Wisconsin Public Library Consortium
Digital Library Steering Committee Meeting Notes
May 15, 2025 at 1:00 pm
*Teleconference meeting held via Zoom – See instructions at end of agenda

ATTENDEES: BLS: Shawn Carlson (Waukesha), BLS: Abby Armour (Mukwonago), IFLS: Martha Spangler (Altoona), KLS: Shannon Urban (Kenosha), MCLS: Meredith Gadzinski (Manitowoc), MCFLS: Karli Pederson (Milwaukee), MCFLS: Kenny Schlueter (Greenfield), MLS: Leslie Jochman (Plymouth), OWLS: Megan Kloeckner (Little Chute), SCLS: Eric Norton (McMillan) also proxy for SCLS: Molly Warren (Madison), SWLS: Karina Zidon (Platteville), WRLS: Kayla Mathson (Independence), WLS: Nicole Hardina-Wilhelm (Neenah), WLS: Susie Menk (Ripon), WVLS: Elisha Sheffer (Rhinelander), WPLC Board Rep: Katherine Elchert (NWLS), Elizabeth Neuman (DPI Rep)

Absent: PLLS: Michael DeVries (Beloit), NFLS: Clare Kindt (Brown County), NWLS: Leslie Mehle (Superior)

Project Managers: Melody Clark (WiLS)

Meeting started at 1:00 pm

1. **Call to order**
   K. Zidon called the meeting to order at 1:00 pm.

2. **Review Agenda – changes or additions**
   There were no additions or changes to the agenda.

3. **Approval of minutes –** April 10, 2025
   Motion: Approval of April 10, 2025 meeting minutes
   Made by: E. Sheffer
   Second: S. Carlson
   Discussion: None
   Results: Motion Passed

4. **Reports: Committees, Workgroups and Project Manager Updates**
   a. **WPLC Board Report**
      K. Elchert shared highlights from the meeting:
      - The Board reviewed the draft 2026 budget. The group will vote on the budget at their next meeting in June.
      - The Board approved definitions of R&D and Reserves related to the budget:
        - RESERVES: The WPLC Reserves are a dedicated fund set aside for future use as determined by the WPLC board.
        - R&D: The WPLC R&D fund supports defined research and development projects in line with the mission and goals of the WPLC and its members.

- The Board approved the changes to the WDL Collection Development Policy.
- The Board discussed the formation of a communications committee and determined the make up. They will discuss populating the group at their next meeting.
- The Board will begin work on establishing values for the WPLC.

b. Selection Committee

Project managers noted that the WPLC Selection Committee has not met since the last Digital Steering Committee meeting and their next meeting is Thursday, May 29th at 1:00 pm. K. Strong from OverDrive has reported significant increases in engagement levels for both systems and individual libraries at the Advantage account level which is great news!

5. **Discussion and Action Items**

   a. **Informational: WPLC Strategic Plan**

   Project managers shared that the WPLC Board has approved a new three year [strategic plan.](#) It was noted that there are three goal areas of the plan: focusing on strengths, clear purposeful communication, and sustaining WPLC. It was shared that the committee would talk about potential activities for year two at their next meeting.

   b. **Discussion and Potential Action: Changes to Checkout and Hold limits**

   The Collection Development Committee's recommendation included a review of the checkout and hold limits of the WPLC. In the last meeting, OverDrive account managers reviewed current limits and those of other like consortia.

   The Committee [reviewed the information shared by OverDrive](#) in the last meeting and discussed making changes to the limits.

   S. Menk shared they have recently dropped hoopla and are seeing more patrons using Wisconsin's Digital Library now. She also noted that according to the data OverDrive shared, patrons aren't reading more than 1-2 books at a time. She suggested exploring reducing the holds limit to 8 to monitor that to see effectiveness, then potentially explore changing the checkout limit as well.

   K. Mathson shared the importance of training patrons to use tags. They are putting a lot of effort into training patrons on how to use tags and be more efficient with their holds. She suggested that this may be a better approach to patron satisfaction.

   K. Pederson noted that at Milwaukee they have changed their hoopla access as well and in doing so, have heard concerns from patrons about the restriction in access. She noted it also pushes more patrons to Libby. She doesn't know that their communities are ready for another change and shared it would be helpful for more data on patrons holds and checkouts usage on an ongoing basis and not only a snapshot in time. Root issues are

that we don't have enough money to meet demand and the cost of items ebooks and audiobooks for libraries.

N. Hardina-Wilhelm would be okay with making changes but would rather see a change to the checkouts vs lowering the number of holds as people aren't checking out as many.

K. Zidon noted that from a patron perspective, a change like this would be difficult and we would get a lot of pushback. Lowering the checkout number makes more sense, and maybe explore increasing the hold limit.

K. Pederson noted it is important to consider how patrons may use the checkout limits. It depends on who is using the items and noted that a change could disproportionately impact children and families who use one card for the whole family. This could be seen as another way of restricting access.

E. Norton agreed that if we shortened loan periods it would be seen as limiting access to patrons and asked if we can get spend per capita figures with peer libraries.

It was asked whether the data from OverDrive accounted for other variables that could impact wait times. The selected peer libraries were chosen based on service population, comparable to WDL, though some may spend more per patron.

The group agreed there was a need for more data to evaluate potential changes. Project managers will connect with OverDrive to see what data is possible to gather including the following requests:
- Is it possible to see a breakdown of patrons in the 6-10 checkout range?
- Looking at the peer libraries' hold data from OverDrive, what are the contributing factors in determining the current average waiting period? What are the peers' spend per capita figures?
  - Can we do an updated peer report for the September meeting?
- Check to see if the information shared by OverDrive included Advantage account titles.

The group decided to maintain the current checkout and hold limits for now, with a consensus to review the situation further at the next meeting.

c. **Discussion and Potential Action: Changes to Lending Periods**
At the last meeting, OverDrive account managers suggested reviewing current lending periods to help with demand and long wait times and ran a report by format and current lending periods and included average length of checkout. The group reviewed the data and discussed making changes to the available circulation period options in Wisconsin's Digital Library.

It was asked what about potential outliers; how many are there that are checking out materials for the full lending period and is there a way to tell if those patrons have to do a second checkout to complete the title. Could this second checkout be skewing any of the data?

S. Carlson noted that the numbers shared that, on average, patrons are returning titles earlier and if so, why bother changing the checkout periods and leave the 21 day options for those patrons that want/need it. Several members agreed.

K. Mathson noted that the committee recently added the 21 day lending period as an option and that by adding this lending period it was thought that more patrons will not have to go back into the holds queue and reiterated that training patrons will have a bigger impact.

M. Clark noted that the ebook lending periods have always had the 21 day option, but the audiobooks 21 day lending period was added by the committee about four years ago. *(After the meeting it was confirmed by project managers that the Committee approved this change in May of 2021.)*

K. Zidon asked if there was a way to separate Kindle users from the lending period data as it is difficult to return items via the kindle.

It was asked how the wait times are calculated for each hold. S. Menk noted that depending upon the title, Libby will show different wait time data.

S. Carlson would like to know how Lucky Day lending periods were determined and if Advantage accounts can change their own lucky day settings differently than the consortium's.

There was consensus that the lending limits should stay as is for now.

Project managers will follow up on the following questions and bring to the next meeting:
- It was asked what about potential outliers; how many are there that are checking out materials for the full lending period and is there a way to tell if those patrons have to do a second checkout to complete the title. Could this second checkout be skewing any of the data?
- Is there a way to separate Kindle users from the lending period data as it is difficult to return items via the kindle?
- How are wait times calculated for each hold?

- Can Advantage accounts change their Lucky Day lending periods? (*After the meeting Project Managers researched the history of Lucky Day. The Steering Committee had a lengthy discussion, survey, and ultimately approved implementing Lucky Day at their November 2019 meeting. The lending periods of Lucky Day were also discussed and determined in that meeting. At the time of implementation, Advantage accounts could not change their own Lucky day collection lending periods. However, lending periods and title limits of Lucky Day at the Advantage level can now be modified per Advantage account.*)

6. **Committee information sharing and questions**
   There was no information or questions shared.

7. **Adjournment**
   Next Meeting Date: September 11, 2025, at 1:00 PM

Meeting ended at: 1:55 PM