

City of Mississauga  
**Corporate Report**



<p>Date: March 3, 2020</p> <p>To: Mayor and Members of Council</p> <p>From: Paul Mitcham, P.Eng, MBA, Commissioner of Community Services</p>	<p>Originator's files:</p>
	<p>Meeting date: April 1, 2020</p>

## Subject

**Reciprocal Lending Agreement between the Mississauga Library System, Burlington Public Library and Hamilton Public Library**

## Recommendation

1. That the Commissioner of Community Services and City Clerk be authorized to enter into the Reciprocal Lending Agreement and any amendments and/or ancillary documents with Hamilton and Burlington Public Libraries through OverDrive, Inc. on behalf of the Corporation of the City of Mississauga to allow for eBook and eAudiobook resource sharing all in a form satisfactory to the City Solicitor
2. That all necessary by-laws be enacted.

## Background

A core tenet of library services is to ensure equitable access to library materials in all formats. Historically, physical materials have been shared through reciprocal lending agreements with other libraries known as interlibrary loan. Interlibrary loans are conducted through a coordinated network and process that allows customers to request items not currently available in their own library systems. This supports efficient use of library collections across the country and supports increased availability for research and pleasure reading. The Mississauga Library System (Library) has participated in interlibrary loans for more than 30 years.

Until recently, this sharing option has not been available for eBook and eAudiobook formats. The Library's eResource platform host, OverDrive Inc., has now introduced an option for libraries to link their collections resulting in an increase to the size of collections available for customers of all linked partner libraries. Customers from linked libraries are able to see the collections and borrow eBooks and eAudiobooks from all the linked libraries. This new option

extends the size and breadth of the collections, increases the variety and availability of materials and maximizes the use of collections. The program is configured to ensure that customers from the home library retain priority access to their own collections to ensure that they are not adversely impacted by the arrangement.

## Comments

The Library's eBook and eAudiobook usage has grown by approximately 240% since 2015 and continues to trend upwards with a 17% increase in usage from 2018 to 2019. The Library's collection currently includes 52,194 titles with 73,365 copies. To respond to the increasing demand from customers for electronic formats, the Library is recommending accepting an invitation from Burlington and Hamilton libraries to enter into an agreement to link electronic collections. This would make an additional 99,778 titles and 127,988 copies available to Mississauga Library customers through the existing platform and its mobile applications. Mississauga Library customers would be able to borrow 10 items at a time from the linked libraries and place 5 items on hold, in addition to being able to continue to borrow 10 items from the Mississauga Library's collections and place 20 items on hold.

Highlights of the agreement include:

- Library customers retain priority access for materials from their home library;
- In order to maintain eligibility each member library agrees to spend an annual amount equal to at least 95% of their previous fiscal year's total content expenditure with OverDrive;
- Member libraries agree to share basic collection information such as customer activity and collection size with each other for the purpose of understanding usage and trends;
- Members may terminate their participation in the agreement for any reason with at least thirty days prior written notice.

A review of the agreement has been undertaken by Legal Services and the Privacy Officer. The terms have been deemed acceptable by all parties.

Upon approval by Council, Library customers can begin accessing the partner library collections, borrowing and placing holds with seven working days.

Libraries who have participated in linked usage agreements have found their participation to be mutually beneficial for the libraries and their customers. As an example, Brampton Public Library has participated in a similar agreement on a different platform since 2017 with 30 other libraries and has experienced a 250% increase in the collection size available to its customers and a 290% increase in circulation. In addition, customers experienced reduced wait times for resources and reported increased user satisfaction.

## Strategic Plan

This initiative aligns with both the Strategic Plan and the Library's Future Directions Master Plan. The Strategic Pillars of Move, Prosper, and Green are supported by this proposal.

- The Move pillar is supported under the "Connect to our city" as it supports Mississauga's aim to be a vibrant successful city through its connection with Burlington and Hamilton. The extended resources provided will always be available on the Library's website through its virtual branch 24 hours a day.
- The Prosper pillar is supported through the creation of a new partnership with Burlington and Hamilton Public libraries through the sharing of resources. This meets the goal of the "Create Partnerships for Innovation" which will leverage opportunities for increased services and fosters innovation.
- The Green pillar is supported as eBooks and eAudiobooks provide a responsible and sustainable approach to reading, without the ecological impact of physical items.

The initiative is linked to the Library's Future Directions Master Plan by significantly increasing eBook and eAudiobook availability and by investing in technology to continue to meet customer needs. Specifically, the initiative responds to the following recommendations in the Master Plan:

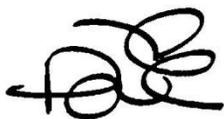
1. Establish a virtual library which will operate as an always open 19th branch.
2. Make the Library known for new technology integration and application by investing significantly in technology prioritizing the matching of technology offerings to comparator libraries, and responding to customer needs.

## 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

eBook and eAudiobook use in Mississauga continues to grow at a consistent rate. The Library is consistently searching for innovative and cost effective ways to increase the number of available resources for customers as well as improve the availability of resources. Entering into an agreement with Burlington and Hamilton libraries would increase the available titles to customers by 200% and available copies to borrow by 275%. There is no financial impact as a result of this report as the cost of participating in the shared collection is part of the Library's existing fee for Overdrive. Benchmarking demonstrates that with partnered lending, resource use and availability increase resulting in increased circulation of titles for all partners and improved customer satisfaction.



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