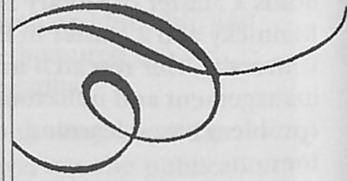


EVERGREEN MIGRATES TO INDIANA

by Martha Catt



In March 6, 2008, about 150 representatives from over 100 libraries around the state came together to examine the Georgia Pines inspired open source ILS—Evergreen¹. Every type of library in Indiana was represented at this meeting except private K-12 schools. The purpose of this statewide gathering of libraries was to bring representatives from agencies representing various demographics together in the same room to examine the possibility of using Evergreen to build a state-wide catalog of holdings that might eventually serve to enhance resource sharing throughout Indiana.

The agenda for this 5-hour meeting included these topics:

- Meeting Focus and Purpose
- How Evergreen Found Its Way to Indiana
- Evergreen Development and Demo
- Stories from Georgia Libraries
- Cost Savings for Libraries in Georgia
- Funding and Cost Savings in Indiana
- Questions over Lunch
- The Potential of Evergreen Indiana for Citizens
- Break-out discussions for the following groups
 - Small Public Libraries Serving Fewer than 10,000
 - Medium Public Libraries Serving between 10,000 and 40,000
 - Large Public Libraries Serving over 40,000
 - Private Academic University Libraries
 - State University Libraries w/Ivy Tech and 1 public school corporation
 - Tech Talk Group
- Communication
- Summary and Next Steps

The meeting planners and facilitators for the event included staff from the State Library and the Hussey-Mayfield Memorial Public Library (HMMPL) in Zionsville. The staff at the Plainfield-Guilford Township Public Library was the host. Content of the presentations made at the meeting can be reviewed at <http://www.in.gov/library/5592.htm> (Indiana State Library's Web Junction site). Additionally, an extensive FAQ including real questions from Indiana librarians and technicians about Evergreen as it relates to libraries may also be found at this same location.

GENERATING INTEREST AMONG INDIANA'S LIBRARIES

How was this interest generated about an open source ILS? On December 17, 2007, State Librarian Roberta Brooker sent an e-mail to all of Indiana's public libraries asking if they had an interest in learning more about Evergreen. In separate correspondence, the academic library community was also notified about this opportunity.

Those libraries that were interested in learning more were asked to send in a letter that declared their local "*interest in being a part of the initial discovery among Indiana libraries of how an open source integrated library system might be of value to our library.*" Each responding library provided some basic information about the local collection and customer base. Each also was asked to volunteer at least one contact person who would be attending "*some meetings in order to engage in group discussion about the development of Indiana's open source ILS initiative.*"

In addition, a statement of understanding was made that "*much remains to be determined and limited information is available at this time.*" Further, the responding libraries knew that they would be a part of building the foundation for the introduction of open source ILS in Indiana libraries and agreed to be active in this process. There would be no cost for participating in this initiative except for sharing their time and ideas. A response was received from 108 libraries.

The staff at the Hussey-Mayfield Memorial Public Library and the State Library spent the balance of March

and much of April 2008 transcribing the notes from each discussion and conducting research to find the current and best answer to each of the questions that was asked at the March 6th meeting.

EVERGREEN INDIANA FAQ

Some of the most frequently asked questions included:

Question: What about our contract with INCOLSA and OCLC regarding the use of MARC records?

The impression seems to exist among some Indiana libraries that in their agreement with OCLC, they individually are not allowed to share bibliographic records with other libraries. In our research, we have found that even though such an agreement was in place at an earlier time, it is no longer a current contract requirement. The primary restriction in place at this time relates to "*selling bibliographic records secured from OCLC to others.*" Evergreen Indiana will not be selling any individual library's OCLC records to any other library. Hence, sharing OCLC records is well within the stipulations of the current contract documents that Indiana libraries have with OCLC (current guidelines may be found at <http://oclc.org/support/documentation/worldcat/records/guidelines/default.htm>)

Question? Concern that Evergreen will only work with one type of barcode. Do we know what type of barcode that will be?

The issue is not that Evergreen only works with one type of barcode. Rather the issue relates to duplicate barcodes that might simultaneously be used by more than one EI library for different items or patron identifications. For instance if EI Library #1 has a 16 digit barcode "0123456789123456" that has been affixed to a music video in the EI Library #1 collection and, at the same time, EI Library #2 is using the exact same barcode number for Charles Dickens novel, and yet a third EI Library uses the same digits to identify a set of *World Book* encyclopedias, at a minimum two of the three EI libraries must change this bar code so no duplicate bar codes remain in the Indiana ILS system.

The same logic will apply to patron records. If more than one EI library uses the exact same digits to identify patrons, one or more of the libraries, depending on how many are affected, will need to change the bar codes so that each bar code number that is used remains unique to the EI system.

Question? Will member libraries be required to re-barcode their library holdings?

The Evergreen developers at Equinox stated that if they were to start over, bringing the Georgia libraries up onto Evergreen from scratch like Indiana is doing, they would recommend that all Indiana libraries re-

barcode their collections and customer records (cards). The Equinox folks thought that Indiana might use a barcode design with zip codes as prefix numbers or some other standardized way of adding unique library location prefixes to each library's bar codes.

Upon further questioning of the Evergreen developers, it has been discovered that each barcode affixed to each item owned by the libraries collectively in the consortium must be unique as an identifier. Further, if barcode checking were turned off, it would be possible for EI libraries to have multiple length barcodes with alpha and/or numeric characters. However, in the event that bar code checking were turned off, EI libraries would have to check the barcode on the screen manually as the barcode checking device would not be checking for duplications. The system would accept the barcode as long as each holding from the combined EI libraries had a unique barcode number or RFID tag. (Yes, RFID works the same way in Evergreen.) The challenge with this is that the first libraries added into the EI system would be able to use their barcodes as is. Then if duplicate bar code numbers were found at a later time when a new library came into the system, then the library joining later would have to re-barcode any affected items.

Question? Is it a requirement that each EI library use ENA as its T1 line provider? Does each participating EI library need to have Internet access? What speed of Internet access will be required?

EI libraries do not need to use the same provider for their Internet access. ENA works as well as any other provider. Yes, each participating library will need to have Internet access in its building[s] to be able to use Evergreen. As to what speed would be needed for an Internet connection to connect to Evergreen, this would depend on how much Internet traffic the Library has already. If the library's patrons are *YouTube* users, then the OPAC and client stations may be slow to load. However, a library can minimize such speed reduction by using a firewall/router that will maintain QOS (quality of service). Introduction of QOS into a local library system will give the OPAC and staff client traffic priority over other traffic like *YouTube*.

A 56k dial-up connection is NOT recommended for Evergreen

PILOT LIBRARY VOLUNTEERS AND GOVERNANCE

Within 2 weeks of the first initiative meeting in Plainfield, Evergreen Indiana had inquires from 15 public libraries that had communicated their interest in possibly being a pilot installation of Evergreen in 2008. Fifteen is probably the maximum number of agencies that can be added as pilots by December/January 2008. In subsequent years, the number can probably go up to 20 to 25 or even more activations in a 12 month period.

This initiative will take a few years to implement. The good news is that each year we will be able to gain more experience and data. So in about 5 years, there could be as many as 75 to 100 libraries using Evergreen Indiana. As the IT folks become more proficient in bringing libraries live on EI, this number could begin to compound dramatically and the 75 might even grow to 150. A pivotal piece required to give Evergreen Indiana a strong foundation is the development of the governance documents. Pines generously shared all their documentation with Indiana's libraries so that the work by the Pines Libraries can serve as the initial model for the Evergreen Indiana initiative.

After the EI initiative facilitators reviewed the questions and concerns that were shared at the March 6 meeting, they soon realized that these questions needed to be answered *before* proceeding to the development of the governance piece of EI. Therefore, it seemed prudent for us to lengthen the amount of time available for the statewide governance committee to identify the relevant issues and bring forth drafts of various EI documents for review by the 108 EI members and eventually these would be brought to a vote for official adoption and implementation by participating Indiana libraries. The development period for this committee was extended to December 1, 2008. In the meantime, the EI Pilot Libraries would be assisted in moving forward in testing Evergreen. In order to do this properly, they would need a governance structure in place. So the decision was made to initially work with the Pilot Libraries to develop a preliminary and tentative governance structure that only this group of 13 to 15 Library Boards would adopt. Then the larger Governance Committee could use the documents adopted by the Pilot Libraries as a starting place for their review and development of a broader governance structure for EI. The Governance Committee, in addition to developing documents, will also make recommendations for how to get the documents reviewed, accept feedback and adopt the documents by the EI library membership.

THE PRICE IS RIGHT!

Though much has still not been determined, in general, the costs for the following will be the responsibility of each EI Library:

- Adding catalog and patron records to data base after initial load.
- Pay for connection to high speed Internet *only if not using a filter otherwise* paid via a combination of grant funds from the Indiana State Library and E-rate.
- Subscription to MARC or other cataloging data
- Insurance on all equipment owned by EI Library

- Allow library staff opportunities for training conducted by ISL both prior to and subsequent to going live on EI
- Loading Patron Records – Cost will be paid by the EI Library following installation of Pilot Libraries. This will be a no charge item for pilot libraries in 2008.
- Loading Bibliographic Records – Cost will be paid by the EI Library following installation of Pilot Libraries. This will be a no charge item for pilot libraries in 2008.
- Update local documentation with assistance from ISL.
- Code contributions to Evergreen, if applicable
- Attend planning meetings for EI
- Workstations located at EI library including set-up
- Barcodes for patron cards and collection materials at EI library
- Scanners located at EI library
- RFID at EI library
- Preparing items for shipment to another EI library via interlibrary loan

The following will be available at no cost to EI libraries:

- Membership
- Maintenance Contract w/Equinox
- Licensing Fee
- Uploads to World Cat
- High Speed Internet Access to EI Servers at the Life Line Data Center [Provided with no charge by ENA]
- SIP Connections
- Access to LAN Hardware, server hardware and software plus on-going equipment maintenance
- Support staff
- Project management and development of a migration plan
- Verification of compatibility of local library equipment, connection speed and addition of necessary SIP connections
- Back-ups and upgrades for software, LANS and server hardware
- Diverse number of management reports

The State Library will pay for the following:

- Uploads to World Cat

- Rent for housing EI Servers at Life Line Data Center in Indianapolis
- Purchase of LAN hardware, server hardware and software plus on going maintenance
- Support staff
- Maintenance fee will be paid to Equinox
- High speed access to Internet for each EI library that is filtering
- Insurance on EI equipment
- Training for EI library staffs
- Project management and plan development
- Initial loading of patron and collection records for Pilot Libraries in 2008
- Back-ups and upgrades for software, LANS and server hardware

The cost of making subsequent additions after 2008 to EI will depend on the availability of federal and state funds. The State Library will bring up as many libraries "live" onto Evergreen Indiana after 2008 as it has the funds to cover the preparation of data for uploading at the local library.

PLAC AND/OR EVERGREEN?

Since 1992, Indiana public libraries have operated under a system called the Statewide Library Card Program or Public Library Access Card [PLAC]. This program only applies to Indiana's public libraries. This author would suggest that public library staff might want to think about what is and is not working in the PLAC program. This statewide system has been in place for 10 years or more and needs to be evaluated again in light of today's resources and needs. Some of the features offered by PLAC might be more efficient and fairer to taxpayers if operated via Evergreen.

CURRENT EXPERIENCE WITH PLAC BY HMMPL

In order to shed light on this author's issues with PLAC, details about how PLAC is working in a public library that serves about 16,000 [2000 census] are outlined here. A perceived check of our reality: Patrons from the larger libraries like to visit the smaller libraries like HMMPL so they do not need to wait as long to read the best sellers. Larger libraries seem to have longer waiting lists for reserves while some of the smaller libraries may purchase additional copies for every 4 [or other low number] holds there are on an item at any one time, e.g. Zionsville's procedure.

According to IC 4-23-7.1-5.1 PLAC holders may borrow "(1) library books; or (2) other items available for public borrowing from public libraries as estab-

lished by rules adopted by the Board under subsection [3]." With the ILS that Zionsville has, HMMPL staff is unable to restrict PLAC holders from borrowing recent additions to our collection. Hence, we are vulnerable to needing to purchase more copies of best sellers due to the additional use initiated by PLAC patrons.

The PLAC patrons use our library's other services to the exclusion of some of our own residents since PLAC holders have a propensity to being quite "library savvy." For instance, preschool programs almost always have some PLAC card holders registered while there is a waiting list of local residents who are then unable to get their children in these programs.

Zionsville is a net lender so we are loaning more items to patrons from other library districts than our residents are borrowing from other Indiana libraries. The revenue that this Library receives each year doesn't come close to covering the cost of services that the PLAC patrons use beyond the checking out of materials from our collection.

Many of the PLAC patrons at our library engage in home schooling and check out all the materials that we own on a single subject. In addition they use many of our public computers sometimes to the exclusion of local residents.

The HMMPL Library staff always call other libraries and are often greeted by a busy library employee who may not have time to research the patron records for us. The time that it takes for the staff at each library to confirm a customer's record is time consuming and could be better spent in other ways. [NOTE: If Indiana libraries were using Evergreen, patron records could be checked without imposing on the PLAC patron's home library for personal assistance.]

For the past five years ending in 2007, the Library in Zionsville loaned a total of 199,017 items to PLAC card holders from other public library districts. This total breaks down into averages of 39,803 loans per year or 3,317 per month; on the average, PLAC accounted for 10% of the total circulations this Library serviced during the past 5 years².

In summary the challenges that PLAC creates for a single medium sized public library in Indiana [Zionsville/Hussey-Mayfield Memorial Public Library] include:

This library is unable to limit what PLAC holders are able to check out from the Library's collection due to fact that over 85% of our circulation is handled through self service rather than person-to-person at a circulation desk. Hence the PLAC holder gets access to the very same items that the local taxpayer can check out, including all the newest items. Holds made by PLAC patrons add an extra burden to our hold lists that

requires the library to purchase additional copies to satisfy requests from both the PLAC and regular resident cardholders. In addition, this library is unable to limit PLAC holders from using library computers when there is a wait list. This is due to the library's use of an automated system that requires no staff intervention. Plus the library is unable to restrict PLAC holders from registering for preschool programs; as a result, these folks have the same access as residents who have current regular library cards. This is due to use of an automated system that also requires no staff intervention for program registration.

There seems to be a larger population of home schooled children who use our library that come from outside the library district than come from inside. Their check outs often drain the library of resources on particular topics that are then not available for residents and taxpayers.

The inconsistency in the way the PLAC rules are interpreted by various libraries is difficult for the PLAC holder to comprehend as well as for the various public libraries to explain.

The HMMP Library's income from being a net lender in the PLAC program is insufficient to pay for the additional technology that the library would need in order for our present technology to put limits on what PLAC holders can use at the Zionsville library.

Ten percent of our circulation is made to PLAC holders while the PLAC income that the library is receiving equals 2.6% of the library's total receipts and in the case of expenditures, the amount received equals about 2.4% of what the library spent from the Operating Fund between 2003 and 2007. The manner in which the PLAC fee is calculated and the amount of the fee, needs to be readdressed to conform to a time of higher costs and fewer resources.

In 1992, when the PLAC rules were promulgated by the Indiana General Assembly, this library did not have the challenges that we have today since most of the issues that we now have were at that time processed by hand and face to face so PLAC holders could be regulated in how they used the library's collection and services.

With the increased reliance by HMMPL on technology to reduce the need for staff intervention in some interactions with patrons, has come challenges brought about by PLAC rules.

INTERLIBRARY LOAN

On the other hand, let's look at interlibrary loan services from one medium sized library's perspective. ILL substantially predates PLAC in Indiana³. PLAC is an interaction exclusively between a public library and a

patron who holds a resident's card from a different library district than the library loaning the item. Interlibrary loan is an interaction between two libraries on behalf of the patron of the requesting library's service area. Interlibrary loan is used by libraries of all types to borrow materials that are not owned by the host library and may be out of print or esoteric enough that the host library will not be purchasing the item for its collection since this patron may constitute a one time request for a particular item.

Between 2003 and 2007, the public library in Zionsville borrowed a total of 1,536 items via interlibrary loan from other libraries via INCOLSA's reference centers/on-line OCLC forms. This is an average of 307 per year or 26 per month. Hence it is obvious that the demands from ILL is substantially less than what HMMPL is experiencing from PLAC.

It has been our policy to not respond to requests for loans made to this library via the OCLC database due to limitations of local resources. The ratio of interlibrary loans, PLAC transactions and all other circulations during the past five years at this library is:

1 : 10 : 89

ANALYSIS OF LOCAL RESOURCES

Now let's look at the money side of this review. Zionsville has received a grand total of \$19,959 during the past 5 years in its position as a net lender within the PLAC system⁴. This equates to an average of \$3,992 per year. Yes, this income is based on the total number of loans that our library made to other libraries' patrons less the number of items Zionsville patrons borrowed from other public libraries in Indiana. However, let's look at this revenue in another way. First, we can easily say that the PLAC card holders received an outstanding bargain for their investment of about \$30 per year especially at HMMPL. For the period between 2003 and 2007, the annual PLAC charge changed 15%, from \$26 to \$30. The annual percent of change has ranged from -3% to 0% to 8% to 11%⁵. "The PLAC fee is tied to the number of borrowers on record rather than the citizens taxed for library service" according to Edie Huffman at the Indiana State Library.

Further, Jake Spear [Indiana State Library] advised that a few "years ago, several libraries completed a purging of their patron records and as a result there was an artificial bump in the [PLAC card] price due to the drop in borrowers."

According to the Indiana Business Research Center at the Kelley School of Business at Indiana University, "Placing a value on as many direct services and benefits as possible is fundamental to the goal of assessing the economic benefits that taxpayers receive for the dollars

they spend on libraries. This approach is called *benefit-cost analysis*" (Kelley School of Business, p. 10).

BOOKS

First, let's look at the average book prices as published by Bowker in 2007 found at <http://www.in.gov/library/files/workshopavgbkupdated.pdf> (Prices).

	2003	2005	
All Hardback Books	\$63.33	\$67.37	+6.4%

How many books could have been purchased and processed in 2007 [using 2005 average cost figures]?
59 books

If the average Bowker cost was cut in half, which is probably closer to the purchase price of a single book plus adding in the cost for getting that item onto the Library's shelves that is most likely borrowed by PLAC patrons, then HMMPL would have been able to add 118 books. This equals .3% of the total average number of items that PLAC patrons check out on average annually based on past 5 years of activity.

Yet another way to calculate this would be to use the "consumer surplus approach" described on page 14 in the Kelley School of Business study. The value per item would be \$7.42 per book. The total books assumed in this approach would be 538. This figure equals 1.4% of the total items PLAC patrons circulated.

STAFF TIME

Now let's move on to a cost analysis of a part-time librarian's time in Youth Services. This employee conducts several of our preschool story time programs.

The hourly rate including paid time off and FICA for one of our librarians was \$15.44 per hour in 2007.

How far would \$3,992 have gone to pay this employee's wage and limited benefits in 2007?

Almost 259 hours of the employee's total 1,452 hours worked or about 18% of the total cost of benefits and pay for this employee.

Using the Kelley School of Business approach on the "Library Use Valuation Calculator" [page 88], we could calculate the monetary benefit received by adults and children who attended preschool story times if we knew the number of adults and children who attended Library programs and were PLAC holders. However, this data is not available.

ILS

Yet another place where we might use our annual \$3,992 would be to help pay for our proprietary ILS. In 2007, the library paid our ILS \$15,882 for our basic

software updates, enhanced content and help desk support. By using the \$3,992 that we would have received for PLAC that year, our out-of-pocket ILS cost would have been reduced by about 25%.

In other words the annual average PLAC income of \$3,992 received by HMMPL is appreciated but inconsequential and inadequate when considering the "real cost" to our community residents in additional competition that they have to get to check out popular materials, use public computers, and register for preschool story time sessions at the Library that they pay their property and income tax to support.

It seems from our experience that the PLAC patron's choice of which library[ies] to patronize is selected for more than the collection items that they choose to borrow.

"WHAT IF" QUESTIONS

Question: What if PLAC was terminated in favor of a system that was fairer for the patrons and taxpayers?

Answer: If the holdings of 75% of Indiana's libraries were in an ILS like Evergreen and the union catalog was easy for the patrons to understand and use and they could easily locate the titles that were currently available that they needed, the drain on any single or group of libraries could be reduced. This would be especially true if the EI card holders were not allowed to check out new acquisitions of the past three to six months from libraries other than from the patron's own local library.

Also it would be discernable which libraries were unable to maintain an adequate collection of materials for their patrons and something might be done about this at the State level to enforce standards of service that would add a buffer zone between those libraries that are unable to do their fair share of sustaining an adequate collection for their service area.

For the older items, the computer software could make the selection of the lending library of choice rather than the customer, and then the distribution of requests could be better controlled by the libraries. In other words, the same few libraries would not be doing the majority of the lending.

Question: What if there was no card that was initially a part of the Evergreen Indiana system for the patron and the patron had to go to their home library to borrow an item that was owned by another Indiana library?

Answer: The negative of this system would be the additional time that it would take the patron to get the items that he or she wanted via the State-wide delivery service.

Question: *What if the patron from Library A could place a hold on an item in Library D, then could pick the item up himself, but the technology was configured in such a way that he could only borrow the book and could not participate in programs without paying a fee for extra services?*

Answer: The customer might be happier and the lending Library might be less stressed since the patron could be identified and then required to wait until all local residents have been served or pay a program or computer use fee for services beyond borrowing materials.

This could be regulated via the customer's Library card number⁷.

Question: *What if all Indiana residents were able to get a free 'state-wide' library card that could be used to check out items from any library in Indiana? [Note: Based on the patron's bar code number on his EI card, he would be limited to what he could check-out and/or use at any one agency with the exception of his home library.] What if the State of Indiana subsidized the issue of this card so all net lending libraries received a State subsidy for lending materials?*

Answer: Looking at what we are used to with a new set of eyes often will allow us the opportunity to see the old in a new way.

Getting library patrons excited about an opportunity like Evergreen could help create a new way to look at what we have been doing that is no longer working as well as it once did.

In order to get Indiana residents excited about a state-wide library card, they must experience the service. If they do, and it works well for them, they will gladly carry the message for libraries to local and state officials. We need to study success stories that have occurred in other states. We need to understand better what is and is not working in terms of sharing resources. If there are no models that suit our purposes, then we need to develop our own.

OPEN SOURCE FOR ONE INDIANA LIBRARY

How did the public library in Zionsville, Indiana, become interested in Evergreen?

In 2006, a Planning Committee made up of trustees, staff, and residents challenged this library to take a long, deep look at its services and offerings. The group asked us to look far and wide to find the best medium sized libraries in the U.S. and then study the reasons that caused them to be successful. The Zionsville Library management team called about 10 medium sized public libraries in Ohio and Illinois, some of whom were included in the Hennen's American Public Library Ratings top ten list, 2005.

The factors that seemed to tip the scale toward excellence among this short list included location of the library in relation to traffic like main thoroughfares through town or adjacency to schools, amount being spent by the library on materials [higher expenditures on the collection translated into a higher patron satisfaction], being a member of a consortium or regional system of area libraries, and offering free circulation to residents who live nearby but not in the library district. The scale did not tip in favor of factors that are not intrinsic to the HAPLR rating like the Library's marketing, program offerings, or IT prowess. In fact, these libraries as a group were not especially strong in these areas; for instance, no newsletter, and/or no wireless connectivity.

In addition to looking at other top medium sized public libraries for standards of excellence, we also decided to carefully study how well our proprietary ILS was doing for the money we were paying annually. Here we discovered that due to a complex and myriad of business changes at the corporate level, our ILS that had been in place at HMMPL since 2002 was not serving us very well, at least in our opinion, for the \$16,000 that we were paying annually for software updates, help desk support, and enhanced content. So yet another part of our library's strategic plan emerged from the ashes of our current proprietary ILS. We agreed to pursue a study of what existed in the marketplace. Of course, at this time, we limited our thinking to the world of proprietary ILS options.

A workshop opportunity was offered in July 2008 by the SWON Libraries in Cincinnati to evaluate open source as an alternative to proprietary ILS systems. Two of the IT staff from Zionsville attended the workshop. After evaluating ten retail ILS packages and then looking at what these offered compared to Evergreen, the decision was that we needed to examine Evergreen more closely as a viable alternative to a proprietary ILS.

On August 29, 2007, one of the IT staff and three of the management staff attended the "Discovery to Delivery—Good to Great Resource Sharing" workshop held at Ball State University at the Bracken Library. There we spent a few hours with the Director of Pines, Elizabeth McKinney de Garcia.

The following day, we were invited by the State Library Director, Roberta Brooker, to join the Resource Sharing Committee discussion that was being held at the State Library. At this meeting, the Pines Director gave essentially the same presentation that she had given the previous day at Ball State. However, we were able to ask more questions which Ms. Garcia graciously answered.

In January, 2007, two of our IT staff accompanied ISL management staff in a visit to Atlanta, Georgia, to visit in person with staff at the Georgia State Library,

Pines Headquarters, Equinox, and Athens Public Library. This was an up close and personal opportunity for hundreds of questions to be asked and answered of the developers, management, and member library staff.

After these numerous personal discussions, the IT and management staff at HMMPL felt confident that we wanted to move forward with the exchange of our proprietary ILS for open source and specifically Evergreen. This desire was conveyed to the State Library. After a few days, the State Library approached us and asked if we would be willing to help them introduce the Evergreen Indiana initiative to Indiana's libraries. As a result of this study, it is our local conclusion that the potential of Evergreen for a single medium sized public library like ours is quite high.

This library is currently using its second proprietary ILS system. Neither the first nor the current system has given us all that we needed and wanted. Hence it seems a waste of scarce local public funds to pay between \$50,000 and \$150,000 for yet a third opportunity to be disappointed by another proprietary ILS. It is important to note that this library is not large enough to achieve any leverage with a proprietary ILS, therefore we rarely, if ever, have or will receive what we want without being asked to pay a large amount to the ILS company for special software development which we cannot afford⁸.

In addition to the substantial reduction in price, the potential exists to get "under the hood" with an open source ILS and make improvements that will benefit many libraries regardless of the size of their checkbook. In addition, leverage will not be a critical part of the equation to having a responsive ILS. Through our investigation of Evergreen, we have found that the Pines statement available at <http://www.open-ils.org/> is in fact, true and these are, in deed, core characteristics that we want our ILS to offer:

"Evergreen is an enterprise-class **library automation system** that helps library patrons find library materials, and helps libraries manage, catalog, and circulate those materials, no matter how large or complex the libraries. As a community, our development requirements are that Evergreen must be:

- ✓ **Stable**, even under extreme load.
- ✓ **Robust**, and capable of handling a high volume of transactions and simultaneous users.
- ✓ **Flexible**, to accommodate the varied needs of libraries.
- ✓ **Secure**, to protect our patrons' privacy and data.
- ✓ **User-friendly**, to facilitate patron and staff use of the system.

Evergreen is open source software, freely licensed under the GNU GPL" (Evergreen).

SPECIFIC MOTIVATING FACTORS FOR HMMPL

- Ability to easily customize what the ILS can do without needing to pay for customized programming to a proprietary ILS.
 - Ease in scalability to keep up with needs brought about by a growing community.
 - Ability to get a large variety of activity reports without paying extra for this service.
 - A strong growing support network of Evergreen users that is available to help solve particular challenges that any user might have without cost. In addition, the response time is quite fast, especially compared to the days, weeks, and months that our current proprietary ILS requires to answer questions posted by our local library staff.
 - With the commitment of the State Library to acquire the initial equipment requirements and place these into service, any future costs to this library will be minimal. Even if in a few years, the servers need to be replaced and the State Library cannot financially support this upgrade, the participating EI libraries would be able to band together to pay for the replacement hardware with a projected \$5,000 to \$10,000 or less per unit investment. This investment will be less than what we are each presently paying for annual maintenance and upgrades to our proprietary ILS. [Note: Presently the savings for HMMPL will be about \$16,000 in annual charges, \$25,000 in server upgrade and about \$100,000 to go to yet a third proprietary ILS.]
 - Software enhancements can readily be added as needed with little if any cost to user libraries. For instance, HMMPL recently contributed software code to add credit card payments to Evergreen. <http://svn.open-ils.org/trac/ILS/browser/trunk/Open-ILS/src/perlmods/OpenILS/Application/CreditCard.pm?rev=9321>
- This addition will benefit all Evergreen libraries regardless of where they are located including those in Indiana when we go live with EI.
- Records will be maintained of changes to software so that exiting and entering individual library staff will be able to track and comprehend. During the past 18 months, our present proprietary ILS has lost many of its key staff. The result is that patrons like us are unable to get issues resolved promptly since the new staff does not seem to know what the previous staff knew, and we are suffering from this lack of continuity. Note: our price for support was not reduced as a result of a severe reduction in responsiveness that HMMPL has been experiencing during the past 2 years.
 - The ability of each library to participate with a voice in how the ILS is managed and governed is

paramount in making this endeavor work for each of us. Though this will take some time and patience, it will be possible for us to govern ourselves and our own statewide ILS.

- A dramatic cost savings for each participating library that will hopefully offset the loss in property tax revenue brought about by the recent changes by the 2008 Indiana General Assembly and the Governor via HB1001-Property Tax Reform & Relief.
- EI may offer an alternative to PLAC and ILL as these are now being offered to Hoosiers. The alternative may be more convenient for both patrons and lending libraries. Restrictions on what is loaned to PLAC holders can be enforced where they are unable to be at this time.
- A union list of Indiana library holdings will help each participating library to more closely assess what they need to purchase for their collection.
- The union list with hold requests being managed by technology will help in spreading the requests among EI libraries rather than repeatedly requesting from the largest collections.

WHAT HAPPENS NEXT?

Installations of EI need to occur at Pilot EI libraries so actual experiences can be shared and evaluated with other libraries across Indiana by January 2009.

A reevaluation of what is working and not working with the present PLAC and ILL program needs to be conducted. An updated model needs to be developed. Maybe EI will be the source for some of the solutions with current challenges with PLAC.

A study of what other states are doing with resource sharing needs to be conducted.

A governance model for EI libraries needs to be developed and considered.

EVERGREEN INDIANA INITIATIVE UPDATE

A Request for Proposal for the network and server equipment for the Evergreen Indiana initiative was issued at noon on Friday, April 11, 2008.

Six vendors had requested a copy of the RFP through April 14, 2008.

Notice was published in 2 Boone County newspapers on April 16th and 23rd.

The RFP opening was held at 5:05 p.m. on April 28, 2008 at HMMPL in the Hussey Room.

The order was placed on May 1, 2008.

Installation of the equipment at the Lifeline Data Center was completed the week of May 19, 2008.

ENDNOTES

¹ An ILS is an integrated library system that keeps track of the collection, circulating items, cardholders, etc.

² Total 5 year library circulation between 2003 and 2007 was 1,950,986.

³ When this author started her public library career at the Anderson Public Library in 1969, all interlibrary loan requests were routed to the State Library and loans were made, for the most part, from that library's collection.

⁴ The HMMPL Library was a net lender during each of the 5 years between 2003 and 2007.

⁵ Indiana Code Citation for calculation of the annual PLAC fee: IC 4-23-7.1-5.1

Statewide library card program; rules

⁶ It is clear to us that the average price of each hardback book for this library is not as high as the Bowker Annual calculations. However, by the time the cost of the item is added to the cost of selection, acquisition, cataloging, and processing, the Bowker average becomes a closer estimate of the real cost to add a new book to the library's collection.

⁷ The Zionsville Library is not planning to initially change the barcodes in all of our materials when we join with other libraries in using Evergreen Indiana. However, we do plan to change all of our customer card numbers to ones that will be coded by the type of borrower. Then services can be limited or a charge can be levied for the 'out of the library district' card holders making their access fairer to the local taxpayer.

⁸ A central Indiana public library recently approached the same proprietary ILS that also services us HMMPL and inquired about the development of a package that would allow the library to automatically call patrons to advise them about the availability of their holds. The estimate for the delivery of this software was \$30,000. Evergreen can be programmed to do this same function at zero cost to the user libraries.

REFERENCES

Kelley School of Business. (2007). Indiana University. Indiana Business Research Center. *The Economic Impact of Libraries in Indiana*.

Evergreen. Retrieved April 21, 2008, from <http://www.open-ils.org/>

ABOUT THE AUTHOR

Martha Catt has been working in the library profession in Indiana since 1966 with a hiatus of 3 years outside the profession. Her employers have included: Highland High School in Madison County, Anderson Public Library, East Central Indiana ALSA, Indiana State

Library, and the Hussey-Mayfield Memorial Public Library in Zionsville. In Zionsville, the library has expanded from a 1,400 square foot private library located in a private home in 1990 to a 54,000 square foot modern library facility today.

