

UHLS E-Content Advisory Committee (ECAC) - Meeting Minutes 5/11/23

Attending via UHLS Zoom: Judith Wines (UHLS), Anne Myers (UHLS), Jane Chirgwin (RENS), Geoff Kirkpatrick (BETH), Kristina Ronald (GUIL), Stephanie Anderson (APL), Catherine Snow (EGRN), Kim Roppolo (STEP)

Meeting called to order at 11:04 by K. Ronald

New Business

- RLA Promotion

J. Wines told the committee that over the past month, UHLS borrowed 1230 items and loaned out 1782 items. We are a net lender by a substantial amount; ideally we'd like to see more of an equal exchange, and with more promotion of RLA we hope to see this.

G. Kirkpatrick asked if there was a video that would help patrons take advantage of the RLA. J. Wines said we could assist with a step-by-step instructional video (UHLS-branded), and K. Ronald said Michelle Conti could prepare it. J. Wines agreed to help with writing the script for the video.

G. Kirkpatrick asked if checkouts coming from other libraries are included in the circ reports, or if they need to be added; J. Wines replied that what each library's borrowers are borrowing are showing up in each library's circ reports. Staff can go into Overdrive and look up the reports. Overdrive also sends a monthly report, but you need to use Excel filters to parse through it. J. Wines can share these reports.

- Review of ERO spending areas

Every other week, A. Myers runs a report that shows items that have expired with holds still on them. We have \$2150 to spend biweekly to reorder these items, which is only about 10% of expired items with holds. We are effectively letting people put holds on things and then have the items expire without patrons getting the holds fulfilled. S. Anderson reiterated that this is why it's important to buy as many OC/OU items as possible if they are available.

J. Wines said we are approaching this from two fronts: looking at things that have expired and then buying what has the most holds, and looking at things that have the most holds and also have expired. K. Ronald asked if we want to up ERO spending, or do we want some of the bigger libraries to look at expired items and get them again? Furthermore, is the priority to get what's new, or to add things and diversify the collection? (This is a values question.) We should let directors know that this is an issue that has been going on for years.

Action items: comparison, see where we're at for users

G. Kirkpatrick: Give summary of the status quo to the DA.

Encourage member libraries to look at expired content that their patrons have on hold. Send out instructions on how to do this,

- Are we weeding holds? Rob Carle has taken this on after A. Pitlyk left.
- Deep Search/ Notify Me

This is the new way that Overdrive is doing recommend to library (RTL). G. Kirkpatrick remarked that rather than treating it like an actual recommendation, it's more like a vote for popularity. C. Snow said that Overdrive said it's part of their "data minimization" plan. It could be just one person doing notify me for hundreds of titles. J. Wines said that we told Overdrive that libraries are going to want to know more information about Notify Me numbers; they said it's "on their wish list", so they know our concerns. We will reiterate this point.

- Hoopla authentication issues

An APL borrower with a BETH barcode couldn't authenticate with Hoopla.

S. Anderson said it may have been a patron error and recommended giving the patron a new barcode. J. Wines said when a patron registers with Hoopla, their library and barcode need to match (e.g. can't have an APL patron type with a BETH barcode). She wondered if patrons that register online can get on automatically to Hoopla even with no Pcode with a temp card.

Old business:

- Did we move the needle w/ new spending of the Central Library funds?

- A. Myers reported that the average wait times have remained stagnant (around 47-48 days), and even gone up since this time last year (~37 days). S. Anderson didn't notice a negative effect with nonfic, and moving to j/ya has been fine; more people are using it so that's why it's up.

J. Wines said that instead of doing the featured collections for social media spotlight, we'll switch to featuring titles that are popular in Overdrive that are also available through Hoopla to lower Overdrive holds and wait times.

G. Kirkpatrick asked if n/a titles are included in the hold time average; J. Wines was unsure, we will ask Kristin P. S. Anderson asked if there was a difference between J Fic and J Lit, and if they can be combined into one stat in Overdrive.

- SALS block on expired cards
 - JW: They did it!

Meeting minutes for February meeting approved.

K. Ronald moved to end the meeting at 11:53am