

**Green Mountain Library Consortium  
FY 2018 Annual Report  
May 2018**

GMLC is ten years old! It was May 2008 when a group of 15 librarians incorporated Vermont's first statewide consortium with the mission to share the costs of a digital collection of audiobooks for their patrons. By September of that year ListenUpVermont, now LUV, was up and running with 98 member libraries on board. Now, ten years later, we have 159 members with new libraries joining every year. In addition to creating LUV, GMLC launched the first statewide shared ILS using Koha. The VOKAL consortium has been serving 58 libraries, with the first libraries migrating into the shared system in 2010, after the VOKAL project was launched in 2008. GMLC also partnered with New Hampshire and Maine State Libraries to offer Scoop discounts to member libraries for the 2012-2015 contract when Maine reached out to NH and VT. Consortium members in GMLC were offered language learning through Mango Languages and most recently a statewide ILL delivery system which grew to include over 100 libraries under the leadership of GMLC before the Dept. of Libraries took over management of the service in March of this year

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:

**Vermont Delivery Service**

GMLC was proud to design, implement and administer the very successful Delivery Service. We are thrilled that the service has saved so much time and money for Vermont Libraries. As of March 1<sup>st</sup>, VTLIB has been administering the project. Please remember to contact them with any questions.

**Listen UpVermont (LUV)**

Ten years ago when GMLC first began it was all about downloadable audiobooks, but now the digital library is full of ebooks as well. To signify this change to our collection from now on we will refer to it as LUV. And we mean it just the way it sounds - **from us to you**. Watch for our new logo on the ListenUpVermont website.

In this section of the report we shall first offer some LUV statistics followed by reports from our remarkable volunteer Selection Committee to give you their process of how your money is spent.

From May 1, 2017 to April 15, 2018, Listen Up! Vermont patrons checked out 248,921 total digital items, consisting of 109,241 ebooks and 139,680 audio books from our collection of over 12,000 titles. This represents a 26.5 % increase in audiobook circulation (following an 18% increase in audiobook circulation in the same period in the previous year) and an 11% increase in ebooks (after a previous year's 5% increase in ebooks circulation.) The total increase in

circulation of digital materials from last year is 19% (after an increase of 11.5% the year before.)  
The number of unique patrons around the state using LUV was 14,501.

<b>LUV Budget of \$85,000</b>			
	<b>AUDIO 40%</b>	<b>EBOOKS 60%</b>	<b>TOTAL</b>
<b>20% Youth- Hannah</b>	\$6,800.00	\$10,200.00	<b>\$17,000.00</b>
<b>30% Adult Fic- Lisa M.</b>	\$10,200.00	\$15,300.00	<b>\$25,500.00</b>
<b>10% Non-fic- Loona</b>	\$3,400.00	\$5,100.00	<b>\$8,500.00</b>
<b>10% Extra copies- Lisa M.</b>	\$3,400.00	\$5,100.00	<b>\$8,500.00</b>
<b>10% Expired Content- Christian</b>	\$3,400.00	\$5,100.00	<b>\$8,500.00</b>
<b>20% Patron requests- Hannah</b>	\$6,800.00	\$10,200.00	<b>\$17,000.00</b>
<b>TOTAL</b>	<b>\$34,000.00</b>	<b>\$51,000.00</b>	

**Total Number of titles purchased from July 2017 to April 8, 2018**

	<b># OF AUDIO</b>	<b># OF EBOOKS</b>	
REGULAR BUDGET of \$85,000.00	460	1056	1516
VT LIB GRANT	68	158	226
<b>GRAND TOTAL:</b>	<b>528</b>	<b>1214</b>	<b>1742 titles</b>

**GMLC sincerely appreciates the \$10,000 grant received in 2017 for the LUV Digital Collection.**

**OVERVIEW OF YEAR FROM ALL SELECTORS:**

Loona Brogan, Library Director, Cutler Memorial Library - NON-FICTION

“I approached my NF selections from a short-term and long-term perspective, looking at which titles had the longest wait lists and which bestselling e-titles we did not yet have in the collection, as well as considering patron requests (with priority to collection diversity and/or currency of topic). I considered items on sale, too, and created carts for audio and for e-titles in my NF category for each of the four quarters. Then, as that quarter approached, I'd whittle the carts down to the budgeted amount based on last-minute refinements such as accounting for advantage copies going into circulation, licenses expiring, and new releases that are getting a lot of media buzz. I used the New York Times Review of books for information and also looked at new releases in e-titles and audio titles by shopping not just on Overdrive but also on Amazon and Barnes and Nobles' "coming soon" pages. I also looked at books discussed on NPR/VPR. Finally, I did some circ. analysis to see how my choices were faring. I did note that some of the more conservative perspectives weren't getting a lot of action (not surprising), but did not see

that as a collection development failure. They are there to assure diversity; other kinds of diverse works (by and about people of racial, ethnic and social minorities) are often easier to choose because there are so many best-selling non-fiction titles getting outstanding critical reviews that would fall under this category. But since we do have conservative taxpayers and library patrons, I did make it a point to choose a small handful of critically-acclaimed books that I personally (and most librarians, I suspect) disagree with on a philosophical level. But it is a very small percentage of the collection, indeed. It does appear that much of what I selected is circulating, and I take great pleasure in that.”

Lisa Milchman, Assistant Librarian, Norwich Public Library - FICTION & EXTRA COPIES OF HIGH DEMAND ITEMS

“Ordering fiction- Much of my ordering process has been the same from past years – reading reviews, looking at usage statistics, reviewing Overdrive’s must-have links – for bestsellers, award winners and other ideas. I also look at what I have ordered in fiction for Norwich. Currently, limited resources often have me skewing towards those things (especially in audio) that patrons have already requested or that are super-popular. Especially in audio, which are on the whole more consistently expensive (not metered) I have found that I really need to stick to bestsellers and not be “adventurous”. An exception to this rule is Vermont/local authors, where I may forego previous criteria. I feel like in earlier days of ordering, I could have the latitude to try less mainstream titles. I do keep in mind the need to serve a very broad range of patronage. Per quarter, I try to order in ebook format some romances, LGQBTA titles, Christian fiction, historical fiction, books-to-film, etc. Again, I have often found the must-have links helpful in those areas that I am less familiar with and I look for what people are asking for. I also generally put things in my pre-order cart when I find titles I want – and move them over to a “real” cart on masse. I try to have a cart per month for audio and ebooks (one for each) and do extra copies in between intervals – to allow things to be seen and noted by patrons and to start to building up holds.

In the last year or so, I have tried to order multiple copies on first order for titles I know will be popular, rather than ordering one and waiting until holds build up to order more. I know that we have tried to stick to 60/40 for ebook versus audiobook ratio. This seems to be a fairly good ratio for single titles but in my opinion works much less well, for audio multiples which are generally more expensive. I think that audio books, while initially overtaken by ebooks, have again been on the rise, and I think my biggest frustration with ordering is keeping up with audio demand/holds with allotted funds.”

Christian Collins, Librarian, St. Johnsbury Athenaeum - EXPIRED METERED CONTENT/ WEEDING

“My goal was to monitor expired items and, every 2-3 weeks, to systematically repurchase the ones with active holds. (In practice it ended up being more like once a month, on average.) After repurchasing active holds, I would go back and repurchase expired items that didn’t have holds but had a high circulation rate. Then I would take a third look at the remaining expired items and

either weed them from the collection or, when funds were available and there was a case to be made, repurchase some of those as well.

I'm happy to say that after we reduced the initial backlog of expired hold items last year, I only had to cancel active patron holds a few times this year, and that was when an item was not available for repurchase. And even then there was usually a new or alternate version of the item which I could purchase instead.”

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

“With less money than last year, purchasing for all selectors needed to be more careful and thoughtful. We must balance out purchasing new & popular items with older titles, with the goal of maintaining a well-rounded collection that will appeal to all of our subscribers. For my youth purchases, I read reviews (SLJ, VOYA, KIRKUS, etc.), I look at circulation stats to see what needs additional copies, I watch what does well at my own library, I watch for Overdrive sales and I look at gaps in the collection and fill it with titles that I think will appeal to all kinds of children. I take special care to seek out diverse content.

For patron requests, I am forced to make very tough decisions. We receive thousands of requests and can only satisfy a small portion of them. Allotting a higher percentage of our funds to requests was a wise move, but I still feel that our holds ratio is way too high. Less money means we cannot add as many copies of the highest demand titles. But just like at my own library, we cannot buy everything that is requested. If more libraries would opt into [Overdrive] Advantage, this would free up some of our money to grow the collection more in areas other than multiple copies of new high demand titles whose popularity will die down a few months after purchase.”

As always, all extra monies were used for the following:

- Reducing the holds ratio.
- Repurchasing any expired content with more than 1 hold.
- Ordering copies of books that have multiple patron requests.

### **Mango Languages**

There are currently 19 GMLC libraries enrolled in the Mango Languages service. During the calendar year 2017 there were:

- Total number of sessions: 4359
- Mobile Sessions: 2657
- Average session length: 13 minutes

This represents a 20% increase in total session over 2016 and a 36% increase in mobile sessions as well. These increases follow the increases seen from 2015 to 2016 that include a 51% increase in total sessions and a remarkable 200% increase in mobile sessions from the previous year.

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

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.

More information and pricing of Mango Languages is available on the GMLC website. [www.gmlc.org](http://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 1.5 million items. The system contains 440,000 unique titles and 1.8 million items. 109,000 patrons are active in the system and the average daily circulation is 3,900 items (outgoing only).

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. Recently, a dedupe script based on biblio was added and is being tested for further enhancements. The ability to add an additional guarantor on an account will be in an upcoming version. With the GMLC Delivery Service providing a reduction in postage costs, enhancements to patron initiated holds are also in development which will allow patrons to place holds at other libraries within their home group.

The Circulation Committee chaired by Brownell Library's Alison Pierce continues to develop circulation standards for the consortium. The Cataloging Committee chaired by Dorothy Alling Library's Debbie Roderer continues to train library staff on VOKAL cataloging standards. The Training Committee chaired by Arvin A. Brown's Susan Smolinsky has worked on training opportunities. The Consortium Committee chaired by Wendy Hysko meets prior to each new Koha release to discuss new system preferences. The VOKAL Help Committee assists in answering questions and resolving problems. The committee consists of Wendy Hysko (Brownell Library), Chris Kirby (Ilsley Library), Kim Peine (Dorothy Alling Library), Richard Pritsky (Carpenter Carse Library), and Susan Smolinsky (Arvin A. Brown Library).

The VOKAL consortium is proud to be a contributing member of the Koha open source community. We have an excellent partnership with our support vendor Bywater Solutions, who has been very flexible in accommodating our unique needs that stem from our running the first statewide consortium in a rural state. It continues to be a rewarding cooperative experience to connect libraries through open source technology and to share experience and knowledge throughout Vermont and beyond in the Koha community.

## GMLC Board and Staff Contact Information

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Respectfully submitted,

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