

Wisconsin Public Library Consortium
Digital Library Steering Committee Meeting Notes
May 23, 2019, 1:00 PM

ATTENDEES: Abby Armour also proxy for Shawn Carlson (Johnson Creek/BLS), (Waukesha/BLS), Lori Belongia also proxy for Heidi Cox (Marshfield/SCLS), Dale V. Cropper (Brown County/NLS), Michael DeVries (Beloit/ALS), Noreen Fish (La Crosse/WRLS), Anne Hamland (Proxy for Dominic Frandrup WVLS), Jamie Hein (Clintonville/OWLS), Sue Heskin (Superior/NWLS), Tina Kakuske (Door County/NLS), Jennifer Loeffel (Franklin/MCFLS), Jessica MacPhail (Racine/LLS), Judy Pinger (Milwaukee/MCFLS), Kelly Rohde (Mead/MLS), Martha Spanger (Altoona/IFLS), Amy Stormberg (Amery/IFLS), Emily Vieyra (Shorewood/MCFLS), Molly Warren (Madison/SCLS), Maureen Welch (IFLS), Karina Zidon (Platteville/SWLS)

GUESTS: Eric Branske (Hales Corner, MCFLS)

ABSENT: Nicole Hardina-Wilhelm (Neenah/WFLS), Rob Nunez (Kenosha/KCLS), Roxanne Staveness (Manitowoc/MCLS), Vanessa Taylir (Slinger/MLS).

1. Call to order

The meeting was called to order at 1:07 PM.

2. Review Agenda – changes or additions

There were no changes or additions to the agenda.

3. Approval of minutes – [April 18, 2019](#)

Motion: Approval of Minutes

Moved to approve: J. MacPhail

Second: L. Belongia

Results: Motion passed

Discussion: None

4. Reports: Committees, Workgroups and Project Manager Updates

a. Decisions made in between 04/18/19 and 05/23/19 meetings.

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

b. WPLC Board Report

M. Welch reported that the Annual Membership Meeting was held at WAPL and the minutes from the meeting are available for those interested.

c. Selection Committee

S. Gold reported that the Consortium and Advantage selectors will be meeting next week Thursday, May 30th. They will get a preview of a new report to help Advantage selectors more accurately and efficiently manage their holds. The consortium selector roles are nearly all filled. Thanks to the directors and others who have worked hard to recruit people.

d. Collection Development Workgroup

The group was informed that the update will be discussed as agenda item 5.a.

e. Project Update

A monthly update was sent out at the end of the month. It was noted that there is a new WPLC support Google Group that those who provide support can sign up for. This takes the place of the old WPLC support Google Community.

5. Ongoing Discussion Items

a. Digital Collection Workgroup Recommendation Discussion and Vote

At the April meeting, the Steering Committee discussed the Workgroup recommendations. A. Stormberg noted that we would like to go through those thoughts now to see if there are any changes. It was noted that the group will discuss the buying pool amount in a few minutes, that they first want to see if there are any concerns with the other recommendations as written.

At the last meeting these were the following thoughts:

Selection Guideline Evaluation.

- In favor of reexamining the purchasing of pre-order titles earlier than the one-month out date that is in place now.
- It was suggested that Advantage accounts and their procedures for pre-order purchase should be taken into consideration as a part of the evaluation.
- Verify if Overdrive can restrict RTL on pre-pub items.

It was asked if there are any changes in thought or concerns with this? There were no changes or concerns.

Cost Per Circ (CPC) Next Steps.

- The Committee was in agreement with this.
- They would like to see if we could create a Spanish-speaking focus group that can help with the questions/recommendation.
- It was noted that small experiments would provide insight as we look at CPC for next budget year.

It was asked if there are any changes in thought or concerns with this? There were no changes or concerns.

BiblioBoard Review.

- There was initial concern over libraries needing to include this amount in their budgets for 2020, but all were comfortable with the recommendation if the money comes out of the reserve and R&D funds.
- The group feels this will be difficult to evaluate.

It was asked if there are any changes in thought or concerns with this? There were no changes or concerns.

Holds Reduction Amount Policy.

- The Committee has no concerns with this policy and the majority felt it was fair and good to have in place.

It was asked if there are any changes in thought or concerns with this? There were no changes or concerns.

Moving onto the buying pool amount. At our last meeting these were the thoughts of the group:

Models for Buying Pool Increase and the 2020 Buying Pool and Holds Reduction Amounts.

- There was general disappointment in no increase to the buying pool amount and many members felt waiting to discuss at a roundtable meeting that wouldn't affect the budget until 2021 seems too long.
- It was suggested that Steering members talk to their systems and advocate for an increase.
- Some of the members stated that they have already decreased their print budgets in favor of increasing the WPLC buying pool and are willing to do that more.
- 14 out of the 21 Steering members present stated they would be in favor of an increase.
- Two of the 14 specified they would prefer the increase be through holds reduction amount.
- It was suggested that the amount of money being put into the collection above and beyond the buying pool would be good data to have at the roundtable meeting.
- The group agreed that they would like to see the topic of increase for the 2020 buying pool continue at the Annual in-person meeting.

A. Stormberg discussed the Annual Membership meeting. Members of the Steering Committee, Board, and WPLC members discussed the recommendations for the 2020 Buying Pool and holding a roundtable meeting later this summer. Many at that meeting wanted to see an increase in the 2020 budget.

To review that discussion, A. Stormberg read through the comments from the Annual membership meeting notes:

- A Steering Committee member noted that they were one of the Committee members dissatisfied with the no increase recommendation. Their library has put more local funds into the buying pool via Advantage over the last couple of years because of the lack of consortium buying pool increase. They don't want to see the roundtable tied to the increase, but think the roundtable is a great idea.
- A system said that they are also buying from another source (Hoopla) to help deal with the need for content. Another system noted they also have Hoopla but it has not, and won't, decrease their support of the WPLC buying pool increase.
- Others noted they were in support of what had been stated about an increase in buying pool.
- It was suggested that the increase be to the holds reduction amount and noted it is a hard sell to their rural libraries to increase the buying pool when their system is voluntarily putting a lot into their Advantage and some systems are mostly relying on the buying pool.

- Two systems noted they had some pushback with small rural libraries when it comes to the buying pool and a potential increase. Their concern is with already small/decreasing local budgets.
- Another system stated that they also have a large number of smaller libraries. However, even the smallest, most rural (an Amish Community) library, is in support of an increase and adding to their System Advantage account.
- It was noted that Libby is making a really big difference because of the ease of use.
- A system noted they were in favor of an increase but it needs to be a predictable increase.
- The outcome for advocacy for the whole consortium is good, but local budgeting advocacy would be difficult to do at a roundtable.
- It was noted that a roundtable discussion on advocacy can still be really helpful to create talking points for libraries even if it is not specific to their local municipality.
- It was noted that Advantage account data would be really helpful in these discussions for the Roundtable and that there should be a shared vision among the Advantage selectors.
- A system stated they spend all of their Advantage money on fulfilling local holds. They have never seen an increase in their collection budget, but they look at what patrons are requesting and their patrons are asking for more e-materials, not physical materials.
- There was a question if libraries will ever be able to include the WPLC circulations in their own circulation for the state annual report. It was asked why this was important as including them in circs would decrease their cost per circ. It was noted that the value is that those circs need to be tied to a dollar amount in order for them to mean anything for county funding. The group discussed and felt that information about this issue could be one of the outcomes of the discussion at the Roundtable.
- It was asked what others are doing to encourage more funding from their counties. It was noted that having citizens go to County Board meetings to represent the libraries has been positive. It's more powerful than just having the librarians there.

A. Stormberg noted that at the end of the discussion, Project managers offered to prepare alternate budgets that included an increase to the buying pool. Those were sent out to the Board and Steering Committee on May 9, 2019. In addition, some information about each system's contributions to the buying pool and Advantage in 2018 was sent out.

M. Clark further explained and reviewed the budget documents and 2018 spending documents that were sent out. It was explained that the no increase budget has the same base numbers however, because a formula is used to determine partner amounts, we see the amount for each system vary a bit from the previous year. The formula for the amounts is 75% usage, 25% population.

The 1% increase budget shows an increase of \$11,500, split between the two so \$1,500 going towards holds reduction and \$10,000 towards the base amount. For the 5% increase going towards the holds reduction amount, there is an overall increase of 57,500 all towards the holds reduction amount. The 5% increase split between holds and base is still an overall increase of

\$57,500, but \$7,500 going toward the holds reduction, and \$50,000 towards the base. Finally, we have the 50% increase, just as an example, with a total increase of \$575,000, with \$500,000 going toward the base and \$75,000 to holds.

Project managers also sent out a 2018 spend workbook with different charts. They included a breakdown of each system's contribution for 2018. It was explained for the first chart, each bar is a system's total, or 100%, spend for that year. The chart shows the percentage of contribution that went to the base shared collection, the holds reduction amount, and system-funded Advantage beyond the buying pool. The second chart shows the actual monetary contributions for each of the three categories. The third chart looks only at system-funded Advantage beyond the buying pool as a per capita number.

There was a question about the breakdown of the buying pool formula. M. Clark clarified that the formula is derived from 75% usage from the previous year and 25% population. There was a question about why was 1% chosen for an increase? It was explained that these were just examples and the 1% and 50% were created to show what a small increase and large increase would mean for everyone. There were no further questions about the documents reviewed.

M. Clark then stated some goals for the discussion. It was noted that we would like to hear from both sides of this topic, would like everyone to share, and to come to an agreement that everyone can live with. We want to give everyone a chance to be heard and to provide the opportunity to learn from everyone to work toward a consensus. A consensus meaning, not necessarily agreeing with a decision but getting to place where you understand and can support it. Everyone was encouraged during this time to be thoughtful and respectful of those speaking, to not interrupt, or take up too much time speaking.

The group moved onto a discussion of a buying pool increase. It was noted that we have heard from some systems that are really for an increase and from some that have concerns with an increase. To get things started, it was stated they would like to hear from some representatives from systems that we haven't heard from yet in previous discussions.

K. Zidon reported that SWLS does see and recognize the need for a buying pool increase. The directors discussed and looked at the individual library cost. They all will support a 1% increase, but are concerned that even the 5% might be too much for the libraries.

N. Fish reported that she, personally, would really love to see the 50% increase, but it would be a tough sell to some of their system libraries. She did note there is broad support in WRLS for a smaller increase.

A. Armour from BLS noted their system directors do understand and support a modest increase. Bridges puts a lot of money into their system Advantage account and would rather see the increase there, but do understand that both the base and the holds reduction amount need to go up especially since the base has been flat for so long. The 50% increase would be difficult for them as they don't have a huge number of libraries to divide that increase among. They would like to see the increase go to the Advantage Holds Reduction fund, but would support a

modest increase. She asked what the long-term plan was to sustain/increase funding. It was explained that a part of the roundtable would be to discuss these options and the future funding increases. A. Armour stated that the Bridges directors understood the urgency to implementing an increase now and realize the WPLC hasn't had any increase in a while and that it is warranted.

A. Hamland from WVLS noted they are in favor of a 5% split (with 16 libraries in favor of 5% split, 3 for 1% 1 no increase, 4 were not in the office) but also stated that their libraries cannot sustain an increase every year. WVLS libraries were able to vote in favor of an increase because of the data visualization provided but also because their usage decreased from previous years, which means for them this year an increase would be almost negligible. For WVLS this year is kind of a special circumstance, they looked at the data, they saw the need from both the patron survey and the library survey. She noted a roundtable discussion to talk about future increases is needed as WVLS couldn't maintain a 5% increase every year.

M. Devries reported that Arrowhead votes in favor of the 5% split increase.

K. Rohde noted that she hasn't heard back from any of MLS directors about the topic so was unable to comment at this time.

D. Cropper says the NLS is in favor of a 50% increase. He noted that they haven't heard from all of the libraries yet. However, they see the need as they continually see their circulation increase each month and it is becoming a very significant part of their circulation. They felt the 50% increase made a lot of sense, but they have the understanding that not everybody may be able to handle that type of large increase and are open to, perhaps a 25% increase. T. Kakuske noted that about half of the Nicolet libraries would support a 50% increase, the other half have not weighed in yet. A 25% increase was suggested as a compromise. D. Cropper noted that they are definitely interested in a dramatic increase in the budget as they feel that is the way they can make the most impact in improving customer service on the gigantic holds lists.

It was asked if any system that would have a difficult time supporting an increase could speak into that.

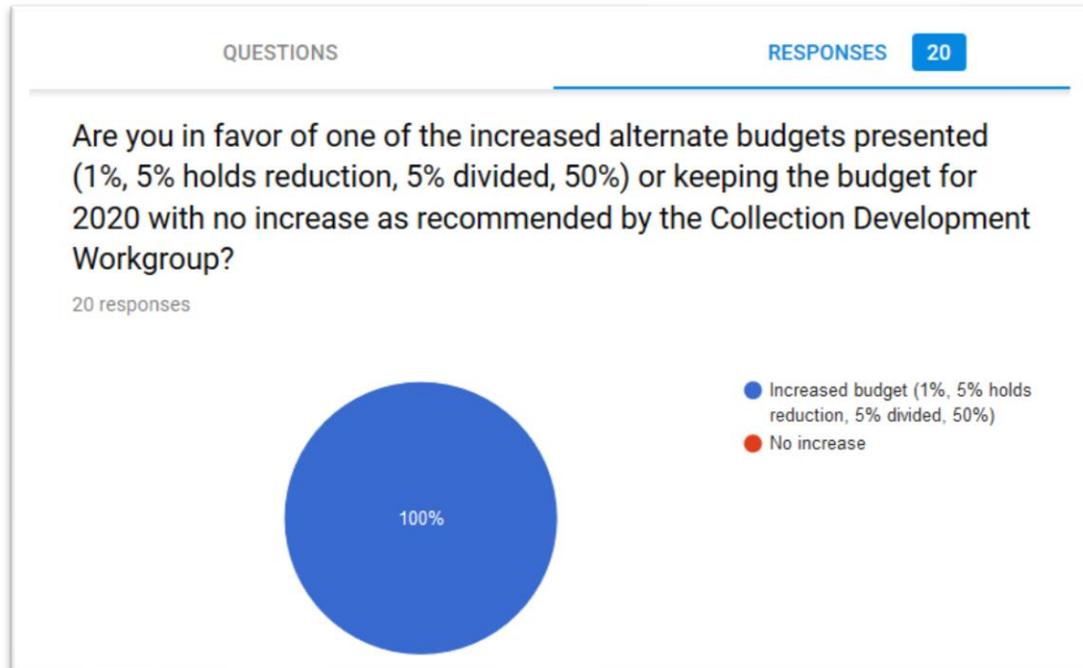
M. Warren from SCLS said their directors met last week to discuss this issue and they were overwhelmingly not in favor of the 50% increase. Because of their large contribution through the regular shares, they cannot afford to increase that much. They are in favor of 1% or either of the 5% increases.

A. Hamland noted that WVLS cannot recommend anything over 5% for a one-time increase at the moment. WVLS, too, had negative feedback for the 50% increase.

M. Clark shared that she had prepared some polls to help gauge where everyone is at and to see if there are any outliers. The group was reminded that the goal is to get everyone comfortable with the decision made today. The poll was shared and the group was given a few minutes to answer the questions.

The first poll asked two questions, 1.) To select your name and system and 2.) Are you in favor of one of the increased alternate budgets presented (1%, 5% holds reduction, 5% divided, 50%) or keeping the budget for 2020 with no increase as recommended by the Collection Development Workgroup?

The results of the poll were shared and are below:



100% of the 20 participants were in favor of an increase. With this information, the group moved onto further discussion of what type of increase would the group be comfortable with recommending. M. Clark stated she would like now to talk a little bit more about the differences in increase and reminded the group that they have heard from some systems that could support the 1% or 5% and some that would like to see a much larger increase. It was asked to hear from some more systems that haven't shared yet about where their systems stand in this discussion and what type of increase they feel they can support.

IFLS was asked where they stood. A. Stormberg reported that they didn't identify a specific increase amount, but were in favor of an increase.

J. Loeffel noted that MCFLS will be discussing this in June and E. Vieyra confirmed MCFLS needs to discuss with directors next month. She shared that talking with their System, the 50% increase would be a really hard sell, the 5% seems reasonable and the 1% seems negligible. It was noted that overall they felt MCFLS will support a 5% increase.

J. Hein from OWLS reported they have only heard from two libraries and both were in favor of a 50% increase. It was suggested that this process/discussion be started much earlier next year.

J. MacPhail said LLS is in favor of an increase and asked to discuss where the funding should be spent: holds reduction or the consortium base amount. It was asked where LLS would like to see the increase go towards. LLS would most likely prefer the increase go towards holds reduction.

It was asked if any of the systems had discussed where they would like the increase to go towards, split, holds reduction or base?

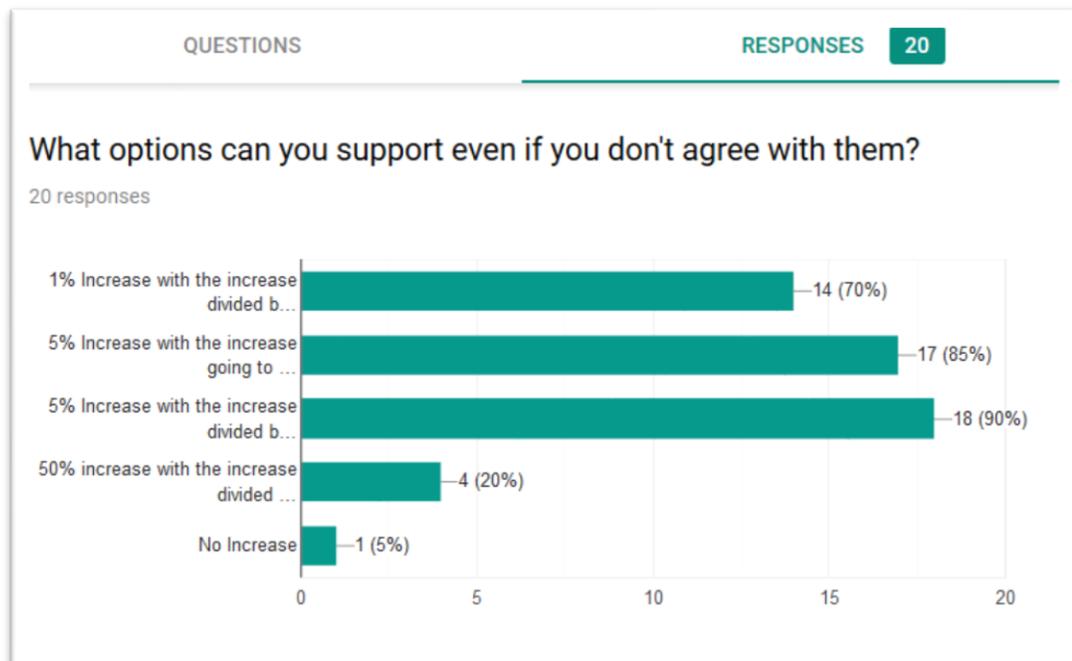
S. Heskin noted that NWLS is one of those systems that due to usage, if there were no increase, they would have a decrease in payment for the buying pool. She noted that they could probably handle the 5% and the system has talked previously and would most likely be in favor of putting the increase towards holds reduction.

A. Armour stated that BLS would like to see the increase go towards holds reduction.

M. Warren reported SCLS was extremely close in a vote for 5% increase and 5% increase holds reduction.

M. Clark asked the group to fill out another poll, this time selecting all the options representatives could support even if they didn't agree with them.

The results of the poll were shared and are below.



70% support a 1% increase with increase divided between holds and base

85% support a 5% increase with amount going to holds reduction

90% support a 5% increase with increase divided between holds and base

20% support a 50% increase divided between holds and base

5% support no increase

It was noted that if this body could not come to an agreement on a specific increase, they could recommend to the WPLC Board that there be an increase somewhere between X% and X%. It was also noted that anyone could propose a different number not presented, like a 3% or 10% increase.

M. Spangler noted that she believes that more than 5% is needed to really make a difference for holds reduction and generate increase in users/circs, but wonder if there are any studies that would suggest how much of an increase would be needed to make an appreciable impact that would make a difference. That might help sell a larger increase. She stated she also gets that some libraries couldn't financially afford that larger increase no matter how much they might want to.

It was noted that that was a great question and will be looked into for the roundtable discussion.

J. MacPhail asked about interest in an increase between the 5% and 50%. D. Cropper agreed that they would like to gauge support of something larger than 5% as he feels the 5% is a step in the right direction, he feels they have the opportunity to make a more aggressive move.

M. DeVries noted that he could talk about a larger increase, but he can't make a decision until he had time to bring it back to the ALS directors.

L. Belongia noted that many libraries are beginning their budgeting process, so waiting to make a decision or recommendation leaves some to guess what the change will be.

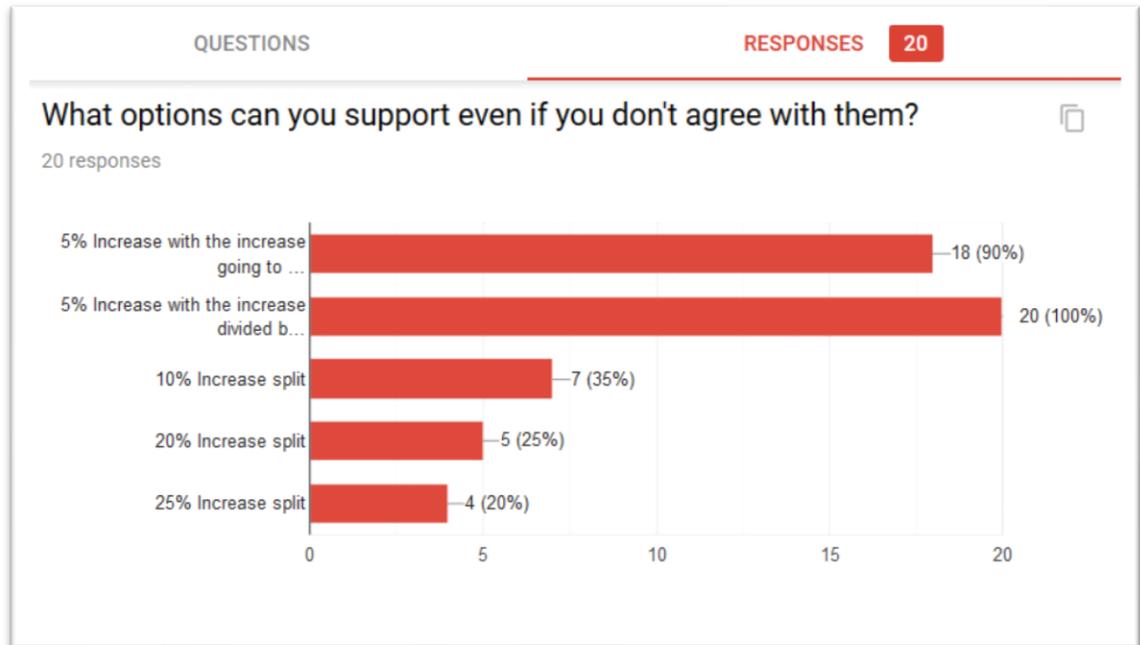
A. Armour noted that she worries about such a huge leap (such as 50%) right now because that will become the new baseline. And if the user group later decides to do increases each year, that's a lot for libraries to absorb in a relatively short amount of time.

A. Hamland noted she cannot approve anything other than a 5% without going back to the WVLS libraries.

K. Zidon noted 5% would be SWLS' top limit.

E. Veyra shared that she feels strongly that we need to act on an increase, and make it a moderate one. Then, proceed with the roundtable and use data to inform the future.

A third poll was put together with different options for increase and sent out to the group. The results were shared with the group and are below:



The results included a 90% support of a 5% Increase with the increase going to holds reduction, 100% support of a 5% Increase with the increase divided between the base and holds reduction, 35% support of a 10% Increase split, 25% support of a 20% Increase split, and 20% support of a 25% Increase split.

It was suggested that this process/discussion be started much earlier next year. M. Clark mentioned it was proposed at the Annual Membership meeting that the Collection Development Workgroup become a standing Committee and work year-round. This would give everyone more time to have these types of discussions. The Board will discuss making this group a standing Committee.

The results of the poll showed that 100% were in favor and could support a 5% increase with the increase divided between the base and holds reduction amount. It was asked if a motion could be made to approve this.

Motion: Approval of the Digital Collection Workgroup Recommendations with one exception, an additional 5% increase to the 2020 buying pool with the increase amount divided between the base and holds reduction amounts.

Moved to approve: L. Belongia

Second: J. MacPhail

Results: Motion passed

Discussion: The roundtable discussion date is not set but will be planned for later this year, late summer/early fall.

6. Patron Focus Group

This is an opportunity to discuss and identify questions for the WPLC Patron Focus Group. here were no suggestions.

- 7. Committee information sharing and questions** This is E. Vieyra's last meeting and her replacement is Eric Branske. E. Branske introduced himself and stated he is the Assistant Director at the Hales Corners Public Library, which is a small suburban library in Milwaukee County. D. Cropper announced this is his last meeting as he is retiring. No replacement has been named for NLS yet. Dale was thanked for his service on the Committee and as Chair for two years.

8. Next Meeting Date: September 19, 2019 at 1:00 PM via GoTo Meeting

The Committee was notified the next meeting will be held on September 19, 2010 at 1:00 PM via GoTo Meeting.

Adjournment:

Motion: To Adjourn

Made by: M. Warren

Second: M. Devries

Results: Motion Passed

Meeting adjourned at 2:22 PM.