

2024 MORE Budget Hearing Materials

June 15, 2023

Possible New Products

LibraryIQ – This library analytics tool has been in use by 9 MORE-member libraries in 2023. MORE contributed the implementation fee, and the participating libraries shared the remaining 2023 costs:

- 2023 Implementation fee: \$5,000
- 2023 Annual cost shared among participating libraries: \$10,000
- 2024 Annual cost for LibraryIQ to be available to all MORE-member libraries: \$35,000

Website: <https://www.libraryiq.com/>

[Demo for MORE](#) featuring Rachel Thomas, Rice Lake Public Library, and Monica LaVold, Friday Memorial Library in New Richmond (1 hr, 20 mins)

[Comments from other LibraryIQ users around MORE](#)

Text messaging service – MORE’s long-term, free method for delivering Sierra notices to patrons as text messages (email to MMS) is no longer reliable, though patrons who are using it successfully can continue

Our Sierra vendor, Innovative, has a forthcoming text messaging product, but information is scant. MORE could opt to include a budget placeholder for this forthcoming service, maybe: \$40,000

We expect that push notifications about holds ready for pickup and overdues will eventually be available from the MORE Libraries app, but no timeline estimate is available

Library Elf has a way to send SMS messages to patrons. Patrons must opt in and configure on their own

Additional audiobook source – IFLS investigated a couple of audiobook sources to supplement OverDrive’s offerings and reduce wait times:

Hoopla

- Website: <https://www.hoopladigital.com/>
- Always-available content including audiobooks, ebooks, and video on a pay-per-use model
- Projected 2024 costs if users are limited to 10 monthly borrows: \$87,400

Palace Project

- Website: <https://thepalaceproject.org/>

- E-book and e-audiobook source involving a platform fee, library-selected content, and one-copy, one-user lending model

IFLS comments:

- While Hoopla doesn't seem to expand e-audiobook offerings by title availability, it may help address some longer wait times in OverDrive. This may be a good option for individual libraries where possible.
- The Palace Project seems unlikely to address the demand for popular titles from OverDrive, but could broaden the digital collection to include titles not available in OverDrive
- Since long wait times in OverDrive is the main issue, combined with budgetary constraints at the system and/or individual library level, increasing funding and contributions to the IFLS Advantage fund may be the best option at this time.

Current Product notes

Niche Academy – An online, customizable tutorial product

Company website: <https://www.nicheacademy.com/>

Total annual cost is \$6,600; IFLS will pay half for 2024

Use of public content, linked from [MORE Catalog homepage](#): 1,771 views. Most used tutorials - Libby: 1,576; Flipster: 176

Use of staff content, linked from various sources; MORE content posted on the [MORE Training Tutorials and Videos](#) page: 8,675 views. Most used tutorials – Privacy and Wisconsin Public Libraries, two modules available to library staff statewide: 7,458; 4 MORE training modules: 256

Content Café - MORE's source for cover images as displayed in the online catalogs, the MORE Libraries App, and Sierra. 2024 will be year 3 of a 3-year subscription to Content Café. The service can be reevaluated for 2025