

E- Content Meeting Minutes August 27, 2015

Attending: Lenny Zapala, Deanna Dicarolo, Jane Chirgwin, Amy Peker, Jendy Murphy, Judith Wines, Matt Graff, Laurene Teachout, Tim Burke, Sarah Clarke

A hearty welcome was given to our new Adult Services coordinator, Deanna.

Minutes reviewed and approved.

Recommended holds ratios: The committee was asked to reconsider our current holds ratios, as the wait for some popular ebooks has received patron complaints for being too long. Amy used decision center to evaluate holds against hold ratios. She said the highest number patrons waiting per item is 10 for print and physical audiobooks, and the highest number in Overdrive is 7.

Advantage can be used to purchase additional titles, but they are only for patrons of the purchasing library. The committee looked for other alternatives to bring down wait times.

Some ideas:

- Education of library staff- create reports showing what percentage of a library's total circulation is digital. Hand-outs to explain purchasing.
- Education of patrons- encourage patrons to return titles early, and explain why some popular items are prohibitively expensive.
- Change default borrowing period to 14 days, allowing patrons to change to 14 days with drop-down menu
- Limit total number of items a patron can check out at a time (currently 10)
- Ask Overdrive if local priority is a possibility
- Encourage libraries to purchase extra copies, remind them not to purchase nonfiction but instead recommend titles to central library. Empower small libraries to purchase for themselves.

Education of library staff and patrons is the easiest idea to implement, and has no down-side. Deanna will learn how to create reports to give to Directors and other purchasers. While Overdrive could automatically order for us, changing the hold ratios would quickly spend all available money, as some titles are \$80 a copy.

Laurenne mentioned that Overdrive has educational videos and other materials to explain how to return items.

We need information to find out how big the issue is, and how many people are checking out 10 items or more at a time. Bringing down the total number of checkouts can affect automatic check-outs of reserved items. Need to ask what happens to an automatic check-out reserved item if maximum checkouts already reached. We want to reduce patron irritation while being realistic.

The committee decided not to change selection guidelines regarding holds ratios or ask central library to increase secondary copy purchases.

Youth Services: Youth Services has decided not to purchase Tumblebooks this year. They investigated other interactive children's book services and will make a recommendation.

Central Library funds:

CLAC will be meeting in September to discuss the Central Library budget. A set portion of the funds are proscribed to be used for nonfiction econtent. In the previous year the remainder of the funds were used for popular e-content, holds, platform fees, staffing and digital magazine subscriptions.

The committee looked at the 2015 Central Library budget.

- Adult, Non-fiction e-content (e-books, audio books, video)* \$60,611
 - Central Library Development Grant Fiction e-content for all user populations (e-books, audio books, video)* \$66,989
 - Overdrive Service Subscription \$12,000
 - *Tumblebooks Subscription \$11,577
 - Staffing - Collection Development Support (.75 FTE Libn 1) \$35,201
 - Total CLDG \$125,767
 - Total Central Library Development Aid ** \$186,378
- *Youth Services is investigating alternatives to Tumblebooks and will make a recommendation.*

Other options to recommend for central library use might be a simultaneous use digital reference collection (things like test books). Amy mentioned Gale Virtual Reference Library as being a candidate. Voorheeville pays a \$300 platform fee. Deanna will look into the pricing for UHLS.

Jendy would like to have some kind of music platform in the future, but nothing is currently feasible.

Committee Makeup:

The committee has an open slot for a Director of a Large Library. Deanna will approach potential candidates about this.

The committee can have 4 at-large members. Jendy moved to accept Sarah Clarke as an at-large member, Lenny seconded. So moved.

Meeting adjourned 4:50 PM.