

Wisconsin Public Library Consortium
Digital Library Steering Committee Meeting Minutes

April 20, 2017 1:00 PM

Via GoToMeeting

ATTENDEES: Lori Belongia (Marshfield/SCLS), Mary Alice Bodden (Theresa/MWLS), Inese Christman (WVLS), Dale V. Cropper (Brown County/NLS), Julia Davis (Kiel Public Library/MCFS), Michael DeVries (Beloit/ALS), Noreen Fish (La Crosse/WRLS), Kristie Hauer (Shawano/NLS), Amy Lutzke (Dwight Foster/BLS), Jessica MacPhail (Racine/LLS), Emily Passey (Shorewood/MCFLS), Judy Pinger (Milwaukee/MCFLS), Sue Queiser (Barron/IFLS), Kelly Rohde (Mead/ESLS), Amy Stormberg (Shell Lake/NWLS), Lin Swartz-Truesdell (Kenosha/KCLS), Mark Troendle (LE Phillips/IFLS), Molly Warren (Madison/SCLS), Maureen Welch (IFLS), Karina Zidon (Platteville/SWLS)

ABSENT: Desiree Bongers (Winneconne/WLS), Beth Carpenter (Appleton/OWLS), Heidi Cox (Mcfarland/SCLS), Jennifer Loeffel (Franklin/MCFLS), Jennie Stoltz (Pewaukee/BLS).

GUEST: Roxanne Staveness (Manitowoc/Monarch)

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

1. Call to order: D. Cropper called the meeting to order at 1:02 PM

1. Review Agenda: There were no changes or additions to the agenda.

2. Approval of minutes – [February 23, 2017](#)

Motion: Approval of Minutes

Moved to approve: M. Warren

Second: J. MacPhail

Results: Motion passed

Discussion: None

3. Reports: Committees, Workgroups, and Project Manager Updates

a. Decisions made in between 2/23/17 and 4/20/17 meetings

There were no decisions made between meetings.

b. WPLC Board Report

M. Welch stated the Board did not get through all of their agenda items at their last meeting so an in-person meeting will be held at 12:00 PM on April 26th in Stevens Point at the beginning of the WPLC Annual Meeting. At that meeting, they will be electing a new board chair to replace Krista Ross. In addition, the Board will be reviewing and discussing the WPLC bylaws and completing items from the previous meeting.

c. Digital Collection Workgroup – Update provided as agenda item 6a.

d. Selection Committee

S. Gold referenced the update document and asked if there were any questions. J. Pinger thanked the project managers for providing updates in this format as it makes it easier to report back to others.

e. Statistics Workgroup

M. Clark referenced the update document and asked if there were any questions. Statistics group work will hopefully be completed by Steering meeting in May.

f. OverDrive Update

The OverDrive Update document was reviewed.

Discussion: An enhancement for the Marketplace Title Status and Usage Report has been added. A new column of latest checkout date is now included in this report. OverDrive's Libby App was also discussed. A few Steering Committee members have used the Libby App and have also received questions regarding it. M. Welch suggested OverDrive should include some information about the Libby App in their help documents. M. Clark will pass this suggestion on to OverDrive. The new app is currently being used as a sandbox for developing new features for OverDrive.

4. Ongoing Discussion Items

D. Cropper explained there are no ongoing discussion items at this time.

5. New Discussion Items

a. Digital Collection Workgroup Recommendation

M. Clark gave a brief overview of the expectations of this discussion, clarifying that the committee will not be drafting a recommendation in this meeting, but will be discussing the Workgroup's recommendations to get an understanding of systems' opinions of the recommendations. Steering Committee members were encouraged to review the recommendations and solicit feedback from their system prior to this meeting. The group was reminded that the Steering Committee will approve final 2017 buying pool recommendations at the May 25th meeting to forward to the WPLC Board Budget Committee.

The Committee reviewed the Workgroup recommendation document.

Discussion:

Non-English Language & Adult Literacy Materials

A question was raised of broadening audience search by looking at the demographics of the Digital Library's audience. M. Clark mentioned the patron survey was only available in English. It was noted that anytime the collection adds titles in other languages, the primary collection suffers. The Committee agreed with the recommendations from the Workgroup regarding non-English language titles and adult literacy titles.

New Vendor Criteria & Consideration of New Vendors

The Committee agreed that they appreciated the vendor research. There was a question about Kindle compatibility with the other vendors. The other platforms are not compatible with the Kindle e-Ink devices. The Committee agreed with the Workgroup's recommendation regarding new vendors and there was no further discussion.

Plan for Dealing with Holds and Advantage Collections' Role

The Committee reviewed the Workgroup's Holds and Advantage Role document. J. MacPhail said her Advantage selector would like better reporting on holds. M. Clark will bring her request to OverDrive. There was also discussion of how to involve Advantage selectors more. The Workgroup is looking at this and there has been discussion of including the Advantage selectors in the selection committee. This may be a part of the best practices.

2018 Buying Pool Amount

The Committee, overall, agreed with this recommendation. However, there was some discussion on increasing the buying pool. Some members felt that it should be increased and stated it may be up to the libraries to keep increasing the percentage of funds for Wisconsin's Digital Library and decreasing the amount of for physical items. It was also stated that it is important to communicate that need to libraries.

b. OverDrive Advantage Plus

In the September 2016 meeting of the Steering Committee, the Committee voted for the consortium to opt into the Advantage Account feature. After the meeting, OverDrive announced they were doing more development and customization to that feature so implementation was held off until the development was complete. OverDrive has just announced the new Advantage Plus option is now available. There are two options that the Committee can choose from, to share titles from Advantage accounts with the consortium or to move Advantage titles to the Consortium. Project managers informed the Committee that new information from OverDrive regarding Advantage Plus was just shared and that the consortium also had to decide if the criteria for moving or sharing titles would be decided at the consortium level or by the individual Advantage accounts.

At this time, the Committee was also updated on the Board's Formula Workgroup's recommendation. Their current recommendation includes a new funding model for the amount of money in the buying pool that exceeds \$1,000,000 (currently \$150,000) to go back to system Advantage accounts to help with local holds/needs. This recommendation has not yet been approved by the board. Because of the Formula Workgroup's recommendation and for the need for research, this decision will be sent to the Collection Workgroup to make a recommendation to the Steering Committee.

Discussion: The Committee agreed that they would like to wait to vote on this option until the Board has reviewed and approved the Formula Workgroup's recommendations and the Collection Workgroup has had a chance to do some research and make a recommendation.

Motion: Table discussion until variables for the new Advantage program are researched and Formula Workgroup recommendations are finalized.

Moved to approve: J. Pinger

Second: M. Warren

Results: Motion passed

Discussion: None

c. WPLC Support Process

There have recently been more frequent cases of libraries directing patrons to WPLC for support issues. To help the WPLC Support Community, project managers have drafted a support process for Steering to review. M. Clark asked for feedback on the process.

Discussion: There was a request that if patrons or libraries from specific systems contact the project managers directly, to refer them to their support staff in their specific systems. It was also reiterated that the Google support community is a great tool for support staff.

d. Holds Explanation for Patrons

To help in educating patrons and to build goodwill and advocacy, project managers have drafted a statement to be posted on the wplc.info site that addresses the frequent question of, "why the high holds?". S. Gold asked for any feedback for the holds explanation.

Discussion: The Committee suggested changing some of the language to be more understandable to patrons and to include information to remind patrons they can donate and return materials early. The Committee would also like to see this as a handout for libraries to print out, include contact information for large publishers.

e. Patron Focus Group

M. Clark explained that from the 2015-2017 annual patron survey, over 2,600 patrons have volunteered to provide additional feedback regarding Wisconsin's Digital Library. The Collection Development Workgroup is developing some additional questions for this group to help in determining the impact of any of their potential collection development recommendations. M. Clark asked the Steering Committee if and how they would like to utilize this group and if it should this be a standing agenda item?

Discussion: Committee agreed to make this a standing agenda item.

6. Committee Information Sharing and Questions

Discussion: M. Welch noted the featured collections on the Digital Library are looking great!

7. Next Steering Committee Meeting Date: May 25, 2017, at 1:00 PM via GoTo Meeting

Annual Membership Meeting Date: April 26, 2016, at 1:00 PM

[Holiday Inn Hotel & Convention Center](#)

1001 Amber Avenue, Stevens Point, WI 54482

ADJOURNMENT: 2:16 PM