

Wisconsin Public Library Consortium
Digital Library Steering Committee Meeting Notes

November 15, 2018, 1:00 PM

Teleconference meeting held via GoToMeeting

ATTENDEES: Shawn Carlson (Waukesha/BLS), Lori Belongia (Marshfield/SCLS), Heidi Cox (Mcfarland/SCLS), Dale V. Cropper (Brown County/NLS), Michael DeVries (Beloit/ALS), Noreen Fish (La Crosse/WRLS), Dominic Frandrup (Antigo/WVLS), Nicole Hardina-Wilhelm(Neenah/WFLS), Jamie Hein (Clintonville/OWLS), Sue Heskin (Superior/NWLS), Tina Kakuske (Door County/NLS), Jessica MacPhail (Racine/LLS), Judy Pinger (Milwaukee/MCFLS), Kelly Rohde (Mead/MLS), Roxanne Staveness (Manitowoc/MCLS), Jennie Stoltz (Pewaukee/BLS), Amy Stormberg (Amery/IFLS), Laura Tomcik (Fall Creek/IFLS), Lin Swartz-Truesdell (Kenosha/KCLS), Emily Vieyra (Shorewood/MCFLS), Molly Warren (Madison/SCLS), Maureen Welch (IFLS), Karina Zidon (Platteville/SWLS)

ABSENT: Jennifer Loeffel (Franklin/MCFLS), Vanessa Taylir (Slinger/MLS)

GUESTS: Anne Hamland (WVLS)

PROJECT MANAGERS: Melody Clark (WiLS), Sara Gold (WiLS)

1. **Call to order** A. Stormberg called the meeting 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**

Motion: Approval of Minutes

Moved to approve: J. MacPhail

Second: N. Fish

Results: Motion passed

Discussion: None

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

a. **Decisions made in between 09/20/18 and 11/15/18 meetings**

A. Stormberg reported there were no decisions made between meetings.

b. **WPLC Board Report**

M. Welch reported the Board met at the WLA conference in La Crosse on Oct 23rd. Kristen Anderson is the new WPLC Board Chair, and Marty Van Pelt will be the Vice Chair. The Board approved the 2019 WiLS project manager contract including added duties for managing the BiblioBoard project. The Board also approved the Collection Development Workgroup members for 2019. The Board looked at Overdrive patron data and how much data needs to be retained. In addition, the Board continued the discussion on the different models for increasing the WPLC budget. They also talked about topics for the 2019 in person membership meeting.

c. **Selection Committee**

S. Gold reported the Selection Committee met on Monday, November 12th and included both selectors for the shared collection and Advantage selectors. The Committee reviewed the

selector description and the selection guidelines that were made by the Collection Development Workgroup at the beginning of 2018. Selectors discussed limitations of some of the guidelines including running up against budget limits for bestsellers, better reporting needed for RTL and other areas. The selection areas were reviewed and selectors signed up for selection areas needing additional help. Selectors will be meeting on a quarterly basis via phone.

d. Collection Development Workgroup

It was reported that the Collection Development Workgroup was reaffirmed by the Board. The Workgroup consists of three Board members, three Steering members and three Selection members. The group's first meeting of 2019 will be on January 24th. The Workgroup will be looking at the buying pool increase models as well as reviewing selection guidelines that were implemented in 2018.

e. Project Update

The November Project update was referenced and the group was asked if they had any questions about the OverDrive or BiblioBoard updates provided. It was noted that a survey has been distributed about the OverDrive implementing a Lucky Day collection. It was also reported that the Wisconsin Author contest from BiblioBoard was a great success.

5. Ongoing Discussion Items

a. Steering Chair Nominations Committee

The Nominations Committee, comprised of M. DeVries, J. Loeffel, and M. Warren, recommended Amy Stormberg for WPLC Steering Chair for 2019. It was asked if there were any nominations from the floor. There were none.

Motion: Nomination of Amy Stormberg as WPLC Steering Chair for 2019

Moved to approve: Nominations Committee

Second: N. Hardina-Wilhelm

Results: Motion passed

Discussion: None

b. IDC Discussion and Potential Vote

At the September meeting, the Committee discussed the IDC program with the option to obtain the program for free from OverDrive if we are willing to validate on phone number area code. The Committee wanted additional time to discuss this program with their systems and libraries and agreed to discuss and vote on implementing it at the November meeting. The group was asked for the feedback from their systems on implementing the program.

H. Cox stated that the SCLS directors discussed the IDC program. There were concerns about the ability of patrons to renew (or obtain another) IDC card with the same phone. The directors were also concerned about potential patrons obtaining multiple IDC cards by using Google numbers. They also felt it would be difficult to point patrons to the correct library after their IDC card expired. In addition, there was some concern and confusion on how the IDC usage would be folded into the funding formula and who would be paying for that IDC usage. It was clarified that the IDC branch would be excluded from the funding formula. As for who would be paying for the IDC usage, it was clarified that those patrons would have access to consortium funded materials only (no advantage) so essentially the general buying pool would be paying for the

uses. The biggest potential affect of IDC could be increased holds and extended wait times (if we chose to allow holds by IDC patrons).

MCLS noted that they wish each library/system could obtain statistics on their patrons uses from these cards.

LLS patrons are already able to get a temporary card online. They see a disadvantage with the IDC program usage not being counted for library or municipality use.

Winnefox directors voted no to implement the program. They were concerned about tracking use, authentication by phone number, and the fact that the consortium is already having challenges keeping up with current demand for the collection.

It was reported that MCFLS directors voted yes to implement the program with the caveat that they wanted more information on exactly how the program would work.

BLS reiterated that they were for the free version of the program with the intent that it would be a way for patron to have temporary access and that it should only be implemented with restrictions; no holds, limit of 30 days active, a reduced number of total checkouts, and no renewals.

NWLS stated they had their directors meeting and they were in favor of implementing the free option of the program with as few restrictions as possible. They feel the intention of the program should be to get community members to use the collection and discover the library. They had a question about holds. If the program does offer holds and the card expires, what happens to the holds. It was clarified that if the patron obtains a library card, the IDC card and its holds can be merged, similarly if the patron were to lose their library card and need to obtain a new one. This can be done by the library via Marketplace.

Overall there are concerns about validating through area code only, and concerns about draining the already overburdened digital library. There is support for the program in that it reduces barriers to access, however patrons with out of state area codes will not be able to access this service even if they live in state.

Consensus on implementing the program is still mixed. A few systems want to move forward but many would like to go back to their systems for more discussion. It was requested that a fact sheet be created to help Steering members talk about the program with their systems and libraries. Project managers will create a fact sheet.

There was also a question about obtaining an IDC card via the Libby app. Project mangers will verify with OverDrive if this is possible and see about reaching out to some systems/ large libraries that have already implemented the program. The Steering Committee will revisit the program at the February 2019 meeting.

c. Patron Focus Group

A. Stormberg explained this is an opportunity to discuss and identify questions for the WPLC Patron Focus Group and asked if there were any questions. It was asked if we could inquire what types of devices patrons are currently using to access Wisconsin's Digital Library.

6. New Discussion Items

a. Wisconsin's Digital Library Social Media

M. Clark explained that currently, neither the WPLC nor Wisconsin's Digital Library has a social media presence. This could be a vehicle to help support member libraries and systems in sharing WPLC information relevant to patrons, such as new collections or title highlights, updates on the Wisconsin Author Project, OverDrive Big Reads, etc. This content could be created and posted by project managers and/or library and system staff, making it easy for libraries to share those messages to their own social media outlets. Currently, it is left to libraries and systems to reword and repurpose messages created by project managers and sent to the WPLC Announcements list, blog, and posted to the website (such as suggested Facebook posts in Word documents).

The group was asked their thoughts on this. Discussion was overwhelmingly in favor of establishing a social media presence for the WPLC and the need for a hashtag was suggested as well. A thought was brought up that the WPLC may need to establish a Social Media Committee or Workgroup moving forward. Project managers will identify next steps and follow up with the Steering Committee, potentially putting a call out for workgroup members.

b. Six Month Collection Evaluation

At the end of 2017 the Committee recommended changes to the collection including the implementation of new guidelines for selectors. These were implemented in March of 2018. The Committee reviewed the six-month evaluation document provided.

It was noted that in the review there were some significant factors in determining the effectiveness of the implementation of the selection changes:

1. A significant and unexpected increase in usage and patron
2. Impact of Advantage Plus on holds fulfillment
3. Implementation issues of recommendations
 - a. Spending out half of the cap immediately for super sellers
 - b. Purchase more simultaneous use titles
 - c. Include carousel of recently returned & available eBooks and Audiobooks on Libby

It was explained that the Collection Development Workgroup would be looking at the review as well. The group was asked, from the review, if there were any additional questions they had for the Workgroup or any data they wanted them to research. There was no additional discussion regarding the evaluation.

c. From February Meeting: Hold limits

The group was reminded that at the February Steering Committee meeting, hold limits were discussed. Project managers were tasked with investigating whether users could have 10 holds by format, Ex. 10 audio titles and 10 ebook titles. Talking with OverDrive, it is currently not

possible to do this. The Committee was asked if they wanted to make a change to the 10 holds per patron limit. The majority of members are not in favor of pursuing this at this time. The group decided that they want to leave the limits at 10 right now, but revisit after the Collection Development Workgroup convenes.

7. Committee information sharing and questions

A. Stormberg asked if there were any questions or information to share with the rest of the group. M. Welch informed the group that their system name changed from Indianhead Federated Library System to IFLS. S. Gold thanked M. Welch for all of her work on identifying the Advantage Plus missing titles issues.

8. Next Meeting Date: February 21, 2019 at 1:00 PM via GoTo Meeting

The Committee was notified of the next meeting date, February 21, 2019 at 1:00 PM via GoToMeeting.

Adjournment:

Motion: To Adjourn

Made by: D.Cropper

Second: M. Warren

Results: Motion Passed

Meeting adjourned at 2:15 PM.