

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
July 15, 2016

Present: Amanda Burns, Algoma; Melody Hanson, Colleen Rortvedt, Appleton; Eva Kozerski, Black Creek; Jamie Hein Clintonville; Stephanie Weber, Florence; Susan Frick, Fremont; Carolyn Habeck, Hortonville; Sue Grosshuesch, Kewaunee; Beth Carpenter, Kimberly/Little Chute; Nicole Lowery, Lakewood; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Ann Hunt, New London; Mark Merrifield, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Evan Bend, Gerri Moeller, Anne Paterson, Bradley Shipps, Debbie White, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Angie Jandourek, Shiocton; Becca Berger, Tracy Vreeke, Sturgeon Bay; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order and Introductions

The meeting came to order at 9:30am at the Appleton Public Library.

2. Minutes of the May 20, 2016 meeting

The minutes of the meeting were accepted as distributed.

3. AAC ground rules were reviewed

4. Announcements

- Upcoming CE events: PIWI workshop and Trustee Week in August and Tech Days in September. Jamie at NFLS has just released the Fall CE schedule.
- New OWLSnet Circulation Specialist, Molly Lawlor, starts on August 10th.
- OWLS is currently accepting applications for a Catalog Librarian.
- Appleton will have a presentation on ACES at their staff meeting next Friday, 8am. Others are welcome to attend, but please contact Colleen, so she knows how many are attending.
- NFLS is planning a bus trip to Milwaukee libraries on 9/29

5. Information – to be presented by OWLS and OWLSnet member library staff

Sierra/Circulation

- Bulk deleting process – Set up is complete for all libraries except Appleton. Contact OWLS with any questions or problems.
- Marking items as damaged in Sierra – NLP tested the feature and did not find it helpful. OWLS will suggest that Innovative to make it work like Lost and Paid. **We will turn the feature off until it is improved.**

- GEAC fines and patron purge completed – After completing the annual patron purge and the GEAC fines and patron purge, we still have more than 3000 patrons with \$0 balances and cards expired more than three years that have not been deleted because they have manual blocks. **We will send lists to the libraries in August so that you can decide whether they should be deleted.** Please try to review them by the end of the year.
- Books circulating before pub date – Recently we have caught a few titles circulating before their publication date. If you catch one, don't check it in. Leave it in transit until pub date. Notify the owning library. Call OWLS if it gets messy.
- Sierra license limit – We have 200 Sierra licenses. Licenses are not tied to a particular library. If you cannot log in, first look for computers that are logged in but not currently in use. Please be aware of duplicate log ins.

Encore/InfoSoup update

- DPLA Link in Encore is working. Our Memory Project content will be live soon.
- The expiration message is live in Encore. We will tweak the wording to say, "Please contact your local library to renew your account." Unfortunately, the message disappears after the card expires.
- The InfoSoup handout for patrons was distributed.

Cataloging update

- There will be a gap between Anne's last day and the new cataloger starting. Debbie White will handle all requests during that time. Please send emails to OWLSnet Help. If you have something you need quickly, please use the expedite button on the catalog request.

OWLSnet Fees Committee update

- The committee met on June 15th and will meet again on September 9th, when we will be starting to develop a formula. We hope to have a proposal for AAC to consider by March 2017, with May 2017 being the hard deadline.

E-rate update

- E-rate funding for telephone service is being reduced at a rate of -20% per year until gone.
- The process for applying for e-rate is changing.
- SCLS is piloting a project where some of the libraries and the system office are applying for e-rate. In order for a library to qualify, they must comply with CIPA. See FAQ at <http://www.scls.info/technology/erate/index.html>.
- The discount would most likely apply to equipment generally purchased from the OWLSnet budget, such as router upgrades and wiring at headquarters, equipment for the firewall, the network, wireless equipment and supporting software. We may also be

able to receive pro-rated discounts on our WiscNet connection. If we were able to do this and some libraries were CIPA compliant and others were not, we would need to work out how we would assess fees. This may not result in cost savings for member libraries, since there is also a cost for implementing filtering, but it's likely to help keep costs down and prevent future increases.

- We will plan further discussion about filters. How do they work? What do they cost? Can individual libraries choose to filter or not? If a decision to filter has been made, which computers/devices in the library need to be filtered? How would a filter be turned off to allow patron to access legally available information? Talk to South Central about their implementation. Talk to libraries that are currently filtering.
- The cost of investigating applying for e-rate vs. the potential savings gained was discussed. It is impossible to determine the cost-benefit ratio, however most libraries want to know more about the process.
- The new e-rate funding may be dependent on the rate of use of free or reduced rate lunch in the school district in which the public library is located. If so, this may limit the ability of some OWLSnet libraries to receive this funding.
- The application for e-rate may be due in October 2016, which may limit the ability for OWLSnet to apply this year.

WPLC/OverDrive update

- The OverDrive Steering Committee and WPLC Board said No to Magazines; yes to spending additional \$150,000, which will go to holds. Statewide OverDrive magazine subscription will end in October.
- Bloomberg Businessweek and Bloomberg Markets were removed from the collection by publisher request. WiLS has asked OverDrive to do a better job of notifying us when magazines are pulled by the publisher.

SAM 10, Windows 10, and ESET upgrades

- SAM 10 and Windows 10 projects are nearing completion. The SAM 10 patch was just rolled out, and there will be a GoToMeeting on Monday at 10am to demonstrate a related new procedure. Dave is working on Deep Freeze updates, and ESET updates will start after summer.

Public Library System Redesign (PLSR) update

- Beth Carpenter reported on the PLSR progress. Please visit <http://www.plsr.info/>.

6. Decisions – consensus decision or vote

- Proposal: *Change the SAM 10 settings to display the patron PIN on the SAM Patron Record/Modify User page instead of hiding the PIN with dots.*

A straw poll indicated that the proposal would not pass a vote. The group agreed not to change the default display in SAM 10. PINs will remain hidden.

7. Ideas submitted for discussion

- No ideas submitted for discussion.

8. Discussion

- **Review Resource Sharing List of Exceptions**

Keep this in mind when adding new types of things; don't put them in the wrong category to get the loan period you want, and don't assign to "library only" if they are not on the exception list. I-types drive statistics and also govern checkout periods at other libraries. If you have a unique situation, please contact us about it. New exceptions could be added to the list but must be formally agreed upon at AAC.

- **Changing Teacher Card Procedure**

At the March meeting, Appleton proposed adding CDs to the list of materials that can be checked out on Teacher Cards. Appleton also proposed allowing daycare providers to participate in the teacher card program. Discussion was generally in favor of these changes, and it was suggested that we open up Teacher Cards even further.

After the March and July meetings, Bradley asked that libraries review the procedure with staff, and come to this meeting with suggestions. Does anyone have any additional changes to propose?

Proposal 1: *Add CDs to eligible materials. ~~Local materials and holds only.~~*

Proposal 2: *Allow daycare providers to participate. Verify license online.*

Proposal 3: *Add DVDs to eligible materials. No local restriction.*

All three proposals were enthusiastically accepted by the group. Hearing no discussion opposed to these changes, the group agreed that the changes could be accepted at this meeting. Bradley will revise the procedure and send it out for review before posting.

- **Collection Agency**

We've heard from most libraries that they've either passed the board resolution or have it on their agenda. Gerri reviewed what we know about the collection agency process so far. At the September AAC meeting, we will propose that OWLS facilitate the use of collection agency in OWLSnet and have a written procedure ready for review. If you are planning to start using the collection agency, complete a Unique agreement and send it to Jonathan Hayes. If you submit it by the end of August, you will be eligible for the discount.

We reviewed updates to Mail Returned procedure and Home Agency procedure. We will add a note to bills: "Unpaid balances above \$50 may be referred to a collection agency." There is no way to test this. It's on or off. The group agreed that we can turn it on now.

- **Ranking priorities among electronic resources, enhanced content, and apps**

From the OWLSnet budget we subscribe to 5 resources that help enhance InfoSoup:

- Tumblebooks
- Ancestry
- OneClick Digital Audiobooks
- NoveList Select
- BookLetters

There are three options we previously discussed and wanted to consider:

MyLibrary! App - Between when we last spoke and now, they raised the price from 9,000 to 28,000 a year, making it no longer feasible for us.

Question if there were other apps available. Boopsie is available. Mark reports that NFLS looked into Boopsie and for NFLS libraries only, it would also be around 28,000. Still some interest in Apps, but no clear way to fund it. Bibliocommons also has an app. We may look at that next year when we reevaluate discovery layers.

Hoopla - Hoopla provides online access to audiobooks, ebooks, movies, tv shows, music albums, and comics. It's a No Platform Fee, Pay per use, always available service. Hoopla does not contain latest releases in any format. It works best as an app, but can be used on a PC or Mac.

Because this is a pay for use service we think that it would be complicated to manage as an OWLSnet service. Peg asked about discontinuing OneClick to fund Hoopla. This might be possible if all OWLSnet libraries were interested in participating in Hoopla. If only some libraries participated in Hoopla, it would be difficult to fund as an OWLSnet service.

A majority of libraries are interested in learning more about Hoopla. Will try to schedule an online and possibly in person session(s) with a Hoopla rep in early to mid-August. A few libraries expressed no interest in Hoopla.

Magazines - The OverDrive magazine collection ends in October. At least 9 systems have expressed interest in continuing with OverDrive magazines as an Advantage account, meaning the collection would only be available to those libraries who participate. We should know the cost very soon, no later than August 12th. Appleton intends to continue with their Zinio Collection. Because of how OverDrive advantage accounts work, it may be helpful to coordinate with Brown Co. on any magazine decision.

Magazine options:

1. Discontinue online magazines (and guide patrons to APL Zinio account).
2. If viable, join with other systems to continue OverDrive magazines or piggy-back on Appleton's Zinio subscription and get an OWLSnet or NFLS/OWLS Zinio subscription.
 - a) We could pay for online magazines from the OWLSnet budget by discontinuing a current subscription.
 - b) We could pay for online magazines through library contributions.

Evan will get final numbers from OverDrive and Zinio, talk to Appleton and NFLS/Brown Co. and then send out more precise cost information.

Gerri asked:

Would you want to replace NovelList Select with magazines? Majority said no.

Would you want to replace BookLetters with magazines? Majority said no.

Preference between OverDrive Magazines or Zinio if cost is similar? Zinio clear favorite.

9. Adjournment

Meeting adjourned at 12:45 pm.