

## Montana Library Network

### Core Services Holistic Framework: E-Resources

#### SERVICE OVERVIEW

##### **Description of services:**

Downloadable and streaming e-content:

- MontanaLibrary2Go
- Digital Public Library of America (DPLA) SimplyE pilot
- Montana Schools Shared OverDrive Collection
- Streaming video

Research or general interest databases:

Are other public libraries subscribed to individual databases? Great Falls Public Library has reduced its databases down to the Chilton Auto Repair database due to cost and use. What other databases see enough use for a public library to subscribe?

- Auto repair
- Consumer health
- Financial literacy
- Health care student resources
- Social services resources such as reading, cooking, cleaning, financial literacy, auto repair/fix its and any other type of informative resources to assist those in increasing literacy and thriving within life (next steps up over meeting simple basic needs.)

Academic research databases:

- TRAILS resources really vary in terms of the type of resource offered, the participation level of the member institutions and even the model for how libraries can participate. Information about TRAILS shared content is available here: <https://trailsmt.org/trails-electronic-resources/>

· Public domain (MT history) platform/s · TRAILS e-resources collections

Others?

Potential Eresources:

Resource Provider Type Notes

ASTM Compass ASTM Database of engineering publications

ASTM Compass is one I would like to discuss – It is currently internal but we would like to share with other agencies purchasing partial access across the state. Costs discussed below.

LibGuides by Springshare – These tend to be used as Ready Reference for public consumption. The platform works for all libraries but could be especially beneficial to academics, schools, government/specials. Examples available upon request.

Ancestry Library Edition ProQuest/Ancestry Genealogy database Ancestry.com - Ancestry Library Edition

US newspapers database

Genealogy

Encyclopaedia Britannica Reference database

MainFile EBSCO General interest database

["E-Resources": what do you think should be in scope for this term? What is out of scope?]

Do you think digitization projects are out of scope? There is a cost associated with them but usually that covers the cost of where materials are stored once the digitization is complete.

In scope: ebooks, ejournals,

Out of scope: equipment/platforms accessing e-resources.

I do think digitization projects are out of scope. While I think the resulting product of a digitization project is an e-resource, the procedures and skills associated with traditional e-resource management and digitization are different. I think of digitization as more of an archival project than a traditional library service. There is a lot of overlap to be sure -- and I could see an argument for tasking the e-resource committee with digitization projects, but if we are currently in the process of identifying the scope of core committees, I'd be an advocate of creating a separate archiving/digitization committee to address those needs specifically.

I agree; this would be more archival whereas we're focused on accessibility.

**Current platform(s) and/or service deliveries:**

OverDrive

DPLA/LYRASIS

Individual subscriptions to Hoopla, Kanopy, Axis360, others?

Current platform(s) and/or service deliveries: Cost of streaming services vs potential use? Is there a way to estimate patron usage of a service before purchasing a subscription? Amount and variety of content vs cost is another element to consider.

OverDrive for agencies: It would be interesting to discuss a *business resources only* Overdrive subscription for those of us who cannot offer fiction. We are currently funding our own and it is one of the most well used resources in the library.

Would love to have the conversation regarding partial subscriptions (business only, health only, social services only, and any other subset subscriptions) which would market a greater audience for those

libraries who aren't able to have the entire subscription, or participate with those vendors who do not allow all library types to subscribe to a collection.

ASTM Compass

BrowZine by Third Iron

ProQuest, EbscoHost, JSTOR, Gale, are all big eresource vendors and platforms in the academic world. These all offer a variety of content ranging from individually purchased titles to large collections of subscribed material. There are smaller platforms as well.

WoltersKluwer too, (OVID). What about including any type of full text finder or serials solution products for handling the various e-journal subscriptions. I have found it to be onerous to include all our ejournals in Workflows, choosing instead to use an add-on discovery product. Would other libraries be interested in a platform to handle their online journals in lieu of entering manually in Workflows?

**Related core services:**

ILS

Collaborative collection development

Hot spots, broadband

**Current cost:**

MontanaLibrary2Go: ~\$300K annually for 93 libraries and approximately 1M checkouts

DPLA: \$8K for hosting, not including content

Others?

ASTM Compass is around \$35,000 for the entire package (the company has a formula that varies based on tiers so this is an estimate). The MDT is currently paying \$20,000.00 for the abbreviated package and sometimes comes up short for the things we need. In discussions with the vendor it sounds like we would need appx \$15,000 more for the full product which would provide the American Water Works standards and the American Welding Society, with cooperative partnership we would want to make it available across agencies. We have a set budget line item to cover the \$20,000.00 and would continue to fund the lion's share of this resource if we can get help making it available statewide.

LibGuides – Consortia details and link to req pricing <https://www.springshare.com/consortia/> (We do not pay for this service ourselves-the US DOT makes it available to us so I am not sure on costs)

ACHIEVING SUFFICIENT LIBRARY SERVICES

Outcomes: what do Montanans need, or what are the problems that they are trying to solve? How do we know? How can e-resources create changes that yield these outcomes?

**Intended short term (in the next year) outcomes and impacts:**

What are all the resources available for Veterans that are relevant but do not currently have available for the general public? Is there a way to survey non-library users to find out what they want?

Survey MT public, tribal, government, academic, private libraries to assess needs

**Intended long term outcomes and impacts:**

**Barriers to implementation:**

Cost

In addition to initial costs, annual increases in prices could be a long term barrier.

Long term cost and feasibility of solutions including the lending of wifi hotspots to allow a larger patron base to access electronic resources.

Licensing and copyright restrictions

Contractual restrictions/length

- Some libraries may have difficulty committing to multi-year agreements.

Inequitable connectivity

Accessibility and ease of use

Variety of patron skill levels in using technology, as well as having access to devices to access the services.

· Authentication (on and off premises)

- Depending on the resource, the authentication process can be very confusing / burdensome for patrons. I think a combination of IP authentication and CPID would be ideal for most situations and libraries.

· Discoverability / ILS Integration

- Again this depends on the resource, and may be a non issue for libraries that don't want to provide e-resource catalog entries or offer a discovery layer

Remote Access

- Some resources do not allow for remote patron access.

**Measures of success:**

Percentage of participating libraries

- Diversity of participating libraries
- Feedback from participating libraries
- Evaluation of usage/system data

#### Data

- Eresources should be regularly evaluated using available data. As much as possible usage statistics should comply with the current release of project counter. Currently R5. Depending on the resource, this is not always possible - but data should be made available for eresources and the specifics of the metrics should be understandable. Ideally data can be collected by individual institutions and the larger group as well. The current counter release does not specify a report for groups and as a consequence vendors are not supplying one. Several consortia are currently working on a project as a solution for this problem though.

#### Survey

- Feedback should be captured from participating libraries relating to perceived impact of resources, satisfaction with specific resources, areas for future growth etc... The perceived importance of a resource does not always correlate with the results of a data analysis of the resource. I think this is especially helpful where metrics are not standardized or not available. This should not substitute for data collection but is still helpful.

### FUTURE FOCUS

#### **On the horizon:**

#### **Opportunities for minor improvements:**

#### **Opportunities for major improvements:**

**Questions about this section? What more do we need to know in order to answer these questions?**

## OUTREACH AND COMMUNICATION

### **Target audiences:**

Current library users, potential new library users, library directors, school teachers (to embed the use of libraries of all types, not just school libraries, within their curriculums), news & media outlet employees who aren't currently using libraries

- Library directors of MT public, tribal, private, government, academic libraries
- o Directors will communicate with staff and library boards (if applicable)

### **Key messages:**

Available resources, available and customized information services, support for achieving business or professional credentialing

### **Questions about this section? What more do we need to know in order to answer these questions?**

What are the gaps between registered voters and registered library card holders?

For those 18 and over, are there more registered voters over registered library card holders, or vice versa? if so, how can we merge the two to being closer in numbers?

Would we be able to recognize milestone birthdays or events with personalized public library marketing?

## EXTERNAL PARTNERS

### **Current partners:**

Library Commission  
Montana Legislators

I would like to learn more of why some of our legislators do not use library service or resources. Is it an unawareness or some other reason altogether?

### **Future partners:**

DOT for specs/standards ASTM Compass.

DOT for business resource only Overdrive.

Health & Human Services

various professional licensing divisions (Montana Nurses Association, Business licensing, etc.)

**Questions about this section? What more do we need to know in order to answer these questions?**