



Electronic Resources Committee Agenda Packet

SAN JOAQUIN VALLEY
LIBRARY SYSTEM
2420 Mariposa Street
Fresno, CA 93721
559-600-6282

October 17, 2024

10:45 a.m.

Teleconference

Enclosed are the agenda and prepared attachments for this meeting.

Copies of these materials may be made at the public's expense.

The public may participate by using the following URL:

<https://go.sjvls.org/erc241017>

To participate in the meeting by telephone, call:

1-559-785-0133

Enter Phone Conference ID: 499 333 530#

The public may also participate at any of these teleconference locations:

- **Fresno County Public Library**
Central Branch Library: 2420 MARIPOSA STREET, FRESNO, CA 93721
- **Madera County Library**
Madera Branch Library: 121 N G STREET, MADERA, CA 93637
- **Mariposa County Library**
Mariposa Branch Library: 4978 10th STREET, MARIPOSA, CA 95338
- **Merced County Library**
Merced Branch Library: 2100 O STREET, MERCED, CA 95340
- **Tulare County Library**
Visalia Branch Library: 200 W OAK AVENUE, VISALIA, CA 93291
- **Tulare Public Library**: 475 N M STREET, TULARE, CA 93274

Accessibility and Accommodations: In accordance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the San Joaquin Valley Library System at (559) 600-6282 no later than 10:00 a.m. on Wednesday, October 16, 2024.

Public records: Disclosable public records related to this agenda are available for public review at the Fresno County Public Library, Business Office, located at 2420 Mariposa Street, Fresno, CA 93721, during regular business hours, 8:00 a.m. – 5:00 p.m., Monday through Friday.

AGENDA

A. CALL TO ORDER

B. ROLL CALL AND INTRODUCTIONS

C. ADOPTION OF AGENDA

D. PUBLIC COMMENT

1. The public may comment on any action items on the agenda.

E. APPROVAL OF MINUTES OF AUGUST 15, 2024 (Attachment 1)

F. ITEMS FOR DISCUSSION AND ACTION

1. DISCUSSION: Udemy and Gale subscription resources
2. DISCUSSION: Systemwide ebook and eaudio collections (Attachment 2)
3. DISCUSSION: RFQ Tutoring Services (Attachment 3)

G. STATUS UPDATE ON SYSTEM RESOURCES

H. CALENDAR ITEMS

1. Set date and agenda for next meeting, tentatively December 19, 2024, on Microsoft Teams

I. ANNOUNCEMENTS

1. Committee members are invited to share items relating to collaboration, innovation, and professional development of interest to the Committee.

J. ADJOURNMENT



Electronic Resources Committee Minutes

SAN JOAQUIN VALLEY
LIBRARY SYSTEM
2420 Mariposa Street
Fresno, CA 93721
559-600-6282

August 15, 2024

10:00 a.m.

Visalia Branch Library

DRAFT MINUTES

A. CALL TO ORDER

The meeting was called to order at 10:18 a.m.

B. ROLL CALL AND INTRODUCTIONS

Members Present: Nathan Vosburg (Coalinga-Huron), Ashley Nuhfer (Kings), Alma Madrigal-Ward (Madera), Smruti Deshpande (Merced), Yer Vang (Tulare County)

Members Absent: Mike Drake (Fresno), Fahra Daredia (Kern), Matt Johnson (Mariposa), Heidi Clark (Tulare Public)

C. ADOPTION OF AGENDA

The agenda was adopted as written.

D. PUBLIC COMMENT

None

E. APPROVAL OF MINUTES OF JUNE 20, 2024

Motion: Nuhfer (Kings)

Second: Deshpande (Merced)

Yes: Nuhfer (Kings) Madrigal-Ward (Madera), Deshpande (Merced), Vang (Tulare County)

No: None

Abstain: Vosburg (Coalinga-Huron)

The minutes were approved.

F. ITEMS FOR DISCUSSION AND ACTION

1. DISCUSSION: Continuing Career Pathways Resources

At their meeting on August 9, SJVLS Admin Council approved a systemwide subscription to HelpNow and VetNow to continue offering those resources once the State Library subscriptions end in August and September, respectively.

In June ERC recommended that Admin Council consider continuing the resources offered by Brainfuse (HelpNow and VetNow), LinkedIn Learning, and/or EBSCO (Learning Express). The recommendation was made without full quotes from each of the vendors. Quotes were collected before the Admin Council meeting on August 9 so the directors could decide which resources to offer.

Boyer shared the initial quotes provided to Admin Council. [Quotes for HelpNow and VetNow as shared at the meeting were inaccurate. The correct quotes are below.]

HelpNow and VetNow: \$153,700/year
LinkedIn Learning: \$145,110/year
Learning Express: \$97,915/year

Admin Council approved systemwide subscriptions to HelpNow and VetNow. Some directors felt that quotes for individual libraries were discounted better than what was extended to the System. Boyer, Chris Wymer (SJVLS), Darla Wegener (Tulare County), and Vicki Cervantes (Kings) met with Jack Rothstein of Brainfuse on August 12 to discuss pricing. During the conversation, it became apparent that the quotes provided to Admin Council were inaccurate and too low. Rothstein provided updated quotes:

HelpNow and VetNow: \$231,700
HelpNow, VetNow, and CollegeNow: \$245,000

Fresno, Porterville, and Tulare County have previously agreed to separate, individual subscriptions if a system subscription is not secured. Admin Council will meet again on August 20 to vote on whether to move forward with a systemwide subscription at the new costs.

Committee members expressed concern over the higher costs. While most members agreed that patron usage of Brainfuse projects has been high, some wondered if usage was high enough to justify the cost. Madrigal-Ward noted that Brainfuse products can provide a great benefit to patrons, but the resources need to be promoted effectively, as some patrons have been unaware that VetNow and other resources are available.

Boyer reminded members that, regardless of cost, the committee already recommended looking at Brainfuse as a system subscription. Admin Council will consider whether the cost is acceptable. Admin Council will look at several different options for Brainfuse, one of which is deciding not to pursue a subscription at the new, higher cost.

If Admin Council approves the subscription, Boyer will work with Brainfuse on member access and authentication.

2. DISCUSSION: Update on General Resources – Gale

Boyer talked to our Gale rep, Kathy Husser, about changes in patron interests and needs and how that impacts the resources and databases our libraries will provide. To help address patron interest in lifelong learning and online courses, Kathy presented Udemy as a potential resource. With more than 20,000 courses and about 8,000 in other languages, Udemy provides similar content to some of the CAREer Pathways resources that won't be available after September. Kathy has provided SJVLS libraries with trial access to Udemy through September 2.

Gale offered Udemy to SJVLS as a systemwide resource at a cost of \$75,000. If we add Udemy and keep Peterson's, we could keep our current package at \$33,000. Adding Udemy would increase subscription costs by about 45% and would provide a new resource to address patron demand for training and lifelong learning.

Committee members will review the trial access to Udemy and provide recommendations during the October meeting.

Current Subscription Costs

Gale Package: \$63,389

Peterson's: \$35,035

Total Cost: \$98,424**Proposed Subscription Costs**

Gale Package: \$33,000

Peterson's: \$35,035

Udemy: \$75,000

Total Cost: \$143,035

3. DISCUSSION: Update on Digital Magazines – OverDrive

Boyer recently spoke with Kevin Coon about offering OverDrive magazines to all members. The most cost-effective method would be to create a new account for SJVLS and give all libraries access. Patrons would have to manually add that new collection into their Libby app.

Another option would be to keep magazines as individual collections but invoice SJVLS for subscriptions. This would allow magazines to automatically appear in Libby and would not require any patron action. Libraries participating in another consortium (Coalinga, Mariposa, Porterville, and Tulare Public) might still need patrons to add the magazines collections in Libby. This method requires a little more work from Overdrive and would be slightly more expensive.

Libraries currently offering magazines through OverDrive have different renewal dates. That will need to be addressed if we move to a systemwide subscription, so that all renewals happen on the same date.

Boyer provided Kevin with systemwide circulation totals. Kevin will look at pricing for the different methods of providing access.

Committee members requested a comparison of pricing and available titles in cloudLibrary's magazines product and in OverDrive magazines.

4. DISCUSSION: hoopla

Boyer recently met with Amanda Ulrich from hoopla to discuss possibly moving ebooks and audiobooks from cloudLibrary to hoopla. Amanda said that they are still working on their consortia platform. It will probably be ready by FY25-26.

Boyer asked for concerns or thoughts from member libraries currently offering content through hoopla. Member libraries are generally in favor of systemwide hoopla content. Some content questions to consider and discuss with Amanda:

- Can we ensure that titles/copies purchased by individual member libraries are only available to patrons of those libraries?
- For libraries that currently only offer instant titles, is it possible to have system titles (one copy/one user) only appear when they are available ("lucky day" titles)?

- Can we also offer instant, pay-per-use titles available in the system collection? How would those appear with other content (library-owned and system one copy-one user)?

There are additional technical questions that would need to be resolved regarding user authentication, how titles would display in Enterprise, and how usage would be tracked for statistical purposes. Answers to these questions might become clearer when the final consortium product is available or by working with Wymer on Enterprise integration.

Committee members reported continued patron interest and requests for hoopla, especially from patrons who move between SJVLS member libraries or those who move into the SJVLS area from other areas with larger libraries. Streaming audio and video are often requested, but patrons are interested in all content formats. Members believe systemwide ebook and eaudiobook content in hoopla would benefit patrons.

Boyer will provide Amanda with a list of currently available titles in cloudLibrary to see what will transfer to hoopla.

Committee members also discussed ebook and eaudio content in the Palace Project. Some members shared concerns that hoopla content cannot be displayed in Palace. Members feel that the Palace interface is inconsistent and at present is not a good alternative to Libby, cloudLibrary, or hoopla. Boyer will provide members with usage stats on Palace Project content.

G. STATUS UPDATE ON SYSTEM RESOURCES

Usage stats are on OneDrive by vendor and fiscal year. Each spreadsheet will have a sheet for each library and one for comprehensive system-wide totals.

The State Report will no longer collect usage information for resources. The new report will collect the number of resources available and their funding sources instead. For FY23-24, the System provided 33 resources for members. Boyer will send a summary of the System-related information that is needed for the State Report.

Members are encouraged to redirect potential vendors to the System if the vendors are wanting to offer a product systemwide, or if a member thinks a product might be considered as a system offering. Boyer will talk to representatives from ReciteMe and Weiss Financial Ratings to determine if a meeting with or presentation to ERC is appropriate.

Committee had previously discussed the value of citizenship resources from Pronunciator. Boyer noted that usage, including ProCitizen quizzes, is down. Vosburg stated the ProCitizen works better in conjunction with a dedicated citizenship class or program than as a product patrons need to find and use on their own. Boyer wants to schedule a presentation from Pronunciator to discuss marketing, promotion, and new features.

H. CALENDAR ITEMS

The next meeting will tentatively be held on October 17, 2024 on Microsoft Teams.

I. ANNOUNCEMENTS

Tulare County has recently filled librarian positions and is recruiting for library assistants. The Dinuba Branch Library has reopened after remodeling.

Madera County is closing the main library early due to air conditioning issues. Madrigal-Ward and County Librarian Krista Riggs are working on Career Online High School to reach Madera County's Spanish-speaking population who have not completed high school.

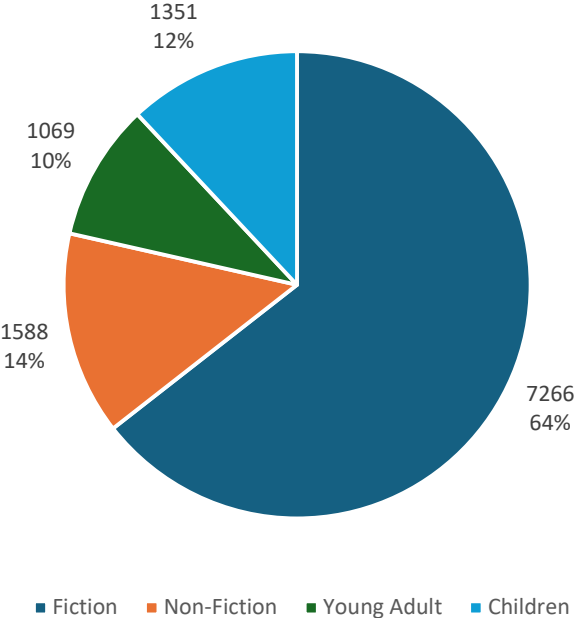
Merced County's new Dos Palos library is opening in October.

Kings County will close the Hanford and Lemoore branches for remodeling. The library is looking for temporary satellite locations in both communities. The Mobile Library will also be more active in those communities during the closure.

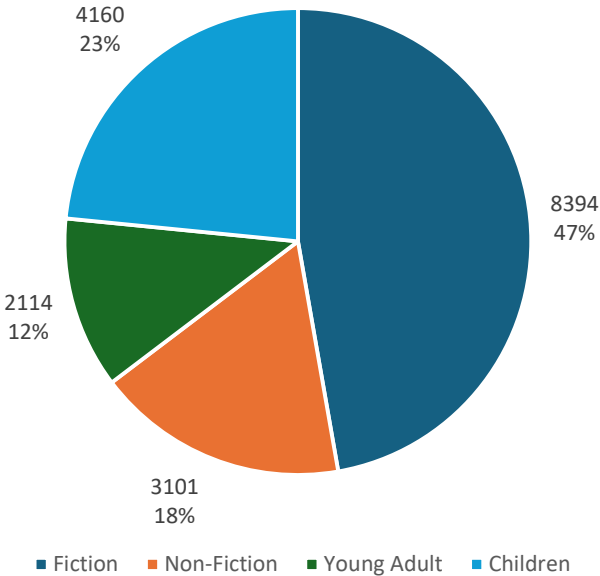
J. ADJOURNMENT

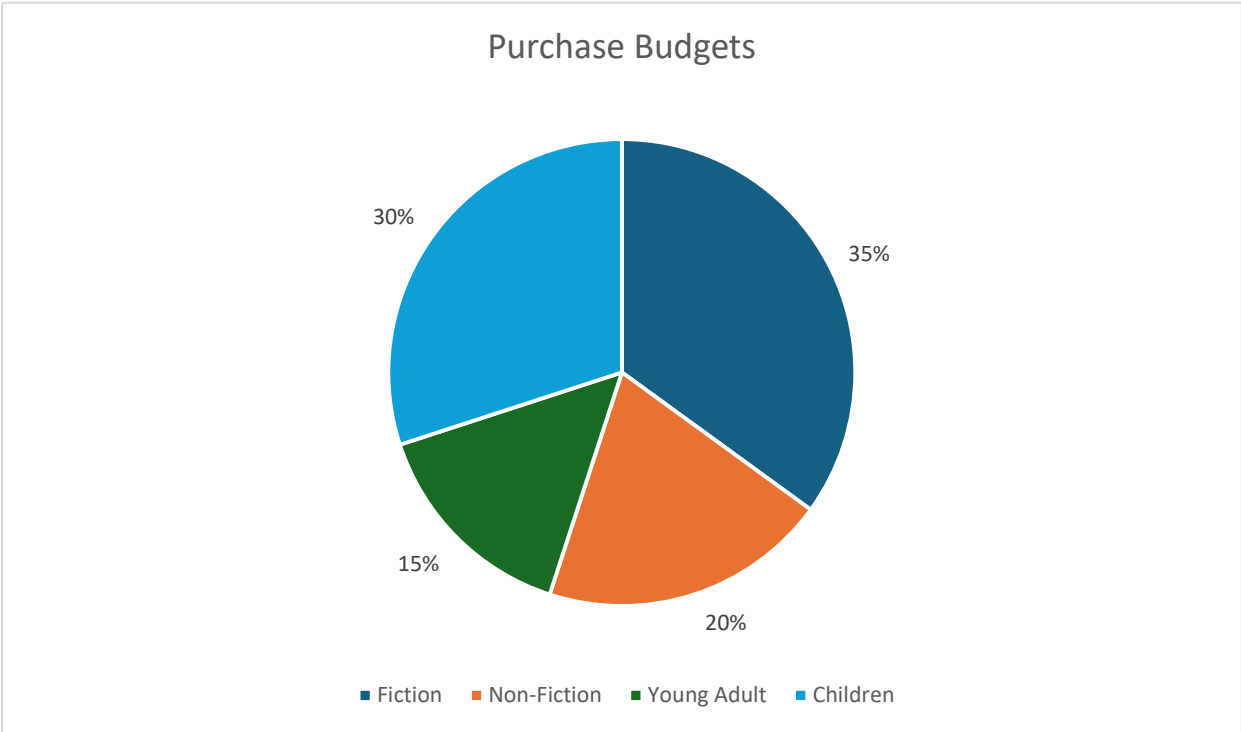
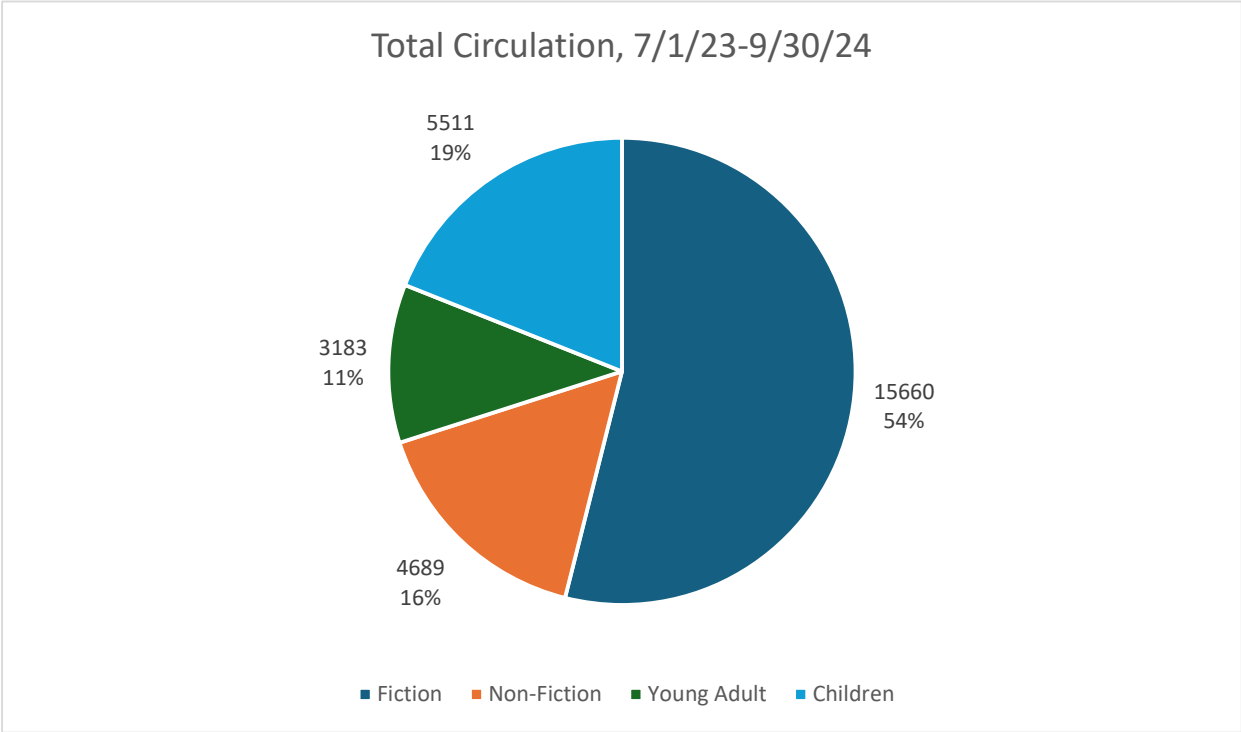
There being no further business, the meeting was adjourned at 12:20 p.m.

Audiobooks Circulation, 7/1/23-9/30/24



Ebooks Circulation, 7/1/23-9/30/24





SJVLS RFQ for Systemwide Tutoring Services

Background

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 RFQ for tutoring services, to be issued in late October or early November.

During the October 4 meeting, Admin Council approved a motion to issue an RFQ for Tutoring Services. Council members discussed scope of work requirements and questions to consider in evaluating vendor submissions for the RFQ.

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

Tentative Timeline

Late October or early November 2024: Issue the RFQ

Mid-November: Vendor teleconference & Requests for Interpretation

Mid-December: Responses due

January 2025: ERC reviews responses, schedules vendor presentations, and evaluates proposed products and services

February: ERC recommends a vendor or service provider to Admin Council

August: New subscription begins

Potential Questions for Vendors

- Information about access to tutors
 - When are they available?
 - How long does it take to go from requesting a session with a tutor to sitting down with them?
 - Possibly – how many tutors are generally available?
 - What types of credentials/background do the tutors have in the topics they tutor?
- How well does the vendor's tutoring resources align with California's curriculum/standards?

- What support does the vendor offer for tutoring in languages other than English? What support do they offer for ESL students?
- What features are available during tutoring sessions? Are there features like whiteboard sessions or something similar?
- Does the vendor offer other skill building resources beyond tutoring?
- Does the vendor offer tutoring or skill building for Adult learners, or non K-12 students?
- How does the vendor and their tutors handle different learning styles, such as visual or verbal learners?