

Date: March 8, 2021

To: Chair and Members of General Committee

From: Shari Lichterman, CPA, CMA, Commissioner of
Community Services

Originator's files:

Meeting date:
March 31, 2021

Subject

Reciprocal Lending Agreement between Mississauga Library and London Public Library

Recommendation

1. That the Commissioner of Community Services or designate be authorized to negotiate and enter into a reciprocal lending agreement with the London Public Library through Overdrive, Inc. on behalf of The Corporation of the City of Mississauga to allow for eBook and eAudiobook resource sharing, including any amendments, renewals and all necessary documents ancillary thereto, in a form satisfactory to Legal Services, as outlined in the report dated March 8, 2021 from the Commissioner of Community Services entitled "Reciprocal Lending Agreement between Mississauga Library and London Public Library".
2. That the Commissioner of Community Services or designate be authorized to negotiate and enter into reciprocal lending agreements with other public libraries on behalf of The Corporation of the City of Mississauga to allow for eBook and eAudiobook resource sharing, including any amendments, renewals and all necessary documents ancillary thereto, in a form satisfactory to Legal Services, consistent with the report dated March 8, 2021 from the Commissioner of Community Services entitled "Reciprocal Lending Agreement between Mississauga Library and London Public Library".
3. That all necessary by-laws be enacted.

Report Highlights

- In 2020 the Library signed an agreement with Hamilton and Burlington Public Libraries to allow for reciprocal lending of their eBook and eAudiobook collections through the Overdrive platform.
- eBook and eAudiobook use grew 48% in 2020, with over 1 million circulations of library materials.

- This agreement has been mutually beneficial for libraries and customers. Mississauga residents borrowed 59,004 items from the other libraries' collections and the two libraries borrowed 70,596 from Mississauga. Mississauga residents retain priority of the use of the items purchased by Mississauga before customers from other library systems.
- The Library is seeking the authority to extend the agreement to the London Public Library and for the authority to add libraries to the agreement in the future, subject to the same agreement terms and conditions.

Background

A core tenet of library services is to ensure equitable access to library materials of all formats. Physical materials have been shared through reciprocal lending agreements with other libraries known as Interlibrary Loan. A coordinated network and process exists to allow for customers to request items not currently available by their own library systems, without requiring the customer's library location to purchase the materials. This supports efficient use of library collections across the country and increased availability for research and pleasure reading. In 2020, Mississauga joined two other library systems in linking their eBook and eAudiobook collections through their shared platform Overdrive to allow for reciprocal borrowing between libraries. This resulted in a 66% increase in the number of titles available for Mississauga residents to borrow and a corresponding increase in the number of copies. As the program is configured to ensure that customers from the home library retain priority access to their own collections this has ensured our residents have not been negatively impacted by the arrangement. Other library systems have identified an interest in joining in the agreement. As a result the library is looking to extend the agreement to include other parties under the same terms.

Present Status

Mississauga's eBook and eAudiobook usage continues to trend upwards with a 48% increase in usage from 2019 to 2020. In 2020 Mississauga circulated over 1 million eBooks and eAudiobooks for the first time with a circulation of 1,102,560 items. An analysis of the 2020 circulation shows that Mississauga residents borrowed 94% or 1,031,004 items from our collections and our partner libraries, Burlington and Hamilton borrowed a total of 70,596 items. Conversely, Mississauga residents have borrowed 59,004 items from the Hamilton and Burlington collections in 2020.

Mississauga's shared collection with Hamilton and Burlington currently includes 203,111 titles with 291,320 copies. The Library would like to enter into an agreement with the London Public Library to link our collections. This would make an additional 36,417 titles and 58,664 copies available to Mississauga residents through our existing platform and its mobile applications. Mississauga residents would be able to borrow 10 items at a time from linked libraries and place 5 holds on items. Mississauga residents would retain priority access for materials purchased by the Mississauga Library.

Comments

The residents of Mississauga have benefitted from the reciprocal lending agreement established between the three libraries. All three libraries have benefitted from the agreement, without a detrimental impact on any partnered library. This is in alignment with previous benchmarking on shared reciprocal agreements.

The proposed contract terms are in alignment with the approved legal contract terms and policies and procedures, including the City's privacy policy. Since customers are authenticating their membership with their home library, there is no personal customer information shared with other systems – as all information is retained in their home library system's databases.

Financial Impact

There is no financial impact as a result of this report. The cost of participating in the shared collection is part of the Library's existing fee for the OverDrive platform.

Conclusion

It is recommended that Council endorse the motion to enter into an agreement with the London Public Library to extend reciprocal lending privileges for eBooks. The agreement supports effective and efficient resource use and will increase the availability of resources for library customers of important eBook and eAudiobook resources. It is also recommended that Council provide authority for the Library to enter into subsequent agreements with other libraries as opportunities arise subject to the same legal terms and conditions established in the reciprocal lending agreement.



Shari Lichterman, CPA, CMA, Commissioner of Community Services

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