

**Green Mountain Library Consortium
FY 2019 Annual Report
May 2019**

GMLC celebrated its 10th anniversary in October with a party for all members at the Bierhall Restaurant at Von Trapp Brewery in Stowe. Still going strong with 161 member libraries, GMLC continues to provide our essential digital collection through LUV; an integrated ILS in our VOKAL group; online language training with Mango; and other projects as they come up.

We are proud of our work and appreciate the endless hours of our many volunteers. Our mission is *“To provide Vermont's libraries with access to goods and services otherwise unattainable through the power of partnerships and collective purchasing.* This is summed up in the consortium's tagline: **Vermont Libraries, Working Together.”**

Here are the reports on our various projects:

LUV

In this section of the report we offer some LUV statistics followed by reports from our remarkable volunteer Selection Committee. They give you a look into their process of selection and thus how your money is spent.

From May 1, 2018 to April 15, 2019, LUV patrons checked out 339,653 total digital items consisting of 147,858 EBooks and 191,795 audio books from our collection of nearly 17,000 unique titles and close to 27,000 copies. .

This shows a 35% increase in EBooks and a 37% increase in audiobooks circulation. The total increase in circulation of digital materials from last year is 37%. The number of unique patrons around the state using LUV is 17,520; which is a 21% increase over the year before.

LUV FY 19 Budget of \$115,000: allotment of funds			
	*AUDIO 40%	*EBOOKS 60%	TOTAL
20% Youth- Hannah	\$9,200.00	\$13,800.00	\$23,000.00
30% Adult Fic- Lisa M.	\$13,800.00	\$20,700.00	\$34,500.00
10% Non-fic- Loona	\$4,600.00	\$6,900.00	\$11,500.00
10% Extra copies- Lisa M.	\$4,600.00	\$6,900.00	\$11,500.00
10% Expired Content- Various	\$4,600.00	\$6,900.00	\$11,500.00
20% Patron requests- Hannah	\$9,200.00	\$13,800.00	\$23,000.00
TOTAL	\$46,000.00	\$69,000.00	\$115,00.00

LUV Budget of \$115,000: actual expenditures from 7/1/18 to 4/10/19			
*AS OF MARCH 18, 2019 ALLOCATION OF FUNDS SWITCHED TO 60% FOR AUDIO AND 40% FOR EBOOKS			
	*AUDIO 40%	*EBOOKS 60%	TOTAL
20% Youth- Hannah	\$9,119.83	\$10,635.57	\$19,755.40
30% Adult Fic- Lisa M.	\$9,462.94	\$15,431.72	\$24,894.66
10% Non-fic- Loona	\$4,766.59	\$4,873.03	\$9,639.62
10% Extra copies- Lisa M.	\$3,026.10	\$5,532.72	\$5,532.72
10% Expired Content- Various	\$2,062.10	\$7,162.65	\$9,224.75
20% Patron requests- Hannah	\$9,195.59	\$12,246.64	\$21,442.23

Total Number of copies purchased from July 1, 2018 to April 10, 2019

	# OF AUDIO	# OF EBOOKS	TOTAL
BUDGET of \$115,000.00	661	1729	2390
TOTAL	\$37,633.15	\$55,882.33	\$93,515.48

OVERVIEW OF YEAR FROM SELECTORS:

How I select Adult Non-Fiction for Green Mountain Library Consortium's OVERDRIVE platform - Loona Brogan, 2019

I spend probably an hour or two each quarter reviewing patron requests and Overdrive top 100 titles carts before I make any decisions. I also am always keeping my eye out/ear open for non-fiction in the news that people will be looking for. I also read and listen to reviews and scan the "recommended" lists and buzzworthy hints from my print distributor. I've begun to think about what percentage of my budget I want to spend on pre-ordered titles so they're "on the shelf" when their release date comes (maybe 1/4), and what percentage are request fulfillment (maybe 1/8). I consider the release date, the timeliness of the topic, the reputation of dated material to consider whether more than the requester will read a requested title on GMLC, and usually default to newer titles or titles that I see requested over and over again. I look at the number of reviews to narrow down requests to some extent, too. I look at titles that Advantage members have circulating that are not in the general collection and if they are in demand I usually add a license for the shared collection too. I keep an ear to the ground when it comes to non-fiction topics and authors so I'm aware of what's trending. When I'm looking at the final list to whittle it down to the budget limit, I try to make sure there's at least a little bit of foodie books/cookbooks; biographies;

military histories; health and wellness; career and personal development; organizing and domesticity; crafts and cultural heritage enthusiasts; climate change; true crime; financial and/or retirement planning; and political topics. I also try to be mindful to choose materials that would appeal to different age groups.

I do occasionally notice titles that were recently added to the adult non-fiction collection that I am pretty sure I didn't buy, so it seems that every now and then someone else is adding a title as they see fit from some other budget, or perhaps those are Advantage Plus titles coming over?

I was very excited to see the ratio of the funding for e-books and audiobooks reversed. Thanks!

Lisa Milchman, Assistant Director, Norwich Public Library

FICTION & EXTRA COPIES OF HIGH DEMAND ITEMS

My process in selecting, ordering, and managing carts has stayed fairly consistent from past years. After several years of selecting I feel comfortable in having a process that both maintains a maximum of diversity (within budgetary constraints) and gets bestsellers and popular titles into circulation as soon as possible.

There are two major challenges in serving this broad and interested patronage; the first being able to buy titles for those seeking a more diverse collection (LGQBTA+, diverse racial and ethnic perspectives, Christian fiction sub genres, science fiction outside purely popular titles, and literary fiction especially those receiving awards, for example) – after buying the necessary popular titles; and second, being able to afford enough extra copies of high-demand items. In the second case, with extras - while, we have set a goal years ago of having a 5:1 hold ratio, in reality it is difficult to meet this standard. While in earlier days, it was rare to need more than 5 copies of a popular title; with the increased usage of LUV, many times 7 or 8 copies are not enough to maintain a reasonable ratio. The price of some very popular audios, in some cases, exceeds \$100. In the case of Michelle Obama's *Becoming* – each copy costs us \$95 – we own 8 copies and the hold ratio is still 34.5 holds/copy, as of 4/8/19. This equals \$760 spent for just one audio book. We cannot afford, I believe, to buy any more copies. This indicates that we must either educate our patrons who are using this service as to why we have such high hold ratios or to somehow procure more funds, if we believe that our level of service in this area should be better. In the end, this also impacts how diverse a collection we have. I have in the last year or so skewed towards buying multiples on the first round of selecting – knowing that they will be popular - but of course, this takes away funding from developing a more diverse and interesting collection. This is not an unusual dilemma for any library entity with limited collection funding, understandably – but I have seen this issue getting worse over the past few years. In the end, there are probably collection development choices to be made.

In general, I approve the audio/e-book buying balance switch. Audios are more expensive and are in high demand. I think that we didn't anticipate this trend and believed that the future was with e-books. While this switch will alleviate the funding stress in small part, probably what is really needed is for e-books to be levelly funded and audio book funding to increase to the new amount. Less money for e-books will now create yet more difficulty in being able to buy the more diverse e-books (usually the only format I buy these titles in).

I would like to take this chance to acknowledge and thank Nancy Tusinski, the Hartland Director who does me a tremendous service by recommending and reminding me about LGBTQTA+ titles. This is not my area of expertise, and her suggestions help me immensely. I welcome any and all suggestions regarding diversity in adult fiction, or any other areas in which holes have been noted. It takes a village.

EXPIRED METERED CONTENT/ WEEDING (Submitted by Hannah Peacock)

Christian Collins took care of this area last year, but has since left Vermont. He did a little bit of work in FY 18-19, but as that was back in August we did not ask him for a report. Hannah Peacock has filled the gap in this area and is in the process of training Kat Janiga (also from the Burnham Library). Kat will get up to speed on all facets of holds, expired content and weeding, and will embrace the task fully for FY19-20.

To assist with the training, Hannah created a document on how to weed, check status of holds, reorder titles and remove holds, and how to contact patrons about titles on which they have placed holds and we will be not be able to reorder. Kat and Hannah are going through document together so that this important aspect of managing the collection is being handled efficiently.

For the bulk of FY 18-19, Hannah managed this area, but it really requires a dedicated person to keep the collection clean and weeded. The main issue is that people can place holds on items that are not available, and that holds remain even after the titles have expired or are no longer available to order. Patrons are not notified automatically of this. With the high rate that titles expire due to increased use, we need to monitor this regularly.

We now have a weeding plan in effect (all expired titles with no hold are automatically weeded) and this can be changed as we decrease the holds ratio. There is also the possibility of creating additional "smart lists". These are a great and easy, automated way to customize repurchasing of expired Metered Access content.

Hannah Peacock, Youth Services Librarian and Assistant Director, Burnham Memorial Library - YOUTH & REQUESTS

The budget amount felt strong this year, but demand has again increased dramatically. It is a difficult to figure out where to best use the money but I feel that I have managed to satisfy demand in all of the areas I work with. While youth books are popular in both

formats and circulate well, children tend not to request titles with the same fury that adults do. For youth books, the onus must be on figuring out what new titles we anticipate they will like, what classics to keep in the catalog and when it is time to weed out titles that adults think children like but in reality are not being checked out enough. I use similar methods for the digital collection that I do for print books, but with an extra emphasis on books that make award lists, win audio awards and are obviously likely to appeal to a wide range of diverse children.

The purchasing of requests is the area where people may feel disappointed. We have to turn down a lot of requests because the budget simply cannot support buying everything our users ask for. At this point, it is not a guarantee that books with more than 1 request will be purchased. Of course, this all depends on my subjective opinion whether it is a worthy choice. Reviews play into it, but we cannot buy copies of all books that are well

Mango Languages

There are currently 19 GMLC libraries enrolled in the Mango Languages service. During the calendar year 2018 there were:

- Total number of sessions: 3808
- Mobile Sessions: 2177
- Average session length: 12 minutes

The most popular language learning sessions were by far in Spanish/Latin American, French, Italian and German, followed by Japanese and Portuguese.

Mango Languages provides a wide variety of courses for many different languages and learning levels. More information and pricing of Mango Languages is available on the GMLC website. www.gmlc.org.

VOKAL

The VOKAL consortium 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. This year we are pleased to announce the addition of South Hero Library.

Circulation for the last year was 1.5 million items. The system contains 426,000 unique titles and 1.2 million items. 121,000 patrons are active in the system and the average daily circulation is 4,500 items (outgoing only).

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

