
- [Bounce processing](#)
- [Archiving Options](#)
- [Mail<->News gateways](#)
- [Auto-responder](#)
- [Content filtering](#)
- [Topics](#)

### Other Administrative Activities

- [Tend to pending moderator requests](#)
- [Go to the general list information page](#)
- [Edit the public HTML pages and text files](#)
- [Go to list archives](#)
- [Delete this mailing list](#) (requires confirmation)
- [Logout](#)

Make your changes in the following section, then submit them using the *Submit Your Changes* button below.

### General Options

Fundamental list characteristics, including descriptive info and basic behaviors.

And there are a few mailing lists which are low traffic but have user-helping-user levels of discussion.

# tech challenges

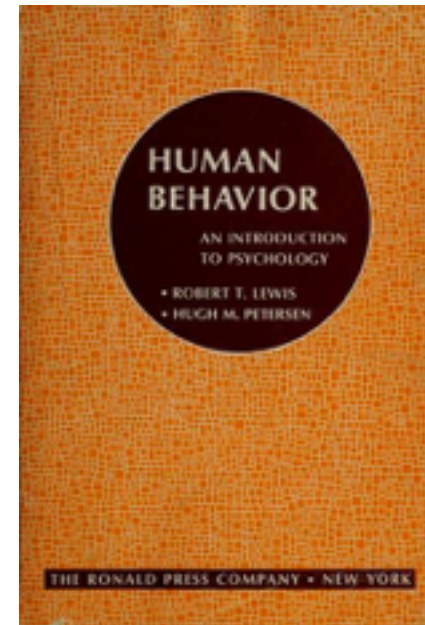
- **Search** - keeping index fresh, loan status correct, fixing bugs
- **Data** - clean & updated metadata, records ingestion, user contributed content
- **Alerts** - response system for updates and outages
- **Process** for repair and updates - getting from Jira to done



We do have some challenges and things we wish were working better. These are the tech challenges.

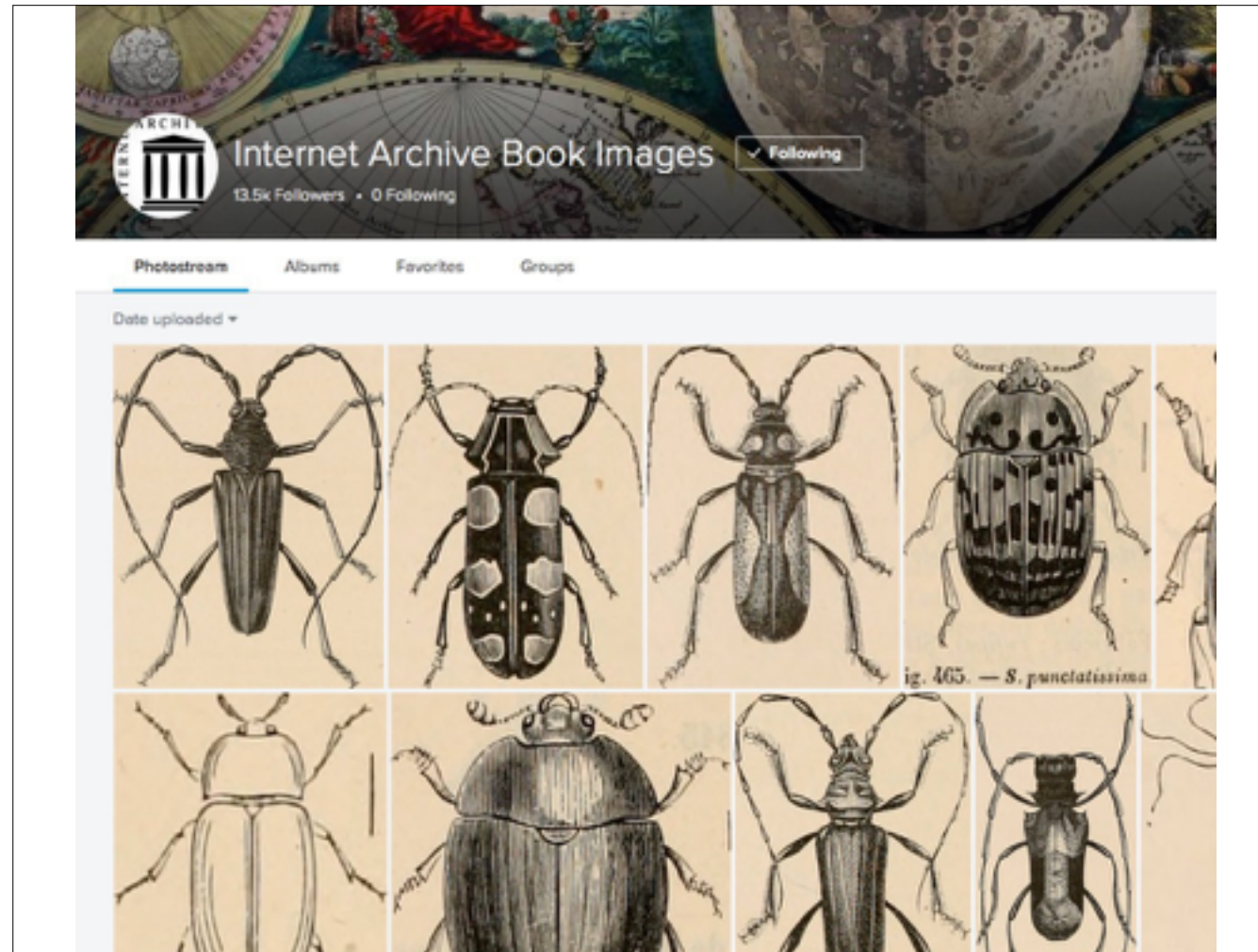
# human challenges

- Setting expectations of users, devs, staff, volunteers
- Harmony with IA lending
- Building a community of users and contributors
- Managing a shared inbox



And some of the challenges are just working with other people and getting things smoothly functioning.





The more we get out and about the more great tools can be built with the mass of content we've made available. Here is my favorite thing, a Flickr photoset of 5,000,000 images that came from public domain books. Free for the using.





Thanks for reading this far. Feel free to contact me if you have questions.