



Electronic Resources Committee Regular Meeting

SAN JOAQUIN VALLEY
LIBRARY SYSTEM
2420 Mariposa Street
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October 17, 2024

10:00 a.m.

Teleconference

DRAFT MINUTES

A. CALL TO ORDER

The meeting was called to order at 10:46 am.

B. ROLL CALL AND INTRODUCTIONS

Members Present: Mike Drake (Fresno), Alma Madrigal-Ward (Madera), Matt Johnson (Mariposa), Smruti Deshpande (Merced), Faythe Arredondo [proxy for Yer Vang] (Tulare County), Heidi Clark (Tulare Public)

Members Absent: Nathan Vosburg (Coalinga-Huron), Fahra Daredia (Kern), Ashley Nuhfer (Kings)

C. ADOPTION OF AGENDA

The agenda was adopted as written.

D. PUBLIC COMMENT

None

E. APPROVAL OF MINUTES OF AUGUST 15, 2024

Motion: Deshpande

Second: Madrigal-Ward

The minutes were approved.

F. ITEMS FOR DISCUSSION AND ACTION

1. DISCUSSION: Udemy and Gale subscription resources

Committee members recent trial access to Udemy and a presentation by Gale's Diana Doetzel. Members asked if any SJVLS library has previously offered Udemy. Boyer is not aware of any previous offerings. ERC considered Udemy when the system switched to Gale resources. Committee members at the time liked the resource, but it was too expensive for our budget.

Current members remarked that Udemy would be a good replacement for LinkedIn Learning that our libraries when the State Library's CAreer Pathways program ended. User reviews of Udemy courses were identified as a helpful feature that are not included in similar resources. Availability of courses in languages other than English and the ability to filter courses by language were noted as advantages for patrons.

Members also examined EBSCO's recent proposed resources to streamline our existing sources and address newer priorities. Member libraries have had good experience with

EBSCO resources. The proposed package doesn't seem as impressive as what Gale has offered, particularly in online learning and career development. Gale can provide two products (Peterson's and Udemy) to replace comparable former State Library resources (Learning Express Library and LinkedIn Learning). EBSCO's proposal only provides one resource: Learning Express Library.

Clark and Johnson noted the advantages of offering consistent resource packages and interfaces throughout the system. Adding Udemy to our existing Gale package would make our systemwide resource package more robust and would benefit patrons. Arredondo commented that adding Udemy on a year-to-year basis would fill an immediate need left by the end of the CArea Pathways program and would allow time to evaluate other comparable products.

Due to committee members favorable impressions of Udemy, Boyer will contact Doetzel to confirm that the provided quotes will still be honored at the beginning of FY 25-26. If the prices are extended, ERC will have a special meeting in November to vote on formally recommending to Admin Council the addition of Udemy to our Gale package.

2. DISCUSSION: Systemwide ebook and eaudio collections

Boyer provided cloudLibrary usage totals by audience, category, and format that correspond to our budget and purchasing breakdowns. Differences between spending and usage in the adult fiction and children's categories are notable. We currently spend 35% of our budget on adult fiction, which constitutes 54% of our total usage. Children's materials represent only 19% of our total usage, but 30% of our budget. Boyer proposed reducing the amount spent on children's materials to 20%. The remainder could be reallocated to adult fiction or used to fund the development of a world languages collection or any combination of the two.

Amber Laude, our cloudLibrary account executive, suggested a world language pay per use collection. We could limit access to only \$1/use titles. That would include more than 130,000 foreign language titles, including 11,000 in Spanish. Currently, however, it's not a dedicated foreign language collection and would also include English titles. Laude will investigate whether we can limit access by language.

Boyer discussed the pay per use option with Chris Wymer (SJVLS). We like the possibility of using the pay per use collection as a trial to measure patron interest and engagement. Depending on usage, we could either continue with pay per use or work on more targeted collections of owned materials in the most utilized languages. This option is dependent on cloudLibrary being able to limit access by language.

Committee members supported the idea of reducing purchases on children's cloudLibrary materials. Johnson said that Mariposa does not see a lot of children's ebook usage in their collections. Arredondo shared that Tulare County is connected to Visalia Unified School District and still don't see high usage of children's ebook and eaudio materials.

Clark expressed support for building a Spanish language collection in cloudLibrary but noted that promotion and marketing of the collection are essential to making it worthwhile. Boyer will talk with individual committee members and member library staff about how to successfully build and promote a Spanish language ebook and eaudio collection.

Until there is better understanding of how to develop a Spanish collection and/or progress is made on the cloudLibrary pay per use Spanish collection, the current budget for children's materials in cloudLibrary will be reduced to 20% and the surplus will be reallocated to adult fiction materials.

Drake previously noted that this year's State Library report asks for separate ebook and audiobook circulation. We have not been able to provide that level of detail. Boyer discussed the needed stats with Laude. She is working on a report to provide those numbers and will send the results when available. Boyer will share it with the committee.

Boyer updated the committee on a previously discussed possible transition from cloudLibrary to hoopla. Boyer shared our cloudLibrary title list with Amanda Ulrich from hoopla to see what would transfer if we were to move our shared ebook and eaudio collection to hoopla. Of 11,878 total titles tested, hoopla could transfer 9,953 (83.8%). Final numbers will vary. Ulrich indicated that hoopla could likely offer a content credit to offset the loss of 16% of the collection. The exact amount of credit would be determined at time of transfer.

Boyer asked Ulrich about questions our libraries had raised regarding a systemwide hoopla collection. Some answers will depend on hoopla's final consortium product, but in general:

- Libraries will be able to restrict access to their individual collections to their own patrons; there will be support for limiting access to a library's own collection
- Libraries that only offer instant access titles should be able to include system-owned titles only when those titles are available (lucky day collection). Currently, those would only display in hoopla app. Enterprise doesn't have the ability to display those access conditions set by hoopla.
- The system can offer one copy/one use titles and instant access titles simultaneously. How those appear alongside other titles/collections will depend on the final consortium product. Ulrich said it will be a seamless user experience.
- SJVLS already has authentication setup for existing hoopla libraries. We expect we could use that for a system collection. Once authenticated to a member library, hoopla will connect user accounts with the collections they are permitted to access. (System only, Porterville and system, etc.)

3. DISCUSSION: RFQ for Tutoring Services

At the August 20, 2024, meeting, the SJVLS Administrative Council approved a one-year subscription to Brainfuse HelpNow and VetNow. The subscription allows member libraries to continue offering tutoring services for students and resources and support for military veterans. Both resources were provided by the California State Library until they were discontinued in August and September 2024.

Access to online tutoring services is also required by legislation related to the Local Public Library Partnership Program, a statewide program that begins on January 1, 2026.

In approving the subscription to Brainfuse products, some Council members expressed concern over the high subscription cost. The System Office proposed an RFP/RFQ for tutoring services, to be issued in late October or early November. Admin Council approved the RFP/RFQ during the October meeting.

Wymer has requested that ERC members review the preliminary questions and provide additional feedback regarding evaluation criteria, possible questions for vendors, and potential review of tutoring products.

Committee members did not have additional questions or considerations to share during the meeting. Boyer will send a reminder to the committee by October 25, 2024, to ask for additional feedback.

Boyer asked if member libraries had teen advisory groups that might be interested in helping with evaluating tutoring resources. Drake thought there might be advisory groups at Fresno branches. Tulare Public does not have a teen group, but Clark suggested utilizing student volunteers and staff with school age children.

G. STATUS UPDATE ON SYSTEM RESOURCES

Boyer recently received credentials to access HelpNow and VetNow usage statistics. Monthly reports will eventually be available on OneDrive along with other resource usage statistics.

Boyer is still compiling all Palace Project usage stats from when the resource became available.

The system office will be migrating the Horizon server on October 22. Authentication services will be down from roughly 6:00 am to 7:30am.

Boyer has been contacted by the sales rep from ABCmouse asking for contact information for any interested member libraries. No members expressed interest at this time.

H. CALENDAR ITEMS

The next meeting will tentatively be held on December 19, 2024, on Microsoft Teams.

I. ANNOUNCEMENTS

None

J. ADJOURNMENT

There being no further business, the meeting was adjourned at 12:07 pm.