



International Federation of Library Associations and Institutions

METROPOLITAN LIBRARIES SECTION MEETING HELD ON 11 AUG 2012; FINLAND, HELSINKI.

Present

Tay Ai Cheng (National Library Board, Singapore) (Chair)
Allison Dobbie (Auckland Libraries)
Assumpta Bailac (Barcelona Libraries)
Judit Terma (Barcelona Libraries)
Barbara Lison (PL Bremen)
Sharan Harvey (Brisbane City Council Library)
Françoise Gaudet (Bibliothèque publique d'information, Paris)
Brian Bannon (Chicago Public Library)
Anna-Maria Soininvaara (Helsinki City Library)
Saara Ihamäki (Helsinki City Library)
Christine Mackenzie (Yarra Plenty Regional Library, Melbourne)
Louise Guillemette-Labory (Montreal)
France René (Ville de Quebec, Arrondissement de Charlesbourg, Canada)
Lise Theriault (La Bibliothèque de Sainte-Therese, Canada)
Corrado Di Tillo (Superintendency for Cultural Heritage Roma Capital, Italy)
Davorka Bastic (Zagreb City Libraries)
Josephine Siegrist (Pestalozzi Library, Zurich)
Valerie Siew (National Library Board, Singapore) (minute taker)

Observer

Ian Reid (Counting Options)

	ITEM	ACTION BY
1	Minutes of last Mid-term meeting held in Barcelona, Spain 2012	
1.1	Ai Cheng thanked Assumpta and Judit for organizing a good mid-term meeting in Barcelona that followed the conference with its meaningful presentations, social programmes and library visits.	
1.2	The meeting moved to approve the notes of meeting by Louise and seconded by Davoka.	
2	Minutes of the last Standing Committee meeting held in Puerto Rico, San Juan 2011	
2.1	Only one amendment was raised, and that is to include Claudia Lux's name in the name of the attendees for the meeting.	
2.2	With no further queries made to the minutes of the meeting, it was moved for approval by Christine and seconded by Barbara.	

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3	Chairman's Report	
3.1	As Claudia was not present, this section was deferred for discussion.	
4	Information Officer's Report	
4.1	Corrado commented that the mailing list was open to all who are interested in having a copy. He proposed that the standing committee mailing list be restricted to the people who are listed. This proposal was agreed for adoption.	
4.2	Corrado will send the list out to all members and ask for an update of their particulars. Thereafter, the restriction will be applied.	Corrado
5	Future mid-term meetings	
5.1	Barbara requested that the dates of the mid-term meetings avoid clashing with the dates of the German Library Association Meeting that is usually held around the same period.	
5.2	A vote of thanks was recorded for libraries volunteering to host the annual mid-year Metropolitan Libraries meeting. The next round of mid-terms meetings/conferences were confirmed as follows: 2013: Amsterdam 2014: Auckland 2015: Zurich 2015: Qatar	
6	Project updates: Digital Lending Project	
6.1	Ai Cheng explained that the Metropolitan Libraries Section wanted to do a simple study on the state of digital lending in public libraries. As such, a survey was sent to SC members to fill up. The survey looked at the extent by which various public libraries have implemented digital lending with their customers. Overall, there were 10 responses to the survey.	
6.2	The survey results are as follows: a. 10 Libraries participated in the survey. They serve between 600,000 to 5 million customers. Access to eBooks is generally free for the library customers. <u>Access</u> b. Four libraries work with a digitized version of their own collection. Seven libraries rely on eBooks provided by vendors.	

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	<p>Only one library is part of a consortium providing access to eBooks.</p> <p>c. To access the eBooks, varied methods are being used. Four libraries have the eBook collection offered within their own library website. Three libraries allow for direct access of eBooks via the vendor's website. Two libraries have developed microsites specific for digital lending.</p> <p>d. One point of interest is that libraries who do digitization of their owned collection do not necessarily integrate the digitized copies into their library website. The offered digital lending collection is mostly from eBooks purchased from vendors.</p> <p>e. Five libraries have been offering eBooks to their customers for at least 4 years. One respondent is currently not offering any such service nor do they plan to offer this service in the near future. Another library is planning to start their investment into eBooks in 2012. Only one library plans to decrease the number of eBooks offered.</p> <p>f. Libraries offering digital lending spend between 5 to 20% of their annual budgets on eBooks.</p> <p>g. Availability of eBooks is mixed, via download and online, with four libraries focusing solely on download as a means of access. No library offered online viewing access.</p> <p>h. For six libraries, eBooks are considered as additions to the physical collection. Only one library is using the digital copies to replace print copies. Overall, the collection size of eBooks in comparison to the libraries' print collection is usually less than 5% for all libraries.</p> <p><u>Collection development</u></p> <p>i. For 8 respondents, the digital lending collection offers access to titles that do not exist in the print collection. Generally most libraries offer a mix of fiction and non-fiction titles. Only two libraries focus solely on fiction titles.</p> <p>j. Generally the selection of digital lending titles is done internally by the libraries. Only two libraries rely on vendors to</p>	

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6.3	<p>do their selection.</p> <p><u>Collection usage tracking</u></p> <p>k. Downloads and checkouts seem to be the most common way to track usage of the digital lending collections. Using web-hits is the next common method of tracking performance indicators.</p> <p>l. Of the libraries offering digital lending, seven libraries saw increasing usage of their collection. The only library that reported stable usage will be decreasing its eBook collection for 2012.</p> <p>m. All respondents are very active in marketing. The marketing channels utilized are diverse in approach. Most use posters and word of mouth to advertise their digital lending collection.</p> <p><u>Supporting devices used</u></p> <p>n. Most libraries support the usage of its eCollection by providing reading devices. Three libraries restrict the usage of its readers to onsite usage only, while four libraries offer a lending service of its reading devices to their customers. Only 1 library is not offering any platform of supporting devices.</p> <p>o. There is no common trend of devices used to support digital lending. The variety of devices supplied is diverse among the libraries. Three libraries supply Apple products (e.g iPad) for their eCollection access, while others provide a range of other products, such as Nook, Android based, Kindle, etc. Only two libraries provide PCs for digital lending access.</p> <p>p. Generally, with regards to accessing the eBook collection, all libraries are cognizant of the customers' needs for diversity. This is deduced from the libraries' stance to ensure that their collections are accessible via different systems, e.g. PC, iOS, kindle, Android devices, Nook etc.</p> <p>Christine shared that the Governing Board is also planning to look into digital lending. However its intent would take on a more political and advocacy slant than an operational one. The primary objective of the Governing Board's study would be to utilise the findings to deal with</p>	

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	the publishers and offer a position that the libraries are prepared to stand by for digital lending.	
6.4	Barbara shared that it would be important to ensure that the libraries collectively put in a strong stance as even library associations worldwide are not aware of how much libraries are under the oppression of publishers.	
6.5	Christine shared that an eLending paper is due in April 2013, and should provide a good background to the topic, The Governing Board intent to prepare a trend report on digital lending to cover the next 5 to 6 years. This analysis would be useful in positioning what the foremost trend happening and its impact on both libraries and publishers. Christine remarked that this report would be useful to the Section once it is published.	
6.6	Barbara shared that two authors would be appointed to handle this report, from both the legal and librarian's perspective. It will also be a summing up of all the political arguments on how digital lending ought to be done.	
6.7	Christine suggested that any data the Section had can be forwarded to both herself and Barbara.	
6.8	It was agreed that Corrado will re-send the survey to all SC members to gather more data. All collected data would thereafter be forwarded to Christine and Barbara.	Corrado
7	Future projects	
7.1	Barbara shared that the IFLA Governing Board will be actively looking into these areas in 2012-2014: <ul style="list-style-type: none"> a. Cultural heritage b. Disaster and reconstruction c. Multilingualism d. Leadership development e. Digital content and access to digital content 	
7.2	Ai Cheng shared that sections are able to apply for funding up to EU\$400 to operate projects that are aligned to the Governing Board's interest. However the applications for funding will only be approved if the projects have strategic alignment with the strategic initiatives proposed.	
7.3	Anna-Marie proposed that the Section to focus on digital lending. Louise agreed and said that there were many angles that the Section could study that would be different from that of the Governing	

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7.4	<p>Board's perspective. For example, to consider the use of a consortium approach instead of subscribing to Overdrive for access.</p> <p>Sharan shared that Australian libraries had done some research in the last two years on eBooks from the readers' perspective. Their study looks at what the readers' considerations are when they consider the use of eBooks.</p>	Sharan
7.5	<p>Sharan offered to share the survey questions with the Section, and suggested that a larger survey can be done on the same topic. Allison suggested the larger survey can be done as a phase II to further explore different aspects of digital lending. Ai Cheng asked Sharan to send the survey questions to all members.</p>	
8	Project updates: Benchmarking Project	
8.1	<p>Ai Cheng shared with Section members that the Benchmarking project is now under the auspices of Helsinki Public Library who has taken over from Toronto Public Library.</p>	Ian & Helsinki Public Library
8.2	<p>Christine recorded a vote of thanks to Jane Pyper and the Toronto Public Library for their efforts.</p>	
8.3	<p>Barbara reported that some of the dataset had serious statistical errors in it. She also pointed out that it was difficult to do benchmarking when the participants of this project differ from year to year. She suggested that it would be better to have a core group of participants for the past 5 years by which to do the comparison. Doing this would provide a more stable long term comparison between libraries. Barbara suggested asking the statistical section to assist in verifying the results.</p>	
8.4	<p>Ian from Counting Options said that they would re-look at the data trends especially from participants who were consistent contributors to the data. They will work with Helsinki Public Library to ensure that data is presented in a manner required by the Section. They will also look at re-generating the dataset in areas that are not properly done.</p>	
8.5	<p>Christine shared that the Statistical Section was keen to talk to the Section about the statistics gathered in an official capacity.</p>	
8.6	<p>Allison asked how libraries can participate in the benchmarking survey as her library was not included in the past 2 years. Christine suggested that the Section make more efforts to encourage libraries to take part in the benchmarking project.</p>	

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8.7	Ai Cheng suggested that the Section would first look at tidying up the dataset before approaching the Statistical Section for any follow up.	
9.	IFLA WLIC 2013 Open Session Themes	
9.1	Louise suggested combining with the Public Libraries Section and Technologies Section on the topic of eBooks for a 5 hour session.	
9.2	Barbara shared that the Copyright and Legal Matters Section and the MLAS were also keen to do a joint session with Metlib.	
9.3	It was decided that a representative from Metlib would meet up with Public Libraries, CLM and MLAS to discuss the possibility of doing a joint session.	
9.4	It was also suggested that Inga would be a good interface to bring all the sections together.	
10	Any Other Business	
10.1	Ai Cheng thanked everyone for their participation in the meeting. All members agreed that the discussion was fruitful and that there was no necessity to adjourn the second Section Meeting.	
10.2	Christine invited all present to the President Elect's Session to better understand the Governing Board's strategic direction.	
10.3	Ai Cheng ended the meeting up by encouraging all members to come for the next Metlib Conference in Amsterdam and to also come for the next IFLA which is held in Singapore.	
10.4	With no further matters to discuss, the meeting ended at 4.45pm.	

Recorded by: Ms Valerie Siew

Reviewed by: Ms Tay Ai Cheng