

Green Mountain Library Consortium 2017 Annual Report

The GMLC organization continues to work diligently on behalf of its members to provide services that enhance libraries and the experiences of their patrons through a consortium model of work. It is based on sharing and is accomplished by the dedication of many volunteers. We are grateful for their service and want to thank all of them for their effort on behalf of GMLC and Vermont libraries everywhere.

Here are brief reports on our various projects

Vermont Delivery Service

Green Mountain Messenger, the courier company based in Williston, services 86 libraries throughout Vermont. A total of 136,962 items were transported via the courier system from Jan. 26, 2016 to Dec. 31, 2016.

For the remainder of this year GMLC will continue to administer this project but we anticipate that VTLIB (formerly DOL) will be taking over in 2018. Please note they now are responsible for ordering supplies like zipper bags. Contact Mara Siegel at mara.siegel@vermont.gov for bag orders.

Listen Up!Vermont (LUV)

From May 1, 2016 to April 15, 2017, Listen Up! Vermont patrons checked out 208,766 total digital materials, consisting of 98,457 ebooks and 110,309 audio books from our collection of nearly 12,500 titles. This represents an 18% increase in audiobook circulation and a 5% increase in the circulation of ebooks. The total increase in circulation of digital materials from last year is 11.5%. The number of unique patrons around the state using LUV was 14,022.

The Department of Libraries granted GMLC an award of \$20,000 to add ebooks and audiobooks to the collection. With the \$20,000, VTLIB Grant GMLC was able to purchase 442 new ebooks and 117 audiobooks for a total of 559 new titles for Vermont library patrons. We are very grateful to the VTLIB for their continuing support.

The GMLC 2017 budget allocated \$87,000 to the LUV collection - \$75,000 for new titles and \$12,000 for extra copies of high demand titles. During the year, another \$30,000 was allocated to purchase books with the highest holds and patron requests. Since July 2017, GMLC has purchased a total of 3457 titles and spent \$137,000. Thank you to our Selection Committee of Hannah Peacock, Joan LaJoie and Lisa Milchman, as well as Christian Collins. This group of dedicated volunteers has our heart-felt thanks for their tireless work to build and maintain our LUV collection for Vermont libraries.

A special appreciation to Hannah and Christian who were tasked with the difficult job of reducing holds and processing patron requests. In the complex world of digital publishing, there is a wide variety of restrictions and rules for how long digital materials are available and /or how many checkouts a digital book may be limited to. Therefore, there may be holds pending on books which are no longer “active” in the collection. Since GMLC is a volunteer organization the job of monitoring holds, assessing patron requests and keeping up with the variety of rules and restrictions of each publisher is a daunting task. But this job is essential for your patrons to enjoy using LUV and we felt it was important for us to address it.

Here are some guidelines that Hannah and Christian are using as they work through this project:

GENERAL PURCHASING GUIDELINES

All extra monies were used for the following:

- Reducing holds ratio to 5 or below.
- Repurchasing any expired content with more than 1 hold.
- Repurchasing select few expired items with no new holds, but with 50+ checkouts in the last 24 month period.
- Ordering copies of books which have more than 1 patron request.
- We have begun to notify patrons who have holds on items that have expired and will not be reordered.

Process for determine what to purchase with extra monies:

- Check patron requests for obvious new & popular titles.
- Check patron requests for multiple requests of same titles.
- Check “OD metered content” carts for content with holds.
- Check “current waiting list”. Order additional copies as needed.
- Run "title and status usage" report, sort by” lending model”, “licenses remaining”(for # of checkouts model),” last copy expires” (for 12 & 24 month metered access) and order copies accordingly.
- View “current waiting list”, run report, sort by same criteria as previously, or by consortium ratio of holds.

Koha

Libraries using Koha, including VOKAL and Catamount member libraries, now have the opportunity to use Koha’s patron database instead of EZproxy to validate patrons signing in to Listen Up! Vermont as another layer of Overdrive integration using SIP2. Once enabled for your library, patrons signing into Overdrive will use the same login information username and password that they use for their Koha account. Each library may set its own rules for access to Overdrive, for example by limiting access to patrons in good standing (that is, patrons with current library memberships). Please contact us for more information about making this transition at your library.

Mango Languages

There are currently 21 GMLC libraries enrolled in the Mango Languages service. During the calendar year 2016 there were:

Total number of sessions: 3623
Mobile Sessions: 1946
Average session length: 15 minutes

This represents a 51% increase in total session and a remarkable 200% increase in mobile sessions from the previous year.

Mango Languages provides a wide variety of courses for many different languages and learning levels. A new service is the availability of foreign films with enhanced language learning modules providing an additional way to gain proficiency.

The most popular languages were: Spanish, French, German, Urdu, and Canadian French. Mango also offers a wide variety of other language courses including Icelandic, Pirate and French Wine & Cheese.

More information and pricing of Mango Languages is available on the GMLC website. www.gmlc.org.

VOKAL

The VOKAL consortium now consists of 58 libraries. Libraries requesting membership are considered on a case-by-case basis and may be added at the VOKAL Executive Committee's discretion with a member library as sponsor. Circulation for the last year was 1.54 million items. The system contains 347,000 unique titles and 1.2 million items. 102,000 patrons are active in the system.

The VOKAL Executive Committee consists of Wendy Hysko (Brownell Library), Kim Peine (Dorothy Alling Library), and Richard Pritsky (Carpenter-Carse Library).

Over the years, VOKAL has sponsored and co-sponsored a number of development requests to improve the VOKAL system and these developments have been included in the standard releases of Koha to benefit libraries around the world. This year the development for additional sounds was released in Koha 3.22. A development for defaulting to the logged in library for circulation rules, notices and slips was included in Koha 16.05. Improvements to the patron anonymize/bulk delete tool, an improved patron quick add script, a dedupe script based on biblio number along

