

Wisconsin Public Library Consortium
Digital Library Steering Committee Meeting Notes

November 14, 2019, 1:00 PM

ATTENDEES: Abby Armour (Johnson Creek/BLS), Lori Belongia (Marshfield/SCLS), Eric Branske (Hales Corner, MCFLS), Shawn Carlson (Waukesha/BLS), Heidi Cox (McFarland/SCLS), Michael DeVries (Beloit/ALS), Noreen Fish (La Crosse/WRLS), Dominic Frandrup (Antigo/WVLS), Nicole Hardina-Wilhelm (Neenah/WFLS), Sue Heskin (Superior/NWLS), Rachel Hitt (Brillion/MCLS), Clare Kindt (Brown County/NLS), Jennifer Loeffel (Franklin/MCFLS), Judy Pinger (Milwaukee/MCFLS), Martha Spanger (Altoona/IFLS), Amy Stormberg (Amery/IFLS), Molly Warren (Madison/SCLS), Maureen Welch (IFLS), Karina Zidon (Platteville/SWLS)

ABSENT: Jamie Hein (Clintonville/OWLS), Tina Kakuske (Door County/NLS), Jessica MacPhail (Racine/LLS), Rob Nunez (Kenosha/KCLS), Kelly Rohde (Mead/MLS)

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

1. Call to order

The meeting was called to order at 1 p.m.

2. Review Agenda – changes or additions

There were no changes or additions to the agenda.

3. Approval of minutes – [September 19, 2019](#)

Motion: Approval of Minutes

Moved to approve: Lori Belongia

Second: Judy Pinger

Results: Motion passed

Discussion: None

4. Reports: Committees, Workgroups and Project Manager Updates

a. Decisions made in between 09/19/19 and 11/14/19 meetings: A. Stormberg reported there were no decisions made between meetings.

b. WPLC Board Report

M. Welch reported Board met in October. She will continue as the Board Liaison to the Steering Committee in 2020 and Kristin Anderson will continue to serve as Board Chair. Anne Hamland will serve as Vice Chair. The Board approved WiLS as the WPLC Project Manager for 2020 and approved the new WPLC, WISPUBLIB listserv. In addition, the WPLC annual membership meeting is scheduled for Wednesday, April 29, 2020. The Board discussed possible topics for the meeting. R & D projects were discussed, including advocacy efforts around library stories and an augmented reality project for the Wi Historical Society. The Board approved the wording for the Holds Reduction Spend Policy, that any unspent holds reduction money give to Advantage accounts will go back to the consortium collection budget at the end of the calendar year. Finally, the Board discussed the inaccessibility issues of Libby and decided to move the discussion to the Steering Committee for further feedback.

c. Selection Committee

S. Gold reported the Selection Committee met on Tuesday, November 12, 2019 and discussed standing agenda items of the budget review and the selector spreadsheet. In addition, the Macmillan embargo, automatic weeding of unavailable metered access titles, the revised Advantage holds template and a review of Basecamp were all discussed. S. Gold will be reaching out to system directors who have vacancies for selectors by December 1, 2019.

d. Collection Development Committee

M. Clark reported the Collection Development Committee has begun their work with their new schedule since converting from a workgroup to a standing committee. They met in October to begin work on the 2020 recommendations and to review the BiblioBoard pilot which will be further discussed as item 6.b.

e. Project Update – See [October Project Update](#)

It was asked if there are any questions about the recent updates. There were no questions.

5. Ongoing Discussion Items

a. Steering Chair Nominations Committee

The Nominations Committee (Michael DeVries, Jessica MacPhail, Molly Warren) are recommending Noreen Fish for WPLC Steering Chair for 2020. As representative of the Nominations Committee, M. Warren stated the group's nomination. It was asked if there were any nominations from the floor. There were none and there was no further discussion. Amy Stormberg was thanked for her service as the WPLC Steering Committee Chair for the past two years.

Motion: The Nominations Committee nominates Noreen Fish as the WPLC Digital Library Steering Committee Chair for 2020.

Moved to approve: Nominations Committee

Second: J. Pinger

Results: Motion passed

Discussion: None

b. Patron Focus Group

It was noted this is an opportunity to discuss and identify questions for the WPLC Patron Focus Group. There was no discussion.

c. Discussion: Lucky Day

It was explained that the Steering Committee discussed implementing OverDrive's Lucky Day feature at the September meeting. The group had many questions that were answered after the meeting. The questions and answers are below:

1. Even if the consortium decides not to implement Lucky Day, do they need to implement/set lending periods so that Advantage accounts can implement it or if the consortium decides not to implement, do Advantage accounts set their own lending policies?

Yes, like standard site lending policies, Advantage accounts can't customize lending policies for Lucky Day. If an Advantage member would like to enforce shorter lending periods or a limit on concurrent checkouts for Lucky Day, they'll need to have those policies

set by the consortium, which will apply to the shared collection and all Advantage members. How to: <https://help.marketplace.overdrive.com/7275.htm>

2. Are metered titles included and if so, how does that process work?
Yes, Metered Access titles are eligible to be added to Lucky Day. They operate the same as OC/OU titles do – the Marketplace user determines the number of copies they would like to designate as Lucky Day. If a Metered Access title expires, we will expire the Lucky Day copies before the non-Lucky Day copies. If you purchase a new copies of the title, those new copies will not be automatically designated for Lucky Day.
3. Can we limit the number of Lucky Day titles patrons can check out?
Yes, see answer to #1.
4. If a patron has a hold on a title and they checkout a Lucky Day copy, does that hold get canceled/fulfilled?
If the user has a hold on a title and borrows a Lucky Day copy and the loan period is shorter than the user's lending preference, they'll see the option to keep or cancel the hold on the borrow confirmation screen. If they stay on hold and reach the top of the wait list, the hold won't be released while they have the Lucky Day copy checked out–titles can't have multiple units borrowed concurrently. Otherwise, when the Lucky Day lending period is the same as or longer than the user's lending preference, the hold is cancelled. We message the user what's happening, whether the hold is retained or cancelled.
5. Life of lucky day items. Do items designated as lucky day automatically, after a certain period of time, get moved to regular circulation with holds? Or is this a manual process, or is it not even possible to move these titles out of Lucky Day?
This is a manual process. Copies designated for Lucky Day will remain until they are removed via the tool in Marketplace. Copies can be added or removed from Lucky Day any time.

The Committee was asked their thoughts about implementing Lucky Day. It was explained that if the Committee decides to allow Lucky day for either the consortium or Advantage accounts, the lending policies need to be set. Example of policies:

Set Lucky Day lending policies

Once set live, the policies below will apply to all Lucky Day copies on your OverDrive website.

Limit concurrent checkouts
Prevent users from borrowing more than a certain number of Lucky Day copies at a time.
For reference, your users currently can only borrow 10 titles at a time, whether or not they are Lucky Day copies.

concurrent Lucky Day titles per user

Customize lending periods
Control how long users can borrow Lucky Day copies of titles.
Note: You can only assign lending periods that your library already offers for each format.

Ebook lending period

Audiobook lending period

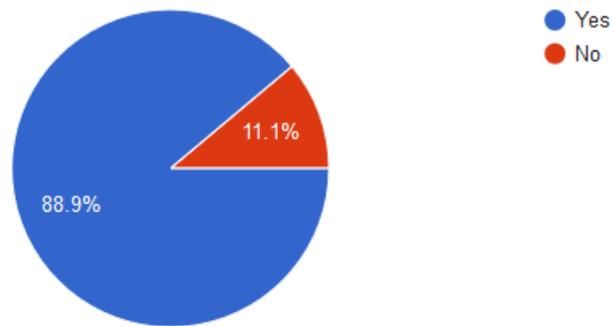
Video lending period

It was asked if there is any cost associated with Lucky Day and it was clarified there is no additional cost to implement the Lucky Day feature, just cost of additional titles.

A poll was shared asking Committee members if the Consortium should implement Lucky Day and if Advantage accounts should be able to utilize Lucky Day. The majority is in favor of moving forward with Lucky Day for the consortium and Advantage:

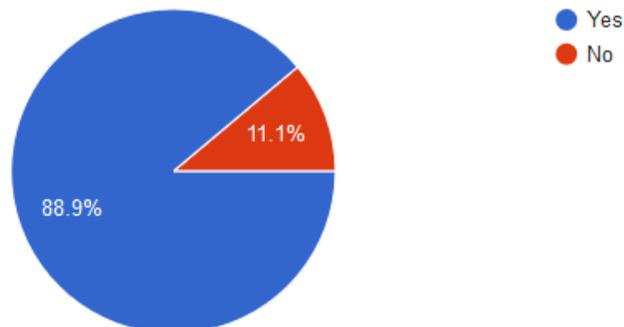
Should WPLC implement Lucky Day for the Consortium?

18 responses



Should Advantage accounts be able to utilize Lucky Day, even if the Consortium decides not to?

18 responses



For those that voted no, they were asked what their concerns were. One concern was Lucky Day taking away from the consortium collection and not fulfilling holds. The concept for Lucky Day makes sense for a print collection as there are a finite number of people that walk into a library and browse those collections, however, with Wisconsin's Digital library, our OverDrive Insights say we have had over 80,000 unique users in the last 30 days and we don't have enough copies to meet our current holds and users needs, lucky day could potentially take away from that. It was noted that many felt Lucky Day builds good will with patrons.

Another concern with a Lucky Day collection is keeping it populated. If we chose just bestsellers for the Lucky Day collection there is a good chance that it will be all checked out immediately. The group briefly discussed how to populate the collection if approved. The consortium could

populate Lucky Day with a variety of currently owned titles with available copies and as selectors purchase, they can designate a copy for Lucky Day to continue the growth of that collection.

The group was asked to then fill out the poll again to see if there were any change among the group. There was a slight change moving from 88.9% in favor to 93.3% in favor and 11.1% not in favor to 6.7% not in favor for both questions.

It was asked if Lucky Day would include both ebooks and audiobooks. The group isn't sure how successful implementing Lucky Day will be and there was a concern about the cost and growing popularity of audiobooks. Because of these factors the group think it would be best for the consortium to include just ebooks in Lucky Day for now, but if Advantage accounts choose to implement Lucky Day, that could include audiobooks if they like. The group agreed they would like to implement this a pilot for now and evaluate the collection and its use in a reasonable time.

The group then discussed the lending policies for Lucky Day. The group agreed that there should be a limit of one Lucky Day title per patron at a time and a 7-day lending period for Lucky Day ebooks. Advantage could create their own Lucky Day collections of either ebooks or audiobooks. A 14-day lending period for Advantage Lucky Day audiobooks was agreed upon.

Motion: The Steering Committee will move forward with a pilot Lucky Day collection at the consortium level for ebooks only. Advantage accounts will be allowed to create ebook and audiobook Lucky Day collections as well. The lending policies for these titles would be as follows: A limit of one Lucky Day title per patron at a time; a 7-day lending period for Lucky Day ebooks, and a 14- day lending period for Advantage Lucky Day audiobooks.

Moved to approve: L. Belongia

Second: N. Hardina-Wilhelm

Results: Motion passed

Discussion: None

d. Discussion and Action: Weeding Unavailable Metered Access Titles

At the last Steering Committee meeting the group discussed OverDrive's recent weeding update if all copies of a Metered Access title are expired (in both the consortium and Advantage collections), a title can be weeded, either manually or through an automatic weeding plan. Previously, titles could not be weeded at the consortium level if any copies (active or expired) were also owned by an Advantage account. Project managers asked OverDrive to temporarily turn off this new feature until Steering approves it as there is not a setting to exclude Advantage titles. The committee had some concerns about the automatic aspect of this process and wanted to know more about the general process and if there is an opportunity to share the titles that are eligible to weed with the selectors for review before they are deleted?

OverDrive responded that *the automatic weeding plan is set at the consortium/shared level and runs daily to weed eligible titles (that meet the plan criteria) within 24 hours. Titles in an Advantage account can only be weeded when all copies across the shared collection and Advantage accounts*

are expired. In other words, the weeding plan will not weed any titles that have Advantage units "in collection." Titles that are weeded via the automatic plan can be manually un-weeded any time using the weeding tool.

There is not a way to preview or review titles before they're weeded via the plan—that would just need to happen via the manual process that whoever needed to review the list would have to manage.

The Committee was reminded that this would affect only metered access titles that we cannot repurchase. This topic was also discussed by the Selection Committee. Their response was that they felt it is bad to have titles accruing holds if we cannot repurchase them, so they should be weeded.

The Committee was asked their concerns about turning this on. The group had no additional concerns.

Motion: Turn on the option to automatically weed unavailable metered access titles.

Moved to approve: N. Hardina-Wilhelm

Second: M. Spangler

Results: Motion passed

Discussion: None

6. New Discussion Items

a. Discussion: Issues with Libby and the Visually Impaired

Blind and visually impaired patrons cannot currently use Libby as it is not compatible with screen readers. Currently OverDrive is working on this, but after requests for this improvement, there has not been any movement on OverDrive to provide this capability. OverDrive currently recommends using the Kindle Book option, the OverDrive App or the Wisconsin's Digital Library site for more accessibility features. OverDrive's statement can be found here: <https://help.libbyapp.com/6056.htm>

The group was asked if they would like project managers to draft a statement of support to encourage swifter development of screen reader capability by OverDrive and they were wholeheartedly in favor of pushing OverDrive.

b. Discussion and Action: BiblioBoard Pilot Review and Recommendation

As a part of the 2019 Recommendations, the Collection Development Committee had recommended putting a place holder in the 2020 budget for the continuance of BiblioBoard and then reviewing the pilot at the close of the Wisconsin Author Contest this fall. The Collection Development Committee reviewed the pilot and is recommending not to continue the BiblioBoard subscription. They are recommending that the simultaneous use BiblioBoard collection available via OverDrive of 350 titles, be purchased.

Motion: Purchase a Biblioboard collection of 350 simultaneous use titles via OverDrive.

Moved to approve: S. Carlson

Second: H. Cox

Results: Motion passed

Discussion: What will the communications be for the phase-out of BiblioBoard? Ex. For PressBook users. M. Clark said the project managers have begun discussing this and may consult with the Collection Development Committee for finalizing messaging.

c. Basecamp Pilot Review

At the beginning of 2019, the Steering Committee began the use of Basecamp for file storage, information sharing, and in-between meeting discussion. It was mentioned that the platform was useful for making a decision and voting in between meetings. The group was asked if they would like to continue use of Basecamp for 2020. The Committee agrees that Basecamp is a great tool for collaboration and will continue using it for 2020.

7. Committee information sharing and questions

The Committee was asked if anyone had any information to share or if there were any questions. There was a question about Advantage accounts' Lucky Day titles and Advantage Plus. Project managers stated that the Advantage account Lucky Day titles should not move with the Advantage Plus program but project managers will verify that with OverDrive.

NOTE: After the meeting, it was confirmed with OverDrive that any titles that Advantage accounts select as Lucky Day will not be eligible for Advantage Plus.

8. Next Meeting Date: February 20, 2020 at 1:00 PM via GoTo Meeting

The group was notified that the next meeting would be held on February 20, 2020 at 1:00 pm via GoToMeeting.

Adjournment:

Motion: To Adjourn

Made by: A. Armour

Second: M. Warren

Results: Motion Passed

Meeting adjourned at 2:19 p.m.