

# Minutes MontanaLibrary2Go Executive Committee Meeting

November 20, 2018 – 10:00 am

Online via GoToMeeting

## **Attendees:**

Stef Johnson  
Rachel Rawn  
Kit Stephenson  
Jonna Underwood  
Gavin Woltjer  
Cara Orban (ex officio)

## **FY2019 budget update:**

- Starting balance: \$250,499.81
- YTD expenditures: \$76,357.91 (~\$19,000/month)
- Current available credit: \$174,141.90 (~\$21,000/month)

## **Committee updates: Baker & Taylor committee**

Nothing to report from B&T committee at this time.

**Cost Formula Task Force update:**

Cost Formula Task Force

- [September: Task Force expressed budget concerns regarding collaborative projects and then identified desired outcomes for addressing those concerns. The group also defined criteria for evaluating existing cost formulas and independently scored three formulas \(MSC, OCLC, MontanaLibrary2Go\) using that criteria.](#)
- [October: Cara Orban compiled the group’s feedback on the existing formulas and shared this with the group at their October meeting for the purpose of honing in on what is successful in existing models and what needs to be improved. The group agreed upon a wish list of five deliverables to be included in a demo cost formula or set of formulas that Orban would create and share with the group for their subsequent review. This list includes: a. annotated budget documentation b. a goal-oriented formula c. growth benchmarks for a five-year period d. a mix of predictable metrics, such as population/students/FTE served and use-based metrics such as circulation or usage e. a shared baseline cost or flat fee](#)
- [November: Orban shared the demo cost formula models with the Task Force and asked for their feedback by December 3.](#)

Inputs	Outputs	Outcomes	Impacts
Time of Cara Orban and 14 Task Force members	<ol style="list-style-type: none"> <li>1. Defined criteria for evaluating whether cost formulas and membership models meet collaborative goals (completed)</li> <li>2. Any of all of the following: a formula, policy, or model that can be applied to all collaborative pay-in projects which help achieve the stated outcomes</li> </ol>	<ol style="list-style-type: none"> <li>1. Annual project costs are predictable, justifiable, and fair, so that library directors can effectively plan for and justify their annual budgets.</li> <li>2. Cost formula(s) is/are standardized, comprehensible, adaptable, and easy to explain, so that MSL staff can easily and efficiently prepare and update formula(s) as necessary.</li> <li>3. Consortia can weather difficult financial periods and grow sustainably because they have adaptable cost formulas and policies.</li> </ol>	<p>Libraries’ annual costs are predictable, justifiable, and fair.</p> <p>MSL project management staff benefit because cost formulas are standardized, comprehensible, adaptable, and easy to explain.</p> <p>Cost formulas and policies that are sustainable and flexible enough to encourage future growth while also weathering difficult financial periods.</p>

**Community assessment on e-content services:**

NAC members requested that Cook work with the Montana Library 2 Go Executive Committee to form a proposal that:

- would give members information about balancing print and digital costs;
- would give us data about user expectations;
- would reach out to non-users as well as dissatisfied users;
- and would include a market analysis of digital collections.

Orban asked the Executive Committee to review the community analysis proposal (see below) and provide input on what else they would like to know about the broader e-content landscape in Montana. Rawn added that we would like to verify how much of a concern wait time is for existing patrons.

**Elect new Executive Committee chair (action)**

Jonna Underwood was elected to serve as chair with support from the other committee members.

Meeting was adjourned.

## FUNDING FOR E-CONTENT COMMUNITY ANALYSIS

### Problem statement:

MontanaLibrary2Go membership has struggled with meeting demand and finding a sustainable budget solution. Circulation has increased by over 600% since 2011. In 2020 MontanaLibrary2Go is required to go through the Request for Proposal process to choose a vendor for the ongoing contract. The MontanaLibrary2Go Executive Committee would like to learn more about patrons' perceptions of the service to make the wisest decisions when allocating limited resources and making vendor choices. The committee believes that a community analysis study will help them this data need.

Additionally, other e-content groups and individual library subscriptions exist in Montana, but little data is collected or shared at the state level to help us holistically understand the e-content environment, including how and where user needs are fulfilled and how these services intersect with or complement each other. There may be opportunities for collaboration that would increase overall access to citizens, reduce costs to libraries, and increase citizens' awareness of these services. If this study could help us better understand the state of e-content services in Montana, then we could set intelligent goals for fostering interlibrary collaboration and creating equitable access to e-content throughout the state.

### Solution:

Form a proposal that addresses the following data needs.

### E-content landscape and attitudes of citizens/service users/non-users:

- Prepare an inventory of existing e-content collaborative and standalone services provided by Montana libraries
- Outline average costs to libraries participating in these different services
- Gather information from current users of these different collections (public, special libraries, K-12 schools, higher education) about their expectations for e-content services
- Reach out to non-users as well as dissatisfied users to discover their level of awareness and why they do not use these library services
- Gather information about Montana citizens and their overall digital content habits, detailing formats (which may include ebooks and audio, digital magazines, and streaming video), content sources, and consumer costs where applicable

### Functionality:

- Gather data on user preferences regarding interfaces and formats (both library and consumer options)

Collection development:

- Advise on how libraries and consortia should balance print and digital costs, based on library e-content usage trends as well as citizen feedback regarding consumer options. In other words, which library e-content services can offer the greatest impact, and where is it not feasible to replicate consumer options?
- Survey current users on e-content collection priorities (For example, do they want a larger and more varied collection, or shorter wait times for in-demand popular items? How long are they willing to wait for items?)

Opportunities for collaboration:

Use findings to identify opportunities and strategies for collaboration for the benefit of both citizens (for increased access and continuity through different life stages, from K-12 and/or higher education to public and/or special) and libraries (for cost savings, greater bargaining power, more robust contract opportunities, and opportunities to strategically collaborate with other libraries).