MORE Directors Council meeting information

July 19, 2024

9. Discussion and Action on 2025 MORE Budget

Following the June 14 MORE budget hearing, the MORE Executive Committee compiled a recommended 2025 MORE budget. MORE Directors Council can make changes before approving a 2025 MORE Budget.

Notable recommended changes for 2025 include:

A new 3-year agreement for Sierra maintenance and peripheral products

Sierra maintenance - recommended 3-year agreement: budget line #1. 2024 is the last of a 3-year maintenance agreement with our Sierra vendor, Innovative Interfaces, for Sierra maintenance and peripheral products, including Web Management Reports; WebPAC (the MORE Classic Catalog interface); Circa; and SIP2 connector licenses used (and paid for) by some libraries for self-checks, AMHs, and holds lockers. MORE could continue with these services on a single year basis or could enter into another multi-year agreement for some or all services.

Annual cost increases across Innovative products:

- 1 year: 5%
- Recommended by MORE Executive Committee - 3 years: 4%
- 4 years: 3.5%

2025 Sierra maintenance costs, depending on agreement term:

- 1 year: $167,385
- Recommended by MORE Executive Committee - 3 years: $165,791
- 4 years: $164,993

Cover images for online catalogs, app, and Sierra - recommended switch to Syndetics cover images: budget line #9. Same type of service as current Content Café service, but better media (film and video game) coverage.

2025 Cost, depending on agreement term:

- 1 year: $3,885

- Recommended by MORE Executive Committee - 3 years: $3,848
- 4 years: $3,830

Telephone notification service - iTiva: budget line #10. Makes approximately 3,000 automated hold pickup and overdue notice calls per week, takes incoming renewal and account check calls. Server is currently locally hosted, but the service may switch to a cloud hosting model in the next year.

2025 Cost, depending on agreement term:

- 1 year: $12,515
- Recommended by MORE Executive Committee - 3 years: $12,396
- 4 years: $12,336

Sierra hosting services - recommended switch to cloud hosting by Innovative: budget line #17. Eliminates the need for local staff to monitor and maintain Sierra servers. The quoted cost is a significant decrease from prior cloud hosting estimates.

Self-/local-hosting costs to MORE have been quite low, and the CVTC Data Center has worked out well as a host site, but the arrangement does require IFLS IT staff time to monitor, maintain, upgrade, and ensure the security of MORE's Sierra servers. (Those IT staff costs are not included in the MORE budget.)

Until this year, quoted costs for Innovative's cloud hosting service were high enough to make it worthwhile to stick with local hosting, but now that costs have dropped considerably, IFLS IT staff believe it's a good time to switch. The cloud hosting service includes all the monitoring, upgrades, etc. that have been done by IFLS IT staff.

- 2025 Cost: $5,000 (subject to variable multi-year increase depending on agreement term, recommended 3-year term)
- One-time migration fee of $8,200 (recommended to use carryover funds for this expense, budget line #14)

Eliminating Library Elf email and text reminder notice subscription

Recommendation to discontinue this service for MORE patrons in 2025: budget line #5. Library Elf is a longstanding service patrons can sign up for to deliver notices about checked out items and holds via email or text (SMS). Patrons use an online interface to set specifications about the notices they receive. Elf accounts can be set up to "check" multiple cards and deliver a single notice for multiple accounts together. Library Elf currently checks about 4,000 patron accounts.

A new text messaging service for patrons

Recommended product - Text4Library from ShoutBomb: budget line #13. Text messaging (SMS) service configured by staff in Sierra. Receive demo messages:
http://www.shoutbomb.com/sms-notices

- 2025 Cost, SMS only: $3,888
- One-time license fee of $3,500 (recommended to use carryover funds for this expense, budget line #14)

An increase in OverDrive Advantage funding

Recommendation to increase 2025 funding by $10,000: budget line #27. IFLS's OverDrive Advantage account makes additional OverDrive ebook and audiobook content available to MORE-member library cardholders, in addition to the base Wisconsin's Digital Library collection, which is shared statewide.

Eliminating Flipster, a digital magazine product from EBSCO

Recommendation to discontinue this service for MORE patrons in 2025: budget line #28. MORE has made a custom selection of magazine titles available via Flipster since 2017. The number titles available and patron use has decreased over time, particularly with the availability of OverDrive Magazines via Libby beginning in 2021.

Title	2021 views	2022 views	2023 views	2024 YTD views (thru May)
People*	1275	731	405	81
US Weekly	636	634	285	66
Real Simple*	229	225	130	53
The Atlantic*	124	102	128	63
The Week	311	204	221	109
Midwest Living*	179	123	77	35
Willow and Sage	119	157	57	23
Rock & Gem*			3	8

*Title not available from OverDrive