

eContent Users Group Meeting  
May 6, 2021 via Zoom  
Approved Minutes

Called to order 10:00.

Approval of the agenda: Heather Hames (first), Toni Laporte (second). Agenda approved

Approval of the February 4, 2021 minutes: Cathy Buehner (first), Christy Havens (Second). Minutes approved.

Budget review: Renee: Budget where it should be. Updated through early April, working on it now. Feel free to email Renee with questions.

Magazine purchase: 1 year subscription for \$55,000. Jim: All 51 libraries should now have access. Libraries confirmed that they do. Some patrons miss RBDigital, but for the most part, patrons are happy. The subscription expires April 22, 2022.

Policy Committee discussed need for thinking about how to pay for magazine subscription next year. Since 38 libraries paid for subscription for entire group of 51. It's up to eContent committee to decide if that's fair and equitable for next year. A 52nd library is in discussion with Jim about joining.

Karen: Comments from patrons?

Susan Paley: a few patrons have asked about how to print from the app.

Karen: Don't think we have printing as a function of magazines in Overdrive.

Glenn Fisher: Haven't seen any printing option on Overdrive for Magazines.

Katie Rothley: I don't think Overdrive allows printing at all.

Jim: Sent Daiva an email about this this morning. No response yet. Will let us know what she says.

Paley: Patrons mainly want recipes printed out.

Sarah Milrory: Can view text only with magazines?

Jim will ask Daiva about that too.

Streaming services: Jim: 7 of former RBDigital streaming services available. Acorn TV was most popular and will not be available through OverDrive. Acorn told him no longer available to libraries as of May 14. Focus for them seems to be on commercial market.

3 (IndieFlix, Qello Concerts and The Great Courses) are CPC, 4 (ArtistWorks, Learn It Live, Method Test Prep and Universal Class) are subscription. Of the 7, Jim has gotten questions only about Great Courses. It is not exclusive to OverDrive; available from Kanopy and Hoopla also.

Cathy B.: Subscription prices for the subscription databases are available per library if you log in with Advantage account.

Karen: Don't think this is something we need to consider as a consortium.

Cathy B: Agreed. It is a lot with just adding the magazines right now.

Concurrent use titles: There are some (mostly RB) that allow 100 concurrent use. Helps alleviate holds manager in some cases. HM person has discretion to buy these.

Christy: I have been asked to come up with criteria for when to purchase 100 concurrent use copies. First criteria is making sure we own a OC/OU copy if available. Blackstone offers these now, with prices cheaper than RB (ex: 100 CU copy \$80, OC/OU copy \$50, easier to buy than expensive RB 100 CU copy). Advantage libraries can buy as well.

Selector Onboarding Process: for new selectors. Working on it. Some "big" titles have been missed this past year, and it would help new selectors to have a better understanding of what their role is in the selection process.

Susan Paley: Was selecting it for a while then turned it over to Christy when stay-home order made it difficult; would like more instructions and to get back into selecting.

Collection Development Policy: Updating that; send comments to Karen at [ksmith@livoniapubliclibrary.org](mailto:ksmith@livoniapubliclibrary.org) if you have any.

Hoopla: Jim: They are still working on consortial hoopla product. Roll-out supposed to be now but 2020 put things behind. Maybe this fall. This month is hoopla bonus borrows month. Not charged for downloads of specific collection of titles.

Kanopy: Jim: Have tried for years to get a consortial discount from them, they always said no until several months ago. Now they have changed their minds. Seem open to offering discount. Michigan rep was formerly with RBDigital so Jim knows her. They did send Jim a proposal this week. A first offer, which is not worthy of sharing now; he generally won't take first offer because it's not their best offer. In negotiation now. Hopefully they will come back with better offer.

Karen: do other libraries have Kanopy now?

Heather H.: Not getting much use yet, have only had it a few months. \$75/month spending on it now.

Jim: About 40 Kanopy libraries in Michigan now. (Chat discussion on how much various libraries are paying per month; \$100-\$150, etc.)

Glenn: our bills range from \$100 - \$150 monthly

Shauna Anderson: Kanopy has been reasonable for us as well – less than \$200

Paul McCann: Kanopy @ \$500/mo – hoopla @ \$3,500/mo

Shauna: patrons love the unlimited great courses and kids material

Other: Kelly Ellsworth: Is there more info on hoopla Flex?

Jim: believe this is their consortial version. Could put OverDrive titles into Flex. OverDrive Advantage audiobook titles can be transferred. Other details unknown.

Shauna Anderson: ebooks transferrable too. Some titles could be instant borrows, others OC/OU, requiring holds. Just for Advantage libraries at this time apparently.

Susan Paley: Anyone having a problem with hoopla with disappearing PINs? Add PIN again and it works, but doesn't always stay there.

Heather: has encountered this just once.

Susan: Seeing this frequently. Maybe need to alert hoopla about it.

Jim: Hoopla help is pretty responsive; don't hesitate to contact them.

Hoopla Flex: Karen: transferring OverDrive titles: We (the Policy Committee) feel that Advantage libraries should share titles with consortium; moving to hoopla does not support this goal. Of course you can do what you want.

Jim: Policy committee consensus is as Karen says. DD is a consortia, which is all about sharing. Same model as TLN shared system. We place emphasis on consortial aspect of DD, rather than Advantage.

Heather: We could set up DD to share with other OverDrive consortia. It could expand our titles and help our holds. Maybe we could explore that option.

Jim: Is policy committee and eContent group interested in this? Not really a statewide service yet but the existing shared group is a foundation for that. MCLS, Lakeland, Superiorland, and Suburban all have a shared OverDrive group. He has mentioned to OverDrive that we may be interested in that at some point, but maybe we're not. OverDrive seems to have kicked that can down the road, as we are so large.

Karen: an interesting idea.

Heather: has used her mom's card (Suburban). Use OverDrive app and scroll to bottom and choose another collection to search.

Karen: Should we explore it? Several hands raised. Jim let's look into it.

Jim: He'll have a serious conversation with Daiva about it.

Karen: chat discussions available about high cost of DD vs. CPC model like hoopla for smaller libraries.

Next meeting August 5. Adjourned 10:46.

#### Attendees

Karen Smith – LVCC  
Carrie Ralston – WALL  
Glenn Fischer – HART  
Toni LaPorte – LVCC  
Christy Havens – YDL  
Katie Rothley – LYON  
Mary Robinson – NOVI  
Cathy Buehner – HIGH  
Heather Hames – MDHT  
Sarah Milroy – NORT  
Renee Holden – AUBN  
Donald Priest – SOGT  
Kimberly Schaaf – OAPK  
Susan Paley – FERN  
Jean Hansen – WATE  
Amy Rosen - WHLK  
Carol Decker - REDF