

Wisconsin Public Library Consortium
Digital Library Steering Committee Meeting Notes

February 16, 2023, 1:00 PM

ATTENDEES: ALS/PLS: Michael DeVries (Beloit), BLS: Shawn Carlson (Waukesha), BLS: Abby Armour (Mukwonago), KLS: Shannon Urban (Kenosha), LLS/PLS: Sara Swanson, (Union Grove), MCLS: Lisa Pike (Manitowoc), MCFLS: Elizabeth Hjelle (Shorewood), MCFLS: Karli Pederson (Milwaukee), MLS: Alex Harvancik (Horicon), NFLS: Clare Kindt (Brown County), NWLS: Sue Heskin (Superior), OWLS: Holly Selwitschka (Kimberly), SCLS: Heidi Cox (McFarland), SCLS: Molly Warren (Madison), SWLS: Karina Zidon (Platteville), WLS: Nicole Hardina-Wilhelm (Neenah), WPLC Board Representative: Rachel Metzler, WVLS

ABSENT: IFLS: Martha Spangler (Altoona), SCLS: Eric Norton (McMillan), WRLS: Kayla Mathson (Independence), WLS: Christina Lyon (Caestecker), WVLS: Ada Demlow (Antigo),

Project Managers: Melody Clark (WiLS), Sara Gold (WiLS)

1. Call to order

The meeting was called to order at 1:00 pm.

2. Review Agenda – changes or additions

There were no changes or additions to the agenda.

3. Approval of minutes – [November 10, 2022](#)

Motion: Approval of Minutes

Made by: M. Warren

Second: M. DeVries

Discussion: None

Results: Motion Passes unanimously

4. Reports: Committees, Workgroups and Project Manager Updates

a. WPLC Board Report

R. Metzler reported that the Board has not met since the last time the Digital Library Steering Committee has met, so therefor has no updates. The Board will be meeting next Monday, February 20th.

b. Selection Committee

S. Gold reported that the WPLC Selection Committee met on Jan 12th and introduced Kimmy Wegner, who is a new selector for WRLS. The Committee reviewed an update from OverDrive on upcoming enhancements to Marketplace and in the area of recommendations which will replace the current RTL feature with Notify Me. Circulation stats for the collection increased by at least 400K in 2022 over 2021, and the increase in usage led to an overspending of approximately \$20,000 from 2022 to fill holds in November and December 2022 when usage/demand were extremely high. Kayla Mathson of WRLS wrote a grant to purchase a collection of 35 East Asian literature titles, which are available as a curated collection in Libby. She also shared that WRLS is piloting a system wide Lucky Day collection and will share how this is going at the next meeting on March 23rd. WPLC will be working with OverDrive to curate local collections from WI Authors and WHS press titles. A question was asked if there was a

process to accept monetary donations for specific titles, and although this is not done, the WPLC has purchased titles within specified genres (ex. romance, mystery) as long as they follow the WPLC Collection Development Policy.

5. Discussion Items

a. Collection Development Committee DRAFT Recommendation

The Collection Development Committee has a first draft of the [2023 recommendations](#) available for review. N. Hardina-Wilhelm noted that the Collection Development Committee began their work back in October of 2022. They put out the annual patron and staff surveys last fall and, along with project managers, have been working on drafting the recommendations. The link included in the agenda is to the first draft from the Collection Development Committee. It was noted the group's feedback on the draft is wanted to take back to the Collection Development Committee. Project manager S. Gold gave an overview of the recommendations. S. Gold noted there are five areas of the recommendations for the 2023-2025 time period: Budget/Funding, Training and Support, Research, Communication and Awareness Building, and Internal and Administrative Support. These recommendations were created based on feedback from the various WPLC committees and results/feedback from the WPLC Staff and Patron surveys that ran earlier this year.

As mentioned in the Selection Committee report, Wisconsin's Digital Library saw an increase in circs of over 400K from 2021 to 2022, with a record setting 7.6 million checkouts in 2022. The recommendation for a 5% annual increase in the buying pool amount for 2023 and 2024 is combined with the task of assisting the Advocacy Workgroup in planning efforts with an eye toward a push to the legislature for statewide funding for the WDL.

The changes coming to Libby and Marketplace in 2023 are going to create an influx of questions and 1:1 requests for support assistance. Activities to support front line library staff include: promoting the WPLC Support Course. Utilizing marketing through "did you know" posts on social media. In addition, areas of increased support and training around specific topics, such as Advantage accounts, to support new features such as shelf talkers and the notify me feature for patrons. Continued work on deepening the inclusion of diverse author voices and experiences is recommended, as well as continued support for selectors and organizing and promoting OverDrive facilitated workshops for libraries.

Management of the digital library's collection and how to distribute funds most effectively is an important and ongoing project. Recommendations in this area include reviewing Review Peer Activity Reports (PARs) from other consortia to understand their approach to collection management, investigating ways to hear more specifically from patrons who are moving from OverDrive to Libby (via skip logic in the patron survey, or through a short, targeted survey) about what's easier, and what's more difficult or missing, from Libby, work with OverDrive to obtain usage reports for 2021 and 2022 in the genre areas of WDL, and to use this data to inform a promotion/awareness campaign incorporating the WPLC Social Media Committee.

There are several activities in the communications and awareness building section that are being recommended, including the following:

- Creating a two-year communication plan to promote young adult and juvenile collections to both staff and patrons. This continues the work of from previous years of spending additional funds to enhance these collections.
- Build a communication plan to help patrons access and use WDL with Libby. The emphasis should be on older patrons.
- Utilize in-app messaging to share “did you knows” with app users.
- OverDrive-supported videos/how-tos..
- Make sure Kindle-specific how-tos are available.
- Promote Digital Magazines to patrons.
- Use results from genre usage research project to inform areas for promotion.
- Establish a monthly email to WPLC committee members with highlights and updates from OverDrive and spotlighting “Did You Knows” to build awareness and communication between the various committees.

And finally, Wisconsin’s Digital Library has grown significantly since its inception in 2006. There is an ongoing need to assess, evaluate, and implement new processes to how the collection is managed and maintained. Suggested activities include but are not limited to:

- Create a schedule of tasks to monitor ongoing initiatives: i.e. diversity audits 2x a year and Public Library Connect (align with Wisconsin Schools Digital Library Consortium calendar).
- Deselection housekeeping, including cleaning up the shared collection (ex., removing titles that are expired and any titles that have a 24 month wait period, titles that contain outdated information such as travel guides). Document the deselection housekeeping process for future reference.
- Continue to work with Selection Committee to review and lower caps for total copies purchased for the shared collection.
- Expand the breadth of Lucky Day title selection, with a focus on audio format, and promote that collection to digital library browsers.
- Explore expanding offerings of sim use titles for audio.
- Review checkout and hold limits for possible changes.
- Work with OverDrive to identify gaps in series, particularly first title in series.
- Ongoing assessment/evaluation of initiatives and impacts of activities. Examples may include:
 - Diversity audit
 - Patron survey
 - Staff survey
 - Ongoing input and conversations with committees
- Continuing to contribute to resources that will assist selectors in their roles at both the consortium and Advantage levels.

The group was asked their feedback and suggestions for change, if any. Overall, the group supports the recommendations. It was suggested to show comparative circulation and usage

data over time to show support for continued need to fund the collection. This could be added to the Budget and Funding section of the recommendation.

It was also recommended to link to the patron and staff survey results via the recommendations.

The Committee members were given until March 2nd to review the recommendations and add comments to the document either directly or via Basecamp.

b. Steering Committee Orientation Packet

The [orientation packet](#) is updated at the beginning of every year to include updated information for the Committee. The group reviewed the packet.

M. Clark asked if sending out calendar invites for remaining meetings for the year would be helpful. The group agreed. This will be done after the meeting.

6. Committee information sharing and questions

As this is the first meeting of the year, committee members introduced themselves by system they represent and shared what WPLC committees they serve on. Questions were asked about the Notify Me feature and how it will differ from Recommend to Library (RTL). S. Gold mentioned that information will be going out for a webinar in early March that will be directed to WPLC member systems and libraries that will be a walk-through of the Notify Me features. No go-live date has been set for this feature.

7. Adjournment

Next Meeting Date: April 13, 2023, at 1:00 PM

Motion: To adjourn the meeting

Made by: A. Armour

Second: M. Warren

Discussion: None

Results: Motion Passes unanimously

Meeting ended at 2:01 pm