

**Wisconsin Public Library Consortium**  
**Digital Library Steering Committee Meeting Notes**

September 12, 2024 at 1:00 pm

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

**ATTENDEES:** BLS: Shawn Carlson (Waukesha), BLS: Abby Armour (Mukwonago), KLS: Shannon Urban (Kenosha), MCFLS: Karli Pederson (Milwaukee), MCFLS: Mary Lopez (Milwaukee), MCFLS: Sherril Weber proxy for Kenny Schlueter (Greenfield), NFLS: Clare Kindt (Brown County), NWLS: Leslie Mehle (Superior), PLLS: Michael DeVries (Beloit), OWLS: Rachel Hitt (Black Creek), SCLS: Molly Warren (Madison), SWLS: Karina Zidon (Platteville), WLS: Nicole Hardina-Wilhelm (Neenah), WRLS: Kayla Mathson (Independence), WVLS: Ada Demlow (Antigo) WPLC Board Representative: Rachel Metzler, WVLS also proxy for Vacancy.

**ABSENT:** IFLS: Martha Spangler (Altoona), MCLS: Lisa Pike (Manitowoc), MLS: Alex Harvancik (Horicon), SCLS: Eric Norton (McMillan), WLS: Laura McDonald (Oshkosh)

**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**

Hoopla challenges and changes made to purchasing with Libby were added as Item 5.c.

3. **Approval of minutes – [April 11, 2024](#)**

Motion: Approval of Minutes

Made by: S. Carlson

Second: L. Mehle

Discussion: M. Clark asked a few clarification questions on attendees from the May meeting, no changes were made.

Results: Motion Passes unanimously

4. **Reports: Committees, Workgroups and Project Manager Updates**

a. **WPLC Board Report**

R. Metzler reported the Board has met twice since the last Digital Library Steering Committee meeting. In June the Board approved the budget for 2025. They discussed the Buying Pool amounts for FY26 and FY27 and agreed that they recommend to the Collection Development Committee that the pool increase by no more than 5% each year. The Board also approved a budget for the Statewide intersystem delivery, which the governance of has moved to the WPLC. At the August meeting the Board created a Nominations Committee to select officers for the following year, heard OverDrive advocacy updates, and focused on a discussion of the visioning and mission statements.

**b. Selection Committee Report**

S. Gold reported that the selection committee [last met in May](#). The Board approved \$40K from two years of surplus for the cost of the statewide magazine subscription to be transferred to the collection budget. This was used to purchase copies of titles with some of the oldest holds and filled close to 4000 holds. At the May meeting, it was announced that Daiva Madjar, the OverDrive account representative for the WPLC would be retiring in June. Daiva's replacement is Katie Strong who is based in Wisconsin outside of Madison. Since May, OverDrive has been responsible for managing holds and expired titles for the shared collection. We will provide an update on this process at the Selection Meeting next week, Thursday September 19th. There is a Friday Frenzy Event tomorrow, which provides 5% back to systems in content credit on any purchases made. This has been shared with selectors on Basecamp and we encourage you to share it with anyone who does ordering through Marketplace. Finally there will be a webinar on Thursday, Sept 26th at 10 am for anyone who works with Advantage accounts at the system or individual library level. The session will provide a high-level overview of Advantage best practices, demonstrate how to manage user demand and user requests, review weeding best practices to ensure your collection is fresh and circulating, and provide information on how to leverage on-demand lending models like Cost Per Circ and OverDrive Max. Registration Link:

[https://overdrive.zoom.us/webinar/register/WN\\_wybmGwUCQNifvKqg2tqoeQ#/registration](https://overdrive.zoom.us/webinar/register/WN_wybmGwUCQNifvKqg2tqoeQ#/registration)

**c. Update: OverDrive Advocacy**

**i. Advantage Account Options with OverDrive**

It was noted that this update was also provided to the Board at their last meeting. PLLS has been working with OverDrive to advocate for 'tiered advantage' accounts setup, where libraries could have sub-advantage accounts to the system's advantage account and have their purchases prioritized for their own patrons and then for their systems before going out to the entire consortium. This idea and request to OverDrive has come from research and work that PLLS has done around advantage purchasing.

A little background was given. The WPLC is seeing a great demand for e-resources but is having difficulty meeting the demand. PLLS believes the source of this problem is two-fold, one being the disparity between priorities and amounts dedicated to electronic resources of each system within Wisconsin, and two, some of it is the disparity of priorities between libraries within the same system. PLLS has shared that they have libraries who have digital circulation making up less than 5% of their circulation and those who have it making up close to 25% of their circulation. All of this information was shared with OverDrive.

Because the WPLC makes up the entire state, which is fairly unique for OverDrive's customer base, this issue and need for tiered advantage accounts is not a need that OverDrive sees from most of their members, therefore they will not put time and effort into developing it. Their suggested option is for the WPLC to implement their Reciprocal Lending Agreement, or RLA. This essentially means that any system that would want to could have their own OverDrive platform and then their libraries could have advantage accounts. Once that was established then they could share their materials with other systems and/or the WPLC collection as a whole via RLA. This set up is not ideal and could be very complicated. Another option, and one that PLLS identified, is utilizing and optimizing selection tools. This is something that they are already working on and this topic may be something that we could investigate more and incorporate into the upcoming year's Digital Library recommendations that the Collection Development Workgroup will be developing later this year.

At the Board meeting, Jim Novy, PLLS IT Director shared that PLLS is also looking at different tools that could be put into place to give the libraries lists of titles that are on hold and their prices, and could calculate out the cost and number of copies needed to improve hold wait times for their patrons- giving agency to libraries to be able to meet the demands of their communities. One of the end-goals of this is to develop a way to determine X-amount of funding will yield Y-amount of improvement to holds-wait-times.

**ii. Better Marc Records**

It was shared that MCFLS and Milwaukee Public have been working together with project managers to advocate for better MARC records. MCFLS is moving to a new discovery layer, managed by Bywater. Bywater developers meet regularly with OverDrive to work towards solutions for interpreting and cleaning up the metadata coming via OverDrive API. OverDrive does fix things if and when issues are brought to their attention. Bywater suggested that they may try to get a larger group meeting together with someone(s) from OverDrive and libraries who use Aspen, their discovery layer, to discuss the types of metadata quality issues we see and our goals for long-term solutions rather than simply addressing single records as they appear. Emily Vierya at Milwaukee Public Library has been instrumental in communicating with OverDrive and Bywater and has compiled a list of long term solutions that need to happen:

- Standardizing title entry, particularly for series. We see series entries used as titles, subtitles, with the word volume or book, with numerals and written out numbers. For patron discovery via any platform other than Libby, things become tricky.

- Standardizing author entry, using authorized names particularly to reflect cultural preferences. Authority records already exist, and again for patron discovery in any platform other than Libby, author names not matching causes confusion.

The project managers are bringing this issue to the next OverDrive Partners Advisory group meeting in late fall to bring awareness of it with other large OverDrive clients.

K. Pedersen noted the poor MARC records have been an issue for some time, long before MCFLS's move to utilizing the API. S. Carlson and M. Warren noted Bridges and SCLS fix MARC records on the regular.

It was asked if OD has a plan for negotiating with publishers on high costs of digital items and K. Pederson shared the following statement on Equitable Public Access to EBooks:

<https://www.urbanlibraries.org/initiatives/democracy/statement-on-equitable-public-access-to-e-books>

WPLC Project managers are a part of the OverDrive Partner's Advisory Group and the project managers will share this and bring this topic to the next meeting of that group.

## 5. Discussion and Action Items

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

A committee needs to be formed to nominate a 2025 Steering Chair and Vice Chair. Project managers asked for volunteers (at least three) to form the Nominations Committee.

Volunteers: M. Warren, S. Carlson, K. Pederson

### b. Discussion and Potential Action: Wisconsin's Digital Library Access

At the Board meeting in May, the group discussed how each system/library determines residency as well as how out-of-state cards are treated. The Board agreed that the language on the [WPLC About page](#) should be changed from "Wisconsin resident" to "valid Wisconsin library card holder." A poll on how systems and libraries provide access to out of state patrons was sent to the committee in advance of the meeting. [The results of the poll were shared.](#)

C. Kindt shared Brown County Library allows college students to get cards using their permanent address and their school address, namely if they are in a dorm.

M. Devries shared that in PLLS this is up to the individual libraries. At Beloit, they do have out of state cards that they charge for and only give access for one year. These do not have access to digital resources.

N. Hardina-Wilhelm shared that Neenah allows residents with summer cabins access, but they must come into the library for a card. They do have full access to all of the library's resources.

S. Carlson shared that in Bridges it is up to the individual library, the numbers are very small, but they have access.

K. Zidon shared that they have a card that folks from Iowa or Illinois can purchase, but it does not include the Digital Library.

K. Pederson asked what the scope of this issue is? Noting that it would be difficult to ascertain duplicate cards between systems. It was noted that it is unknown and since the individual ILS are what authenticates patrons it would be difficult to discover duplicates. It was asked if OverDrive could provide a list of patrons that have more than 10 holds as that would indicate having more than one card. It was noted that OverDrive doesn't retain patron information and that emails are what is tied to the hold. Many families/couples will use the same email for all accounts, so a list like that would not be useful in identifying individuals with multiple cards.

c. **Discussion: Hoopla Challenge**

K. Pederson shared that there are conversations across Wisconsin and the nation regarding the rising costs of Hoopla. Some management techniques include limiting items based on price, limiting the number of checkouts, etc. The concern at MCFLS is that Hoopla's expense is increasingly becoming cost-prohibitive. K. Pederson asked if systems are thinking about reducing their Hoopla contributions and shifting those funds to OverDrive.

M. Devries shared that Beloit has been a Hoopla customer for a very long time and they now have monetary daily and monthly caps. In addition, they have a limit of six checkouts per month per patron. Some PLLS libraries rely on funding from the system to fund their Hoopla accounts on a much smaller basis. Currently Hoopla circs are not "counted" by the city or county so there is no chance of reimbursement.

C. Kindt shared that Brown County is getting information on Boundless (B&T) pay per circ. According to them, their costs are the same as Hoopla since it's set by publishers. They are concerned that having a more limited library will result in fewer checkouts. It was also noted that Boundless says they can't limit borrows but can cap at cost per day.

S. Carlson shared that Bridges allows two checkouts per patron per month but said it was a huge fight with Hoopla to be able to reduce the number of checkouts from 4 to 2. Bridges has started an Advantage Lucky Day collection with about 240 unique titles. This is going well, but funding will be the issue. So far no libraries within Bridges have shifted money from physical to digital.

MCFLS has Hoopla as a system. Libraries can choose whether or not they provide access, it is determined by indicators in their ILS.

Hoopla is a locally subscribed resource in SCLS. Locally subscribed resources within SCLS are available dependent on home library. Patrons are allowed to choose/change their home library.

N. Hardina-Wilhelm shared that she had experienced problems working with Hoopla when trying to change the number of checkouts per month. Others expressed similar issues.

There are some libraries in OWLS that offered Hoopla and have had to drop it as it is cost prohibitive.

It was shared that a big difference in OD and Hoopla is that Hoopla curates the content themselves and does not offer flexibility and there is a concern about the quality of the lower-cost items.

S. Carlson noted that a positive feature with Hoopla is that you can purchase titles for your own patrons.

S. Gold shared that there may be a possibility that OverDrive may be willing to create a pilot project for a system(s) that would like to pursue a bookclub collection of select titles in a sim use model. Please reach out to project managers if interested.

**6. Committee information sharing and questions**

There were no questions or additional information shared.

**7. Adjournment**

*Next Meeting Date:* Meeting rescheduled for November 14th at 1:00 pm

Meeting Adjourned at 2:15 pm