

Wisconsin Public Library Consortium
Annual Membership and Board Meeting Minutes
May 11, 2022, at 1:00 pm

The Ingleside Hotel, 2810 Golf Rd, Pewaukee, WI, 53072, US, and via Zoom

ANNUAL MEETING ATTENDEES: Jean Anderson (SCLS), Kristen Anderson (WRLS), Abby Armour (Mukwonago/Bridges), Lori Baumgart (NFLS), Betsy Bleck (Oconomowoc/BLS), Shawn Carlson (Waukesha/BLS), Michael Devries (Beloit/ALS), Jeff Gilderson-Duwe (WLS), Riti Grover (MLS), Steve Hesel (MCLFS), Sue Heskin (Superior/NWLS), David Kranz (SWLS), Carissa Langer (Prescott/IFLS), Mellanie Mercier (BLS), Rachel Metzler (WVLS), Ben Miller (DPI), Nicole Mszal (Hustisford/MLS), Katelyn Noack (IFLS), Lisa Pike (MCLS), Steve Platteter (ALS), Gina Rae (NWLS), Rebecca Scherer (MCLS), Holly Selwitschka (Kimberly/OWLS), Bradley Shipps (OWLS), Martha Spangler (Altoona/IFLS), Roxanne Staveness (Rio/SLCS), Sara Swanson (Graham/LLS), Vicki Teal Lovely (SCLS), Marty Van Pelt (SCLS), Tracy Vreeke (NFLS), Molly Warren (Madison/SCLS), Karina Zidon (Platteville/SWLS)

PROJECT MANAGERS: Jennifer Chamberlain, Melody Clark, Sara Gold

1. Welcome and Introductions

D. Kranz, WPLC Board Chair called the meeting to order and welcomed the group, both those in person and those joining via Zoom.

2. Annual Membership Meeting Presentation of Information

a. Welcome

Project managers gave an overview of the meeting's agenda noting the Board wanted to focus on three main topics for the meeting: a year in review where they will discuss the Technology Committee's work the past year, new committees, data and usage. It was also noted they will review the WPLC Initiatives and upcoming recommendations as well as preview some upcoming items.

b. 2021 Year in Review

i. Data: Usage & New Collection: Magazine

Wisconsin's Digital Library's usage continues to grow. The WDL had a record-breaking 7.2 million checkouts in 2021. This was a 4% increase from 2020 which is really good considering the digital library experienced an almost 20% increase in usage from 2019 to 2020. In the last few years the usage has grown from 5.1 million in 2018, to 5.8 in 2019 to 6.9 in 2020, and then 7.2 in 2021. In addition, in 2021, we had almost 215,000 unique users.

In February of 2021, the WDL added a new magazine collection. This included about 4,000 Magazine titles. What is helpful about this collection is that it is a simultaneous use collection, meaning there are no limits on the number of patrons who can check it out at one time. The Selection Committee has done a fabulous job of purchasing simultaneous use collections when available and that match our collection development policy. This type of collection helps to greatly increase patron satisfaction. This new collection saw almost 232 thousand checkouts making the cost per use of this collection, about .32 cents.

ii. Technology Committees Update

In 2020 the WPLC formed two technology collaboration committees, a Technology Operations and Technology Steering committee. The Tech Collaborations committees have been meeting for a year now and have three projects they are working on. Mellanie Mercier from Bridges Library System is a member of the Technology Operations Committee and gave the group an overview of the projects both the Committees are currently working on.

M. Mercier noted that the Technology Operations Committee is currently pursuing three different projects. The first is a statewide purchase of deep freeze, which is software that most libraries use to essentially wipe a computer back to its original state after a patron uses it. This helps with patron privacy and virus/malware attacks.

Similarly, the group is looking at a cooperative purchase of an authentication product, specifically EZproxy. They are looking to get reduced pricing for all libraries and systems interested.

And finally, the Committee is researching the implementation of either a statewide purchase or management of a data dashboard for libraries to obtain real-time data for decision making and reporting purposes.

For all of these projects, the group has had to put into place a procedure for determining the worth of pursuing a project. They have developed surveys that get sent out to all systems to respond to regarding the proposed project. If there is enough interest and the operations committee deems it worthy to move forward, a project lead is identified, followed by a variety of tasks completed including research, vendor identification, and setting up demos and/or trials. The Operations Committee also presents this work to the Technology Collaborations Steering committee for their approval of the project. Overall approval and budget approval are ultimately done by the board.

iii. New Committees

In 2021, two additional steering committees were created, the Technology Backup and Digital Archives Backup Steering Committees. These were added to provide a governance structure to two already existing projects. Both of these committees meet quarterly and members consist of a representative from each project host site, representatives from current and potential collaboration partners, as well as a DPI representative, and on the Digital Archives backup, there is a Recollection WI representation.

Vicki Teal Lovely from South Central Library System, which is one of the host sites for these projects, is a member of the Technology Collaborations Steering Committee as well as serves on both of these two new committees. She was introduced to give a little background about these projects and their move to the WPLC.

V. Teal Lovely reviewed the history of these projects and the technology committees [which can be found in full here.](#)

c. Current & Proposed Initiatives

The WPLC Collection Development Committee identified three areas to focus on for the ongoing work this year. They are enhancing the Juvenile and YA Collections, improving the overall

collection's diversity and accessibility, and making use of the increase in the buying pool for 2022 to meet the user demand of the collection.

The Juvenile and YA collections have had their collection budgets remain flat for several years as usage of the collections didn't warrant an increase. Then the pandemic hit and the usage of all materials increased, including Juvenile and YA titles. The Collection Development Committee recommended a review of both collections to identify gaps in titles and subject areas and to explore reallocating some collection budget funding. A usage audit of both collections was conducted in late 2021 and \$10,000 (which works out to 15% of the buying pool increase for 2022) was reallocated to the Juvenile and YA collection budgets. A new selecting area was created for Juvenile NF in Jan 2022. Another goal of this initiative is to prioritize reducing hold times for materials designated for children and teens. To accomplish this, the Lucky Day collection includes copies of high-demand Juvenile and YA titles. In addition, there are hold manager carts running weekly that identify Juvenile and YA titles with a 5:1 holds ratio. Finally, the project managers are working with OverDrive to run reports to review and assess youth materials usage on a regular basis.

S. Gold reported that the consortium is doing some exciting work to support increasing diversity of the content in the WI Digital Library by titles, authors, and subject areas. Included in this support is a diversity audit conducted by OverDrive initially in 2021 to identify areas of improvement. Selectors are currently using the results to guide their purchase decisions. Another audit is scheduled in July to measure mid-year progress and then one will be done at the end of the year. Another project being pursued is on developing a deselection or weeding process. Weeding is often overlooked in digital collections because titles live virtually rather than taking up physical space. To begin the process, it was noted, the project managers and OverDrive did an audit of all of the automated carts in Marketplace that are set up to identify titles with holds. We added a process that is done by OverDrive monthly that identifies titles with holds that are no longer available for purchase. When an alternative copy is available it is ordered and then any holds are transferred by OverDrive, which is a seamless transition on the patron side. Future work includes reviewing titles in specific subject areas to make sure the titles are accurate and relevant. Finally, we are very excited about the creation of the Diverse Collection Support Toolkit which consists of modules with tools and resources to assist with selecting diverse materials in all areas of the collection.

S. Gold reported that a very important part of maintaining the health of WI's Digital Library is to address the need for adequate funding for materials on an annual basis. An increase in the buying pool is warranted by the fact that Wisconsin's Digital Library saw a 16% increase in usage from 2019 to 2020 as well as seeing a large increase of new users to the Digital Library. In 2020 the Collection Development Committee recommended increasing the budget by a fixed amount based on a 5% increase (\$66,722) each year for 5 years. This commitment to a sustained increase in funding is such a great way to support the collection and consortium. The 2021 collection budget allocated 15% of that increase or \$10,000 specifically to Juvenile and YA collection development

M. Clark gave a review of the initiatives that the Collection Development Committee has proposed as part of the process this year and noted there are four main content areas: Explore new content formats, assess and enhance youth collection, review and evaluate deselection and maintenance process and increase the buying pool for 2023.

For this first one, the committee is proposing that the consortium explore the possibility of adding new formats to Wisconsin's Digital library. This includes the possibility of music streaming services, video streaming services, newspaper collections, and digital book kits. This process will also include monitoring existing statewide cooperative purchasing efforts like Badgerlink, as well as other national projects like SimplyE and the Palace Project.

The second area is to assess and enhance the youth collection. This is really an extension of this year's work on the enhancement of the Juvenile/YA collection, focusing on the assessment of that work as well as the continued enhancement of that collection.

The third area is similar to the last in that it really is a continuation of a current initiative. This year the consortium, specifically the selection committee is looking at deselection processes and this proposed initiative is a continuation of that, again focusing on the assessment of the process.

Finally, the last area pertains to the Buying Pool. In 2020 the Collection Development Committee recommended increasing the budget by a fixed amount based on a 5% increase (\$66,722) each year for 5 years, beginning in 2021. The Committees and Board upheld that last year for this year's budget and are reaffirming that in their recommendations for the 2023 budget. The usage and patron survey feedback we received all support this.

Abby Armour, a WPLC Digital Library Steering Committee member was introduced to review the DL Steering Committee's thoughts on the recommendation as well as gave an overview of the process.

The Digital Library Steering Committee has reviewed the recommendations and only had two minor concerns. One was that the research into new formats was too ambitious. The group made suggestions to change that recommendation regarding exploring various format options and availabilities to what it is now. The second piece of feedback was to involve Juvenile & YA librarians to obtain their feedback on Juvenile and YA usage and needs. That was added to the recommendations as an action as well.

As the annual recommendation process currently stands, The CDC starts drafting the recommendations in October each year. The Board and DL Steering Committee suggest topics for discussion of the recommendations. The CDC sends out an annual patron and staff survey and in December, draft the recommendations. They go to the DL Steering Committee for review in February. They provide feedback and suggestions for change. The Collection Development Committee takes that feedback incorporates it and updates the recommendations which then go back to the Digital Library Steering Committee where they review the updated version at their April meeting and can make additional suggestions and changes. The recommendations then are presented at the Annual meeting like we are doing today and then the DL Committee will approve recommendations at their May meeting. This year it is on the 19th. The Board approves the budget at their June meeting.

d. Stories & Coming Soon!

It was noted that the Board really wants to hear how Wisconsin's Digital Library has impacted Wisconsin libraries and patrons and have a survey out to gather this information and are hoping

to use some of these stories in the future. Some snippets from both the patron survey and from libraries that have shared stories were shared with the group. The consortium will continue to gather these and will compile them on the WPLC website.

A huge thank you was given to the bylaws workgroup for all the time and thought they put into a thorough review of the WPLC bylaws over this past year. It was noted that the WPLC continues to grow and the consortium's bylaws needed some revision to better reflect those changes and new opportunities. Some of the more substantial changes included the addition of two new definitions in article 1 to allow for a broader definition of ongoing services (largely prompted by the new technology collaborations) and the addition of affiliate organizations for WPLC projects that have adjacency with non-WPLC partners. Another change clarifies the WPLC Board's commitment and helps define a process for holding board meetings in accordance with open meetings law. Most of the remaining changes were either intended to move specific committee processes or formulas out of the bylaws and into committee governing documents - keeping the bylaws a bit higher level and from falling out of date. The revised bylaws have been presented and discussed among the Board, and the final version will be presented to the Board for a vote of approval at their next meeting.

The group was reminded that the OverDrive app is sunsetting this year and that the only place the app is still available is from the Kindle Store. There are also some exciting Libby and Marketplace updates coming soon. OverDrive recently announced the forthcoming OverDrive Hub. This will include three components:

- The Newsroom, where Libraries will be able to share service announcements, branch updates, author events, surveys, fundraising activities and other library programs — all within the Libby app! It was noted that this is something that the consortium has been waiting and pushing a long time for.
- The second is the Loop. This feature will provide new charts, reports, and dashboards of the library's digital collection activity.
- And lastly, Overdrive is making improvements to the Marketplace, which you all know is the purchasing catalog for libraries. Improvements include a new "one shop" collection development tool that will display all available lending models and prices in one convenient location.

e. Q & A and general discussion time

An update on the Kanopy/OverDrive was asked for and S. Gold provided an update on the removal of videos purchased through OverDrive and an update on the return of any locally owned videos to systems and libraries. The Project Managers have requested a complete list of locally owned videos from OverDrive and will reach out to any affected libraries/ systems.

Shoutouts to project managers and all of the committee members were given by J. Gilderson-Duwe and D. Krantz.

3. Break

The Annual Membership meeting ended at 1:45 and the group took a short break before convening the Board.

BOARD MEETING ATTENDEES: Jean Anderson (SCLS), Kristen Anderson (WRLS), Abby Armour (Mukwonago/Bridges), Lori Baumgart (NFLS), Jeff Gilderson-Duwe (WLS), Riti Grover (MLS), Steve

Heser (MCLFS), David Kranz (SWLS), Mellanie Mercier (BLS), Rachel Metzler (WVLS), Ben Miller (DPI), Katelyn Noack (IFLS), Steve Platteter (ALS), Gina Rae (NWLS), Rebecca Scherer (MCLS), Holly Selwitschka (Kimberly/OWLS), Bradley Shipps (OWLS), Sara Swanson (Graham/LLS), Vicki Teal Lovely (SCLS), Marty Van Pelt (SCLS), Tracy Vreeke (NFLS)

PROJECT MANAGERS: Jennifer Chamberlain, Melody Clark, Sara Gold

4. Board Meeting Welcome and Call to Order

The meeting was called to order at 1:54 by Chair D. Krantz.

5. Consent Agenda

- a. Review agenda
- b. Approval of minutes from [February 22, 2022](#)
- c. Acceptance of Digital Library Steering Committee minutes from [February 17, 2022](#)
- d. Acceptance of Technology Steering Committee minutes from [February 14, 2022](#)
- e. Acceptance of Technology Backup Steering Committee minutes from [April 19, 2022](#)
- f. [YTD Budget](#)

Motion to accept consent agenda was made by S. Heser and seconded by R. Grover. There was no discussion and the motion passed unanimously.

6. Updates from Previous Meetings/Projects

a. Update: [Historical and Local Digital Collections Committee](#)

J. Chamberlain provided additional details on the pause that will be happening with materials being digitized following a final project that is finishing up. The committee will then meet with the WI Historical Society.

7. New Business

a. Discussion: Debrief from annual meeting topics.

The group debriefed from the annual meeting presentation and discussion.

K. Anderson asked a question about setting up advantage accounts for each of the WRLS member libraries to be able to use the messaging in the Libby feature. It was noted that this would be available for the Consortium and Advantage account levels only. It was noted that individual libraries having Advantage accounts may need to be revisited by the Board. It was shared that the Bridges Library System has been discussing this and project managers have requested that OverDrive consider the development of nesting Advantage accounts so that if a Library had an Advantage account their materials could be shared with their System Advantage account before then going to the wider Consortium account. This is not yet possible, but project managers are pushing for this development.

It was noted in the meantime, Systems will need to coordinate messaging that they send out via their advantage account when this feature does become available later this year.

S. Heser mentioned that many magazine titles are going to a digital-only format and that EBSCO has an exclusive via Flipster for Meredith publisher titles. T. Vreeke asked what systems are

using both Flipster and OverDrive currently. M. Mercier mentioned that Bridges has both OverDrive and Flipster magazines and de-duped titles from each. She did not see OverDrive magazine usage increase and saw Flipster magazine use go down slightly when the Flipster titles were removed. D. Krantz mentioned the DPI electronic resource survey may yield some useful information. The survey should likely be available this fall.

b. Discussion: 2023 Draft Budget

The Budget Committee has drafted the 2023 budget. It was noted that the group will not take action on the budget until their June meeting. The budget was reviewed and there were no questions.

c. Discussion and Action: Reconsideration Process update and Collection Development Policy

For the past several years, the Collection Development Policy has been reviewed annually by the Selection Committee and the Collection Development Committee and then approved by the Digital Library Steering Committee. During the review and update of the title reconsideration process, the ability of the Digital Library Steering Committee to approve a policy has been questioned and the current WPLC Board Chair has requested that the final approval of the policy come to the board annually.

A question was asked if there is a limit on the number of times a title can be considered for reconsideration. The Board agreed that there is not a need to put a limit on this and that the project managers will acknowledge each reconsideration request individually. There was a consensus that a toolkit for member libraries on working through the reconsideration process would be very helpful.

J. Gilderson-Duwe proposed that the WPLC Board be the final decision maker in the appeal process for any title others agreed with this.

J. Gilderson-Duwe made the motion to approve the changes to the Collection Development Policy and the Title Reconsideration Process with the addition of naming the WPLC Board as the final arbiter in the appeal process. T. Vreeke seconded and the motion passed unanimously.

d. Discussion: SCLS Data Center Funding

SCLS has asked for funding from ARPA or LSTA via DPI to help upgrade the SCLS Data Center that is to be located in the new SCLS facility. As the twin to the center managed by LEAN in the Chippewa Valley Technical College site, SCLS would like to install a gas-powered generator for emergencies and a dry fire suppression system to match the twin site level of protection. Ben Miller (DPI) wanted to make sure that this information was shared with the WPLC governance structure to identify it as a statewide ask/need before moving forward.

The group discussed the need for this and there were questions about its importance to the state. It was noted that redundancy for the two host site facilities is extremely important for those using the data storage. It was also clarified that while there is redundancy at the LEAN site, the way systems are connected is they first are linked to the SCLS site and from there information gets transferred to the LEAN site for redundancy. It was noted that not all systems are a part of this backup project.

A question was asked about the timing of available LSTA funding and B. Miller explained that LSTA Funding for 2022 ends June 30, 2023 and ARPA for 2022 ends June 30, 2022.

M. Van Pelt explained the SCLS bid opening process begins May 12, 2022, and they have received loan approval for the majority of the funding needed. They can begin this project either right away or wait depending on DPI's available funding. B. Miller mentioned there are restrictions on funding for construction from IMLS. M. Van Pelt asked if the WPLC R&D funding might be used. Board members asked for clarification on what SCLS and DPI are asking for from the Board: SCLS and DPI are asking for an endorsement from the WPLC Board for this Project. \$200,000 is available in sparsity money according to B. Miller. The Board is asking for a pitch document from SCLS with all of this information in one place. The Board will revisit this at the June meeting.

8. Information Sharing from Partners

Discussion: None

9. Adjourn

Motion to Adjourn was made by R. Grover and seconded by S. Hesper. Motion passed and the meeting ended at 2:58 pm

The next meeting of the Board will be on June 13, 2022, at 2:00 pm