

Wisconsin Public Library Consortium
Digital Library Steering Committee Meeting Notes

September 11, 2025 at 1:00 pm

*Teleconference meeting held via Zoom – See instructions at end of agenda

ATTENDEES: BLS: Mellanie Mercer, proxy for Shawn Carlson (Waukesha), BLS: Abby Armour (Mukwonago), IFLS: Martha Spangler (Altoona), KLS: Shannon Urban (Kenosha), MCFLS: Karli Pederson (Milwaukee), MCFLS: Kenny Schlueter (Greenfield), MLS: Leslie Jochman (Plymouth), NFLS: Clare Kindt (Brown County), NWLS: Leslie Mehle (Superior), OWLS: Megan Kloeckner (Little Chute), PLLS: Michael DeVries (Beloit), SCLS: Eric Norton (McMillan), Molly Warren (Madison), SWLS: Karina Zidon (Platteville), WLS: Susie Menk (Ripon), WRLS: Kayla Mathson (Independence), WVLS: Elisha Sheffer (Rhinelander), WPLC Board Rep: Katherine Elchert (NWLS), Elizabeth Neuman (DPI Rep)

Absent: MCLS: Meredith Gadzinski (Manitowoc), WLS: Nicole Hardina-Wilhelm (Neenah)

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

Meeting started at 1:01 pm

1. Call to order

2. Review Agenda – changes or additions

There was a request to discuss Digital Library Cards, which will be added to the agenda as item 5.d

3. Approval of minutes – [May 15, 2025](#)

Motion: Approval of meeting minutes

Made by: E. Norton

Second: K. Elchert

Discussion: None

Results: Motion Passed

4. Reports: Committees, Workgroups and Project Manager Updates

a. WPLC Board Report

K. Elchert reported that the board has met twice since the last DL Steering meeting.

Highlights from those meetings include:

- The Board approved the 2026 Budget.
- The Board approved a recommendation from the Technology Steering Committee to use \$5,000 in reserve funds to fund the WPLC Data Dashboard for six more months while the committee determines next steps, the platform, and a funding formula.
- The Board formed a Communications Committee and recruited members. A charge will be drafted and brought to the next meeting

- The Board reviewed and discussed the draft values statements and provided feedback, adding comments to the Draft Values Statements Google Doc or to the WPLC Draft Values Padlet.
- The Historical and Local Digital Collections Committee will be co-hosting a Historical Newspapers Think Tank in collaboration with Recollection Wisconsin on Tuesday September 23rd in Milwaukee.
- The Website Workgroup has begun their work on the new website!
- A Board Nominations Committee was created to recommend a slate of officers for 2026.
- The Board approved the 2026 Delivery budget.
- The Board continued their work on drafting WPLC values statements.
- The Board was receptive to the Data Dashboard findings report and there was general interest in this project continuing.

b. Selection Committee Report

S. Gold reported the Selection Committee met twice since the last DL Steering meeting. Highlights from those meetings include:

- M. Clark presented the WPLC Strategic Plan to selectors and answered questions.
- The committee provided feedback on the process of managing expired titles, specifically the [Expired Content Help Sheet](#) created by OverDrive which identifies titles that are expired with less than 10 holds. Currently the consortium does not reorder expired titles with less than 10 holds due to budget limitations.
- OverDrive enhancements to Marketplace were shared.
- Discussed OverDrive's process for removing AI generated titles which is based primarily on a title's metadata. The committee agreed that AI generated content including narration could be added as long as it meets WPLC Collection criteria and there is transparency and clear labeling that the content is AI generated.
- OverDrive announced several updates to Marketplace such as content controls, accessibility updates to the website and search results.
- Subscription packages are being aligned to renew in January therefore a package from Biblioboard renewing in July was allowed to expire and will be purchased in Jan 2026 to adhere to this alignment.
- OverDrive can help with pricing for library/system group reads at reasonable prices. Contact our OverDrive rep, Katie Strong kstrong@overdrive.com for more information.
- The committee discussed the Reader's First [Publisher Pricing Report](#) which shares the marked discrepancies between consumer ebook/audiobook pricing and library pricing.
- The committee discussed alternatives to OverDrive including the Palace Project.

Several selectors attended Digipalooza and will provide feedback at the next selection meeting which is next Thursday, September 18th at 1:00 pm

There is a Friday Frenzy tomorrow, Friday September 12th where most content purchases will receive 5% back in content credit

5. Discussion and Action Items

a. Discussion and Potential Action: DL Steering Nominations Committee Managers

A committee needs to be formed to nominate a 2026 Steering Chair and Vice Chair. Project managers asked for volunteers to form the Nominations Committee.

Volunteers: Shawn Carlson, Karli Pederson, Molly Warren

b. Discussion and Potential Action: Year Two Strategic Plan Activities

The WPLC is partway through the first year of its Strategic Plan. To ensure the Board makes the best decision about what work should be prioritized for year two, the steering committees watched a review of the first year activities. The group was then asked to weigh in on the activities and potential year two activities via a [form](#). K. Pederson noted the importance of increased and sustained funding for Wisconsin's Digital Library collections to respond to patron demand and better mirror the approach to print collections in libraries. It was shared that the video recap was very helpful.

c. Discussion and Potential Action: Follow ups regarding checkout and hold limits and lending periods

There were several questions that the group had during the last discussion of checkout/hold limits and lending periods. Answers to those questions were identified.

The following was reviewed and discussed to determine if the group wanted to make changes to WDL settings due to the information provided.

- Q: Is it possible to see a breakdown of patrons in the 6-10 checkout range?
 - This can't currently be provided from OD, however, a [Turnover Rate by Subject report](#) was shared that may give folks some idea in terms of what subjects are heavily used, and what subjects have a high vs low turnover rate.
- A: 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?
 - Library A – CAWP is now at 48.66, and they spend 46 cents per capita
 - Library B – CAWP is now at 45.39, and they spend \$1.25 per capita
 - Library C – CAWP is now at 59.44, and they spend \$1.92 per capita
 - Library D – CAWP is now at 55.92, and they spend \$1.70 per capita
 - Library E – CAWP is now at 72.61, and they spend \$1.09 per capita
 - For reference, WI is now at 81.39 for CAWP and spends 49 cents per capita. The data pulled for this was based on 2024 Jan-Dec spend total for each

individual Digital Collection. The Account Manager for Library A shared that Library A has had some large budget shifts and issues in the past few years which has resulted in notably less funding than prior years.

- Q: Does the information shared by OverDrive include Advantage account titles?
 - A: Yes
- Q: 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?
 - In the Checkout Duration spreadsheet, column G denotes the percentage of users (in column B) that are checking the items out for the full lending period. Looking at a random “sample” of users shows that there initially doesn't seem to be a strong correlation between usage and title repeat checkouts by user. For example, some “mega users” had around 10% duplicate titles, while some were closer to 25% for one-year data. The “middle” users ranged from 6% to 20%. The data was so all over the place it was really inconclusive. Further, OD can't really decipher if the user checked out the title again to finish the book vs. they wanted to read it again.
- Q: Is there a way to separate Kindle users from the lending period data as it is difficult to return items via the kindle?
 - In the last 60 days only about 12% of all Libby Checkouts have been via Kindle format, so they don't play too much of a significant role. The Turnover Rate Report shows that most titles with high turnover rates are Audiobooks, which aren't Kindle options. OverDrive is still looking into whether the data is skewed due to Kindle format return functionality concerns, it most likely will not have a large impact because of where the majority of usage in the collection is.
- Q: How are wait times calculated for each hold?
 - A: Wait times are calculated by dividing the number of patrons ahead of a patron in the hold queue by the number of available copies, multiplied by the lending period, plus any additional factors for consortium-owned copies or Advantage copies purchased by that patron's library.

The group was asked from the additional information provided, is there a want to change either the current lending periods or the checkout and hold limits. The consensus of the committee was to not change checkout or hold limits at this time.

d. Discussion: Digital Library Cards

M. Clark noted that OverDrive's Instant Digital Card was discussed by the Steering Committee over a period of several months back in 2018 and 2019. At the time, IDC was not completely compatible with consortia and it did cost money to participate. However,

OverDrive did offer IDC to the WPLC for free if we were willing to validate on phone number area code and the only information we would get about the patron would be phone number and an optional email address. Other information on IDC at the time:

- When a patron gets an IDC card, their history is recorded as the IDC Branch. When they get an actual library card with a new barcode, new checkouts with that card will be recorded to the new, correct branch. If their card number remains their phone number, it will remain as IDC. Old checkouts on the IDC card statistics are retained as IDC branch.
- Nine-digit zip code is not possible to get. As of today, it also can't capture the same geolocation data that Google grabs when you search for books or libraries. This is on the roadmap, though.
- We have control over how long the IDC cards are valid. We could potentially say the card is valid for a month instead of a year, for instance.
- It is possible to customize the checkout/hold limits for IDC users as well. So, if we wanted to allow fewer checkouts to encourage users to upgrade to full library cards, that is possible.
- When IDC user cards expire, OverDrive SMS messages them (no email). Because of length restrictions, they do not customize those messages. But, they can customize the message displayed if the user logs in with an expired IDC card.

Updated information on IDC since 2019 was also shared:

- Two authentication options:
 - Authenticate on whole phone number that OD uses to check what address the number is tied to and once verified that address is in WI, access is given and OD provides the patron's phone number, address and optional email to us. – fee for this \$.50 per authenticated user.
 - Can authenticate on area code – which is free, but we only get patrons phone number and optional email.
- In order to do the first option, we need to provide shape files, meaning the outline each library and system's service areas which can then be used to identify patron's library.
- This is managed through User Login Manager, or ULM, and we could set it up so each system has their own login and any patron in the systems service area who obtained an IDC, would appear in their portal. OD is looking into if they can provide the library service area information so that the system could forward that patrons information onto the individual library to contact the patron to get an actual library card. Once the patron obtains the library card, the idc card and the new card can be merged in marketplace.

- If we don't allow holds, it will say there are holds, but they actually doesn't allow holds.
- Free through the end of the year. Starting January 2026. \$.50 per use per successful verification. Monthly cap would be \$4800.
- OverDrive can set it up so that each system will be billed directly for any of their IDC cards

Several systems provide digital library cards to patrons that allow them to use other electronic resources in addition to OverDrive. There was a concern that there would be a perception of a diminishing need for physical libraries with the proliferation of IDC cards. The group agreed to not move forward with IDC.

6. Committee information sharing and questions

M. Devries noted that Digipalooza was fun and informative. E. Neumann announced that TeachingBooks has an [integration into Libby](#). How it works: If someone is searching in TeachingBooks, there is a link to take them to Libby. Please reach out to Elizabeth Neumann at elizabeth.neuman@dpi.wi.gov with any questions.

7. Adjournment

Next Meeting Date: November 6, 2025 at 1:00 pm

Meeting ended at: 2:28 pm