

Green Mountain Library Consortium
Annual Report
May 2022

In the last twelve months, GMLC has been busy. We became the 501(C)(3) for Kitkeeper Group; received a \$3500 Samara Grant from the Vermont Community Foundation to add to the LGBTQ Collection on LUV; and received a \$218,000 ARPA Grant to fund several initiatives focused on upgrading the access to GMLC e-resources. Specifically, these funds will: (1) Support libraries to move from GMLC's legacy system (EZproxy) to either SIP2 or User Login Manager, with the support of new hire Andy Burkins; (2) Assist and pay for libraries to migrate to ASPEN; (3) Reduce holds that built up during the Covid years by buying more copies of heavily circulated titles. This will reduce the average 'Wait Times' back to pre-pandemic levels and provide Vermonters with their digital materials in a more reasonable and timely fashion,

As always, 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

Our statistics show that from April 30, 2021, to May 1, 2022, LUV patrons checked out 538,626 total digital items consisting of 211,333 eBooks and 324,469 audio books from our collection of 46,736 unique titles and 53,204 copies. As of May 2022, there are 23,410 Vermonters who use our digital library, an increase of nearly 1400 from the previous year.

Interestingly, these numbers reveal that our total checkouts have remained as high as last year and the percentages of eBook readers (about 40%) to audiobook listeners (about 60%) appears to be the same year after year.

Overdrive Advantage

Overdrive Advantage purchases from 6/01/2021-5/31/2022: \$157,652 was spent and 3828 items were purchased. There are 85 libraries that are now part of Advantage.

Mango Languages

There are currently 24 GMLC libraries enrolled in the Mango Languages service, with 3 new libraries added this year. From April 30, 2021, to May 1, 2022, there were:

- ☐ Total number of sessions: 3615
- ☐ Mobile Sessions: 1821 / Web Sessions: 1795
- ☐ Average session length: 13.31 minutes

This year Spanish/Latin American took over from French as the most popular language, followed closely by German, French, Russian, Italian and Mandarin Chinese.

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

GMLC- Listen UP VT spending 2021-2022

Total Budget: \$148,900.00
\$37,225.00 per quarter
Audio \$89,340.00- 60% of budget
eBooks \$59,560.00- 40% of budget

Total amount spent: \$149,008.40

Budget divided up as follows:

	60%	40%	
	AUDIO	EBOOKS	TOTAL
20% Youth- Hannah	\$17,868.00	\$11,912.00	\$29,780.00
30% Adult Fic- Lisa M.	\$26,802.00	\$17,868.00	\$44,670.00
10% Non-fic- Loona	\$8,934.00	\$5,956.00	\$14,890.00
10% Extra copies- Lisa	\$8,934.00	\$5,956.00	\$14,890.00

10% Expired Content- Susanna	\$8,934.00	\$5,956.00	\$14,890.00
20% Patron requests- Hannah	\$17,868.00	\$11,912.00	\$29,780.00
TOTAL	\$89,340.00	\$59,560.00	\$148,900.00

Expenditures: budget is fully spent (6/4/22)

Selector	AUDIO	EBOOKS	AMOUNT SPENT	BUDGET
20% Youth- Hannah	\$17,944.88	\$11,832.46	\$29,777.34	\$29,780.00
30% Adult Fic- Lisa M.	\$26,777.85	\$17,855.13	\$44,632.98	\$44,670.00
10% Non-fic- Loona	\$8,783.00	\$5,832.00	\$14,615.00	\$14,890.00
10% Extra copies- Lisa	\$8,702.55	\$5,888.20	\$14,590.75	\$14,890.00
10% Expired Content- Susanna	\$3276.57	\$11,522.22	\$14,798.79	\$14,890.00
20% Patron requests- Hannah	\$18,445.67	\$12,147.87	\$30,593.54	\$29,780.00
	\$83,930.52	\$65,077.88	\$149,008.40	\$148,900.00
			+/-	+\$108.40

Number of copies bought with regular budget

Selector	AUDIO # of titles	AUDIO # of copies	EBOOKS # of titles	EBOOKS # of copies
Youth- Hannah	321	1050	447	515
Adult Fic- Lisa M.	418	540	380	476
Non-fic- Loona	207	412	87	88
Extra copies- Lisa	66	229	77	172
Expired Content- Susanna	454	477	56	56
Patron requests- Hannah	208	743	229	302
TOTALS	1674	3451	1276	1609

ADDITIONAL MONIES

SAMARA GRANT

\$3500.00 with GMLC MATCH of \$875.00 (25%): \$4375.00

Actual money spent:

Audio: \$2628.45

eBooks: 1478.18

Total: \$4375.63

Grant acquired by Owen McDermott through Vermont Community Foundation

Titles purchased by Hannah Peacock in October, 2021 on LGBTQ+ content.

SAMARA VCF	\$ spent	# of titles	# of copies
AUDIO	\$2096.96	35	35
eBOOKS	\$1402.01	42	42
TOTALS	3498.97	77	77

SAMARA GMLC	\$ spent	# of titles	# of copies
AUDIO	\$531.49	10	10
eBOOKS	\$345.17	13	13
TOTALS	\$876.66	23	23

SUPERMARKET ROUND-UP

Money collected: \$7482.92

GMLC was included in a collection of supermarkets "round-up" fundraisers

From January - March 2021.

Supermarket Round-up, actual money spent \$7412.74

Spent in June 2021 by Hannah Peacock on items with high hold counts.

SUPERMARKET	\$ spent	# of titles	# of copies
AUDIO	\$4481.51	62	66
eBOOKS	\$2931.23	63	67
TOTALS	\$7412.74	125	133

Total Number of Copies Purchased Budget Year 2021-2022

	# OF AUDIO	# OF EBOOKS	TOTAL
REGULAR BUDGET \$148, 9000	3451	1609	5060
VT Community Foundation SAMARA GRANT \$3,500.00	35	42	77
GMLC Match to SAMARA GRANT \$875.00	10	13	23
SUPERMARKET ROUND-UP	66	67	133
GRAND TOTAL:	3562	1731	5293

REPORTS FROM SELECTORS

Lisa Milchman, Norwich Public Library

Selector for adult fiction and extra copies of popular titles

I have now officially lost track of how long I have been the GMLC Fiction Selector (and for a slightly lesser period, that of purchaser of “extra copies” for new, popular titles.) Due to this relative longevity of my position, I often feel that from year to year I write a similar annual report. My process for selection is now well-defined. I feel like I have my finger on the pulse of buying new, popular, and noteworthy titles, and to the extent that funds allow I devote the rest of my budget to seeking out diverse titles – to increase representation, and to diversify in genre and sub-genre. While buying patron requests is not part of my selector’s responsibilities per se, I have found myself looking at these requests more often as a guidance for trends in reading in the broader Vermont community and to introduce me to sub-genres with which I am less familiar – especially in the areas of science fiction/fantasy and romance.

While metered models continue to evolve (and each publisher continues to have their own brand of metered model!) these appear to have stabilized somewhat this year, allowing for a more stable purchasing outlook and experience. A welcome increase in budget from GMLC, allowed for more diversity purchasing while the extra copy budget allowed me to help ameliorate the perennial problem of high holds. However, the amount of holds and long wait times (approximately two months on average) remains a significant concern. I have no doubt that the increasing use of digital resources during the pandemic is here to stay and will require a longer-term solution.

Looking forward, I am happily anticipating the roll-out of Palace by the Department of Libraries and will look forward to seeing how this will potentially affect GMLC purchasing and both high holds and user experience.

As always, I love to hear from colleagues for your suggestions, comments, and questions. You can reach me at lisa.milchman@norwichlibrary.org

Susanna Kahn, Charlotte Public Library

Manages Expired Metered Content/High Holds

There is a large backlog of expired titles with holds as well as current titles with high holds. Funds were spent in both areas this year with more focus put on expired content. The bulk of the budget was spent on ebooks since audiobooks are generally not purchased through Metered Access, so don’t expire. Titles are automatically weeded if they meet the following criteria:

- Titles are expired under any Metered Access lending model
- Titles have no active holds
- Titles are not owned as an Advantage copy

Since patrons can continue to place holds on expired titles that remain in the collection, time has been put into weeding titles with a small number of holds or out of date holds (some titles have been expired for years). This is an ongoing and time-consuming process, as each hold needs to be deleted manually or it will remain on the patron’s account when a title is weeded.

The consortium does not have the ability to weed expired advantage copies. Please contact Overdrive directly to have it weeded. This will also help keep the whole collection up to date.

To help with holds and to free up spending on new titles, I encourage Advantage members to share popular titles through Advantage Plus. With the One Copy/One User model, you don’t have anything to

lose. Your patrons are prioritized on any Advantage titles you share. You can learn more about sharing titles through Advantage Plus here: <https://help.marketplace.overdrive.com/7028.htm>

Loona Brogan, NON-FICTION, No Report submitted

Hannah Peacock, Burnham Memorial Library,
Selector for youth content and patron requests

As always, the focus for myself and for all of the selectors is to balance buying great new content for all types of readers while maintaining sufficient quantities of older titles. Even though the budget is robust, keeping a low holds ratio on popular content seems to be a losing battle. We cannot buy all of the titles we feel are worthy, we cannot buy enough copies of old and new titles, and we simply cannot reorder many of the interesting titles that have expired.

For several years now, all of the request money has gone to adult patron requests. That money does not even touch most of the titles people ask for. I pick and choose very carefully, buying mostly adult fiction with multiple requests (usually 4+ requests).

I buy youth content out of the regular budget. Children and teens simply do not request titles the same way adults do. Additionally, juvenile books are less expensive so the allotted budget manages to cover those expenditures sufficiently.

Susanna Kahn joined us in the Fall of 2021 to help with reordering expired content and weeding. Having a dedicated person assigned to this task is absolutely necessary, as it is a time consuming and often frustrating procedure. As Susanna mentioned, patrons can place holds on titles that have no remaining copies. They can also place holds on copies that are no longer available to order. As a result, part of this job includes notifying patrons that their holds are no longer valid and/or that they need to switch holds to a new edition. We cannot switch holds from an older to a newer edition for them. If patrons enter their e-mail addresses when they place a hold, we are able to notify them. If patrons use the same ILS as the GMLC volunteer, we can try to look up their e-mail to notify them. If neither of these are true patrons will never be notified that their holds have become invalid, as we have no ability to delve any deeper into patrons' account information. It is a frustrating process for GMLC volunteers and must be even more confusing and frustrating to the end user. I am ever hopeful that people are working on a way to improve this. Automatic notifications to patrons about a "dead" hold would be such a welcome update. With the addition of Susanna, we have a really efficient team in place.

I must reiterate Lisa's comment about shared Advantage copies. I feel that many libraries do not know that such an option is available or do not fully understand how to share their collection. Sharing these copies could really help to make a dent in the hold counts.

All of the selectors are ready to start spending funds from the 22-23 budget. We also look forward to spending money from the generous VTLIB ARPA as soon as the spending rules are clarified. Please get in touch if you have any questions about our approach to choosing titles.
hpeacock@colchestervt.gov

VOKAL

The VOKAL consortium consists of 63 libraries. Memberships are considered on a case-by-case basis and may be added at the discretion of VOKAL Executive Committee, with a member library as sponsor. This year we were pleased to add Fletcher Free Library (Burlington), Lincoln Library, and Mary Blood Memorial Library (Brownsville).

Circulation for the last year (even during the pandemic!) was 1.4 million items. The system contains 353,000 distinct titles and 1.37 million items. 148,000 patrons are registered in the system and the average daily circulation is 4,600 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 many 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. The ability to add an additional guarantor on an account was a VOKAL sponsored development implemented in version 19.11. With the GMLC Delivery Service providing a reduction in postage costs, enhancements to patron-initiated holds was introduced in version 20.11. This will allow other libraries within their home group to place holds in the future.

The most recent enhancement provides the ability to set non-priority holds, so that patrons can renew items that have a hold waiting for something that can wait, such as further cataloging or bindery work and the ability to group item types in circulation rules.

2022 also brings the enhancement of Aspen Discovery which will provide comprehensive access to catalog items, e-content, and web resources, providing a much-improved patron experience. Currently 39 libraries have set up their Aspen enhancements and we have offered it as an option to other VOKAL libraries in the future.

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 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), and Richard Pritsky (Carpenter Carse 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.

Respectfully submitted,
GMLC Board and Staff

The GMLC Board
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Owen McDermott, Secretary
Kim Peine, Treasurer
Chris Kirby,
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Photo below is of Kim, Wendy and Richard receiving the Green Mountain Award at this year's VLA Conference.

