

REPORT TO THE BOARD OF MAYOR & ALDERMEN

DATE: September 28, 2026

FROM: Lisa Plath, Library Director

SUBJECT: Establishment of an Annual Not-To-Exceed Purchase Amount with OverDrive/Libby

INTRODUCTION:

The Town of Collierville has participated in the State of Tennessee's R.E.A.D.S. eBook and digital audiobook download system since 2015. R.E.A.D.S., powered by OverDrive/Libby, provides Collierville Burch Library patrons with access to a shared collection of digital materials. In addition, the Town has contracted with Hoopla, a separate digital eBook and audiobook service, since 2018.

After careful consideration of the costs associated with Hoopla, patron usage and demand, and the long-term sustainability of the Library's digital collections, Collierville Burch Library has made the difficult decision to discontinue Hoopla effective November 30, 2026. The Library will continue to provide and expand access to digital materials through R.E.A.D.S. and OverDrive/Libby, allowing resources to be directed toward the digital collection that provides the greatest value and sustainability for Collierville patrons.

BACKGROUND:

The Library supplements the shared Tennessee R.E.A.D.S. digital collection through a program called OverDrive Advantage. This program allows the Library to purchase additional copies of titles that are either not currently available through R.E.A.D.S. or are in such high demand that Collierville Library cardholders would otherwise experience an unreasonably long wait. Many digital titles are also subject to lending limits and must be repurchased when the allowable number of checkouts has been reached.

Hoopla operates under a different pricing model. The Library is charged each time a patron checks out an item, at an average cost of \$2.48 per checkout. To remain within its budget, the Library must establish a daily spending limit. Once that limit is reached, additional checkout attempts are blocked. As a result, hundreds of attempted Hoopla checkouts are blocked each month after the daily spending limit has been exhausted. These restrictions have created frustration for patrons who are unable to access materials when needed and have resulted in a less consistent customer service experience. Library staff must also explain why a digital resource advertised as available through the Library is temporarily inaccessible, which can be confusing and frustrating for both patrons and staff.

By comparison, the Library's OverDrive/Libby collection, supplemented by the extensive collection available through Tennessee R.E.A.D.S., averages approximately \$0.27 per checkout. Libby also does not have the daily spending-limit restrictions that result in blocked patron checkouts through Hoopla.

This difference in cost and the impact of spending limits on patron access make OverDrive/Libby and Tennessee R.E.A.D.S. a more sustainable and cost-effective approach for meeting the community's demand for digital materials.

DISCUSSION:

The Board of Mayor and Aldermen has historically established an annual not-to-exceed amount for each digital content vendor, allowing the Library to purchase eBooks and digital audiobooks within the approved budget.

In FY26, the Library spent \$40,000 on digital content through OverDrive/Libby. With the discontinuation of the Hoopla service, Library staff recommends redirecting funds previously used for Hoopla checkouts to the Library's OverDrive/Libby collection.

Staff recommends establishing an annual not-to-exceed amount of \$80,000 for OverDrive/Libby. Redirecting these funds will allow the Library to expand access to eBooks and digital audiobooks, increase the availability of high-demand titles, and serve more patrons within the Library's existing digital materials budget.

BUDGET IMPACT:**FY 2027**

Fund	Dept.	Obj. Code	Description	Approved Line Item Budget	Previous Expenses	Proposed Expense	Budget Impact
110	44800	222	Materials	\$261,618.00	\$73,375.38	Not to Exceed \$80,000.00	N/A

PROPOSED MOTION:

To approve an annual not to exceed expenditure up to \$80,000 with OverDrive/Libby for the purchase of digital materials.

Board Action: Motion By _____ Seconded By _____

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						