

DRAFT e-Content Advisory Committee Meeting, 5/31/2019 3:00 pm

Present: Judith Wines RCSC, Natalie Hurteau UHLS, Tim Burke UHLS, Geoffrey Kirkpatrick BETH, Kristina Ronald GUIL, Sue Hoadley WSTR, Melissa Tacke CAST, Jane Chirgwin RENS

Minutes: Minutes were not received in time for meeting, will be reviewed and approved at next meeting.

Committee Chair Judith Wines called the meeting to order at 3:08pm and welcomed new At Large Member, Natalie Hurteau, and reviewed the agenda.

Review different ways to decrease wait time and increase spending

(Judith noted that you can no longer look at the historical wait time. Natalie will ask Kristen Preyss why this is)

Discussion: Kristina shared her research (attached) on Cloud Library with Clifton Park/Halfmoon Library (CP) and Ottawa Public Library (OP) and highlighted the following:

- Both CP and OP tacked on Cloud library with the goal of increasing their return on investment and increasing access to in-demand titles
- CP uses the Pay Per Use model in Overdrive and has found it very successful (CP is the only library in SALS that uses Cloud Library, therefore only CP card holders may use the collection in Cloud Library)
- OP uses Cloud Library for their “Express” titles
- Discussion of loan periods and parameters
- Titles Purchased in Advantage can shift to Cloud Library at no additional cost but the license can only be used in one of the platforms, not both
- Additional copies are purchased in Cloud Library once the holds ration reaches 8:1 in Overdrive
- CP also opted in to Cloud Link, “worth every penny” and is State Wide, lots of interest
- Cloud Library only shows you titles that are available to be checked out, you have to do a search for the title you want specifically

Next Steps: Questions for Kristina to ask CP and OP, Questions for Natalie to ask Kristen Preyss

- How much does Cloud Library Cost?
- How much does it cost to opt in to Cloud Link?
- What are the other vendors they looked at before opting in to Cloud Library/Link
- In the Pay Per Use model, is there a threshold of use before a title is purchased?
- More information/research on Cloud Link over all (cost, usage, marketing etc)
- How would the consortium setting work (CP is the only library in SALS opted in)
- What was the initial impact on the holds once CP and OP opted in to Cloud Library?
- How big of a collection did CP and OP start with in Cloud Library
- How did they make the decision of what titles to roll in to Cloud Library from Advantage, if any?
- How much patron confusion was there?

- Can Overdrive do this?
- What are they spending in Overdrive versus Cloud Library and,
- What trends did you discover, that guided you in making this decision
- What about Kindle? On the website it looked like only Kindle Fire was applicable (not paper whites)
- Did you change parameters for audio book vs ebook?
- For the pay per use model in Overdrive, is there a way limit patrons? 10 check outs? Does that hurt the heavy user?
- For the pay per use model in Overdrive, does it cost more per title? i.e Bestsellers?
- What's the average wait time for an advantage book vs non-advantage?
- Can a patron have more than 14 holds in Overdrive?

Discussion: Cloud Library con't:

- Committee reviewed SCPL Hoopla
- Mid Hudson switched completely to Advantage
- Should we invite Cloud Library reps to the next meeting for more information?
- Small library concerns over advantage collection
- Judith asked about a member library survey

Discussion: Overhaul Fee Structure

- Tim explained the current UHLAN fee structure
- Discussion of how the current Overdrive chart and fee structure is too confusing. (columns on the spreadsheet were renamed)
- Do we roll ERO and extra spending in to UHLAN fees? How would you include an increase of Overdrive fee so that it's "fair" across the board for all member libraries, but high enough so that it makes an impact?

Discussion: Overhaul Hold Structure

- Discussion of the 14 day loan vs the automatic 21 day loan. Would this reduce check out and hold time?
- Question for Overdrive, can a patron have more than 14 holds?
- Discussion of 5 check outs vs 10 check outs.
- Question for Overdrive, what happens to your hold place when you have the max number of check outs? Do you just keep getting bumped until you have an open slot?

Next Steps: Action item to the DA to discuss 5 check outs vs 10 check outs to reduce hold wait time

Motion to Approve Sarah Clark for the At Large Committee Member

- Geoff made the motion
- Jane seconded, all approved

Discussion: Additional at large committee member needed

- Natalie recommended a staff member from EGRN or TROY

Judith Wines motioned to adjourn at 5:05, Geoff seconded.

Next Meeting: TBD