

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
January 21, 2011**

Present: Rita Schiesser, Algoma; Kris Kipping, Vicki Lenz, Michael Nitz, Colleen Rortvedt, Catie Wylie, Appleton; Rebecca Buchmann, Black Creek; Diane Raschke, Clintonville; Susan O'Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Cody Bunk, Robyn Grove, Iola; Maggie Waggoner, Kaukauna; Beth Carpenter, Kimberly/Little Chute; Sue Grosshuesch, Kewaunee; Pam Ellingson, Lakewood; Lyn Hokenstad, Manawa; Trinitie Wilke, Marion; Sandra Hipke, Jennifer Thiele, Marinette; Ann Hunt, New London; Joan Denis, Oconto Falls; Lou Williams, Oneida; Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Elizabeth Timmons, Seymour; Kristie Wilson, Shawano; Becca Berger, Chris Milton, Linda Streyle, Sturgeon Bay; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order

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

2. [Minutes of the September 24, 2010](#)

The minutes of the meeting were accepted as distributed.

3. AAC ground rules

Rick reminded everyone that with such a large group it can be difficult to hear and follow the discussion. He asked everyone to help the meeting function more effectively by remembering the AAC ground rules:

- Only one person speaks at a time
- Please wait until you are recognized to speak
- If you've spoken to the issue already, please let others speak

4. Announcements

- Colleen from Appleton announced that Tasha Saecker, currently Menasha Public Library's director, will be the new assistant director at Appleton, beginning February 28. Carole De Jardin, Supervisor of Appleton's Children's Services, will be retiring on Feb 4, 2011 after over 40 years of service.
- Kristie from Shawano announced that their children's librarian, Betsy, has retired.
- Beth from Kimberly/ Little Chute announced that the [Fox Cities Reads website](#) is up. Tijuana born author, Luis Alberto Urrea, is this year's author. There are two book selections for this year's read, *Into the Beautiful North* and *The Devil's Highway*. Beth encourages everyone to participate, there will be good discussions.
- Joan from Oconto Falls shared that the Stories from Oconto County series went well. The author, Jerry Apps, will be teaching a writing workshop in Oconto Falls in April.
- [Door County Reads](#) programming is kicking off. The selected book is *Fahrenheit 451* by Ray Bradbury.
- Rick announced that annual report information for OWLS libraries is ready and posted on the OWLSnet statistics page. Earliest time ever!

- Catie Wylie, Appleton Assistant Circ Supervisor's, attended her first AAC first meeting. Welcome Catie!

5. Information from OWLS and OWLSnet staff

- The annual report is now available to fill out, and the data from OWLS is also available. You should have already received an email from the state with instructions and a link to the state form. OWLS will not be mailing out copies of the annual report statistics this year. The statistics and instructions are posted on the OWLSnet statistics page at <http://www.owlsnet.info/stats/>. To help you find the right data for your library, the statistics pages are designed to be printed in color. If you have difficulties accessing these reports, please contact Gerri or Rick. If you have questions about the data provided, please contact Gerri.
- OWLS staff shared a few notes on the annual report. In section III, the number of PC users is estimated, based on actual SAM numbers from July-December of 2010. County libraries and non-SAM libraries will have to calculate and provide their own PC user numbers for their reports. OWLS cannot yet provide the circulation numbers for downloadable material but we are working on it. The handouts for Section XI are very long, so we recommend choosing the appropriate section, OWLS or NFLS, and printing out the pages that belong to your library.
- March 1 is the official deadline for the annual report, so please do your best to get the report back to your system office as soon as possible.
- As a side note, the OWLSnet libraries had 434,000 SAM and wireless internet sessions in 2010, with about 79,000 being wireless sessions and an average of 2500 unique wireless users each month. If any non-SAM libraries wish to share their internet numbers with Rick, he will calculate total internet sessions for OWLSnet libraries. These would be good statistics to share at Library Legislation Day. Also, if anyone has data from older annual reports and wants it posted in the OWLSnet annual report section, send it to Gerri. It may be helpful to have it all in one place.
- The [OWLSnet Annual Report to NFLS board](#) was presented to the NFLS Board in December and is now posted on the AAC page.
- The NFLS-OWLS partnership agreement was scheduled to expire at the end of 2010. Mark and Rick brought new draft agreements to the OWLS and NFLS boards, and both boards had some concerns. Rather than accept the new draft, the NFLS and OWLS boards agreed to extend the existing agreement one year and form a committee to talk about the new agreement. New OWLSnet member library agreements will be created after the system agreement is completed.
- Circulation update
 - OWLS is investigating using an email service to push out information in Network News to library staff. This service will help us communicate important things in a timely fashion. MailChimp (the service we are looking at) will send an email the day after a new post is made. It will streamline and automate the entire process so OWLS will no longer have to send out emails informing staff of new Network News posts. For those who subscribe to the RSS feed, it will still be functional as well. Some libraries didn't want to receive these emails (because they already subscribe to the RSS feed), but others wanted all of their staff members to receive them. Gerri will send an email to the AAC list asking for names of staff that should be signed up for Network News emails.
 - Two new reports are posted on the OWLSnet statistics page: Bills paid (by transacting library) and Bills paid (by owning library.) Libraries may find these reports helpful in identifying payments owed to them and from them. While bills are the primary focus, the reports also include manual charges, since they may include manually reinstated bills. When

- dealing with reimbursements owed to you, keep in mind that payments from libraries using municipal offices may take longer to process.
- More libraries have been set up with spine label printers since the last AAC meeting. Suring, Lakewood and Keshena are now using spine label printing. Seymour will be set up in the near future. The [spine label page](#) in the OWLSnet online manual contains a link to basic troubleshooting information and a link to a YouTube video for printer installs. If you are moving your spine label printer to a new computer, call Gerri. If you see someone else's label that you'd like to use, Gerri can copy the format over to your login. Just send Gerri the barcode of the item, and the orientation of the label (vertical or horizontal.) Unfortunately, the process for editing the spine labels is complicated, so it does need to be done at the OWLS office.
 - Several libraries are now issuing Teacher Cards. Currently, there are not a lot of cards in the system but more are being added. We believe we have worked out the bugs and they should function correctly. If you have questions regarding teacher cards, take a look at the [teacher card page](#) in the OWLSnet online manual or you can contact the OWLS office.
- InfoSoup Development update
 - Evan has been busy working on all kinds of odds and ends lately. He's had a request to consider adding NoveList Select to InfoSoup, perhaps replacing LibraryThing. We'd like feedback from AAC, so he'll be sending out an email to the AAC list with more information and a link to a library that uses both products. Please check familiar books, looking at the design of both products and the "similar" titles features, and send comments to Evan. Depending on the feedback, we may consider switching to NoveList Select.
 - Project Updates
 - Gerri displayed the new Ecommerce reports that are posted on the OWLSnet statistics page: Ecommerce payments, YTD disbursement and Bills paid via Ecommerce. Ecommerce payments have been steadily increasing and are now up to 5% of the total collected each month. In order to clear the books for 2010, all libraries with an amount due will receive a check in January, even if the total due is under \$10. There is an Ecommerce FAQ page in the OWLSnet manual with lots of information about Ecommerce. Answers to all of the questions we've received are listed there. If you have other questions, please let Gerri know and she will add the answer to the page. There are two things that every staff person should know about Ecommerce. First, Ecommerce does not accept debit cards. If patrons are using a dual debit/credit card, they can use the card as a credit card. Second, if the card does not work, don't encourage the patron to keep trying. We've had very few problems with Ecommerce, but most of them have been caused by multiple attempts to pay. Some libraries are interested in creating a bookmark with information about Ecommerce. Please talk to Evan if you have ideas about what should be included. Ecommerce trivia: The oldest fine paid so far was from 2001.
 - OWLS and NFLS have been recommended to receive LSTA grants for the patron registration module and SMS notification projects. DPI is waiting on the federal government to release funding for the grants. There may be only a partial allotment of the entire amount this year. We will wait and see.
 - Ebooks are at the top of our list for projects to work on. The demand for ebooks has increased and libraries are getting more and more questions from patrons. WPLC (Wisconsin Public Library Consortium) contracts with Overdrive to provide e-books to all of the systems in the state. Last year, WPLC challenged their members to collect an additional \$25,000 (beyond the amount already budgeted) to increase the ebook collection. A

- significant amount was collected and more titles were added to the collection. Overdrive is currently the only vendor that provides content for public libraries, but there have been issues with the service. While our vendor options are limited at this time, Ebsco is planning to come out with a product later this year. We'll keep an eye on it. Since the state is holding an Ebook summit in May, and is planning on contributing more funds to the Ebook collection, staying with Overdrive and the WPLC collection may be our best option at this time.
- The Ebook page in InfoSoup is undergoing quite a bit of change as well. Evan has added more information about ereaders, ereader apps, help guides, tutorials and an overdrive blog that patrons can subscribe to. Currently, there is plenty of information to get your patrons started. Beth from Kimberly/Little Chute thanked Evan for adding the e-book page to InfoSoup. Evan will continue to work on adding information and cleaning up the page. We are also actively working on getting e-book statistics. We know that more people are using e-books as the collection grows and that e-book circls have caught up to audio book circls. We've worked with OverDrive to develop stats for individual libraries, but there are still some issues with the numbers. Evan is working with OverDrive on this issue and plans to publish monthly statistics when it is resolved.
 - Millennium slowness has been an ongoing issue for us. Previously, OWLS gave Millennium traffic a higher priority on our network. This seems to have had little effect on response times. We are investigating assigning a dedicated portion of the bandwidth to Millennium traffic only. OWLS staff will be meeting with a consultant to help us work through this issue. Some libraries at the AAC meeting did comment response times seem to be slightly improved.
- New [PC Specifications](#) for new and donated PCs are posted on the OWLSnet website. The specifications are not particularly demanding, so it should be simple to purchase a computer with these requirements. There are suggestions for software in the document as well.

6. Decision – consensus decision or vote

- No consensus decisions or votes to be made at this time.

7. Discussion – discussion of issues that may be up for decision at future meetings

- We would like to try a different approach to discussions during AAC meetings. In the past, OWLS staff would investigate a topic suggested by a library, put it on the AAC agenda and present the preliminary information to the group for discussion. We found that some of the agenda topics suggested weren't equally important to all member libraries. This resulted in OWLS staff researching topics that weren't discussed further and wasted staff time. Starting today, we would like to add topics to the agenda first, briefly discuss them at meetings to determine their importance and then follow-up with for further discussion at future meetings, if deemed necessary. The group supported the new approach.
- The OWLS office has received several calls regarding uneven distribution of holds on equivalent versions of the same title. There may be 20 bib holds on a title having only one copy attached while an equivalent title with 20 copies attached may only have 1 bib hold on it. OWLS staff do move patron holds when we see these situations, as long as the bib records are equivalent. Libraries can also move their patron's holds when appropriate. If you know that your patrons aren't specifically looking for director's cuts, special features or special editions of titles, then it's a good idea to move their holds to titles with smaller hold queues. Or, if you aren't sure, feel

free to contact your patron and let them know the options. Merging similar records is not a good solution for us. Once our records are merged, they cannot be separated. We try to maintain unique records to reduce problems with migrations, OCLC updates, etc. However, there can be duplicate records in the system – where the bibs represent identical, not just equivalent titles. If you suspect there are duplicate bib records in Millennium, please send the bib information to the owlsnethelp list so the catalogers can investigate further and fix if needed. Please keep in mind that a listing of two identical records in InfoSoup may be only a display issue – not actual duplicate records. If you're not sure, contact OWLS staff and we can research the issue. The group also briefly discussed FRBR and the impact it could have on library records in the future.

- The OWLS children's librarians have proposed that OWLSnet make [OWLS Big Books](#) available for circulating. Currently, they fall under the category of too large for delivery bins in the list of [Resource Sharing Exceptions](#). However, some items have been circulating in delivery, and there have not been many problems with the current volume of items.

This shared collection was originally developed by OWLS for use in library programming and is presently kept at Clintonville. Libraries were placing holds via OWLSweb, and items were delivered on the van. There are approximately 500 titles in this collection, but the collection is underutilized, yet valuable for children's story times. If the collection is opened up for circulation in Millennium, hold requests would be placed in Millennium and still delivered on the van. To set these apart as Big Books in the catalog, OWLS will assign a new bib material type and a new icon to display in InfoSoup. While this collection is more geared toward library use, patrons may still find these items and place holds on them accidentally. Because of the larger size of these books, we will use large bags to protect them in delivery. More bags will need to be purchased to accommodate the increased circulation of these books. OWLS will redistribute big book budget money to purchase additional delivery bags. There might be difficulties with making this change. Libraries may encounter storage issues of the bags and big books in their libraries. Also, Waltco may struggle with the increased delivery volume of these big books. **The group agreed to make Big Books circulating items.** The Big Books in the OWLS collection will be divided up among the OWLS libraries. OWLS will let OWLSnet libraries know when the behind the scenes work is complete.

- OWLS put together a proposal that contains guidelines pertaining to ILL libraries who owe bills as a starting point for discussion. There are currently 32 individual libraries with past due bills for OWLSnet materials. While it isn't a lot of money, we currently don't have a process in place to handle delinquent ILL accounts. The guidelines in the OWLS proposal states:
 - Libraries that owe less than \$5.00, no extra collection efforts will be made.
 - Libraries that owe over \$5.00 will be sent an additional bill every January with a warning note about borrowing privileges being revoked if the outstanding amount is not resolved in 5 months.
 - If there is no bill payment, we will put a block on the account and there will be no additional loans.
 - If the amount owed is over \$50.00, we will put a block on the account immediately and send another request for payment.

We have never given direction to the NFLS office on dealing with outstanding bills so they have continued loaning to these libraries. Many libraries believe we need to hold the borrowing

library accountable for the resources we lend to them. This is a business process and should be similar to dealings with our own patrons. If we do nothing about the delinquent ILL bills, it could be viewed as patrons in other systems getting preferential treatment over our own patrons. Some libraries were concerned by trying to collect on these bills, as it may result in borrowing restrictions placed upon them from the ILL libraries. **The group agreed we should forgive bills before 2010; send out additional billing statements for items billed in 2010 see what happens.** OWLS will delete old ILL bills (pre-2010) in February.

- Door County asked if we could investigate barcode scanning on mobile devices. Most mobile devices have free apps that can be used to scan barcodes on OWLS items, but using the mobile device as a replacement for a library card is a bit more complicated. OWLS staff have tested their personal iPhone and Android phones and have found our current scanners cannot be used to scan barcodes on mobile devices. Some companies are starting to accept barcodes on mobile devices; Starbucks is one example. Their scanners all needed to be replaced, since the scanners required to scan from a mobile device use a different type of technology. There are security issues with scanning mobile devices – Starbucks has addressed that with a custom application and custom barcode font, to ensure that the barcodes cannot be copied or duplicated. It's possible that this might be a solution we could use some time in the future.
- Door County asked about the use of family cards in our system. There is no current technological way to allow family members to link cards together into one master family account. While Innovative does have a linked card function, it's quite limited, and generally only useful to allow staff to give patrons a list of all the items checked out at one time (or all the fines). Many libraries would like to see the linked card function enhanced, and this has been submitted as an Innovative enhancement every year. OWLSnet libraries would also like a patron to be able to check out a held item on another card, and the system would then ask if the original hold should be cancelled. This feature isn't available, but enhancement requests on this have also been submitted. We'll keep submitting (and voting for) these enhancements, and keep looking for better ways for families to use our libraries.
- The Gillett library suggested that we promote email notification in InfoSoup. There is currently an email notice button in the patron update form and we could add a link to the InfoSoup page for patrons to sign-up for email notification. Evan has helped individual libraries put a link to receive email on their websites but not on InfoSoup. Evan will work on getting a link to sign up for email notifications in InfoSoup.
- Door County suggested we set longer loan periods for DVD sets and longer books. The discussion focused primarily on longer DVD sets. Some of the DVD sets have many discs and patrons are unable to view complete sets within the 1 week loan period. There are a couple of ways this could be handled. One option would be to give all DVDs a longer loan period. A second option (to give some DVDs a longer loan period, and have others remain at the 7 days), would be to assign a different I-type to larger sets and then set up additional loan rules for these items. Assigning new I-types could be problematic because of the consistency issues we already experience. If we aren't consistent, then two patrons could check out the exact same item, and receive different loan periods. A third option would be to split up larger DVD sets into individual DVDs. This would solve the problem of not having enough time to view the content, but there's no guarantee that patrons would receive items in the correct order – they might need to wait until after they've received one part before placing a hold on a second part. One of the reasons we didn't go with this option originally is the difficulty in placing holds on volumes. At the

moment, holds on volumes are always item holds, even if multiple libraries own the same volume. Innovative has a new product which allows patrons to place holds at the volume level, but it is expensive. Some libraries like the idea of splitting up the sets, since they would be less likely to discard the set if one part was missing. (If you do have a set with missing pieces, please contact Michael from Appleton. He has a database consisting of pieces from sets that are available for the taking.) Other libraries were not in favor of splitting up DVD sets because of lack of shelf space. There was some interest in assigning new I-types for DVD sets. Gerri will prepare the options for further discussion.

As for longer loan periods for books – one solution would be to eliminate short loan. Could we completely eliminate the short loan period? The group agreed it is a topic worth discussing. What about assigning shorter loan periods for music? A CD can only circulate 8 times a year with the loan period we currently have in place. We agreed to discuss this further, as long as it's been over a year since we last discussed changing the loan period for music. [Gerri's note: it has been over a year, so we'll have a discussion on this at the next AAC meeting.]

- Why do some items show up in InfoSoup with holds attached but no hold button for patrons to place holds? This generally happens in one of two circumstances. In the first case, a library using Acquisitions has ordered and received the order, but not created an item record. When there is an open order on the system, holds can be placed, but once the order is closed, and there is no item, holds cannot be placed. Libraries with Acquisitions work hard to avoid this situation, but it still can happen occasionally. In the second case, a library not using Acquisitions has added a record, either through OCLC or the cataloging tool, in response to patron demand. In this case, any holds have been placed using the Millennium client. The only real solution here is for libraries that don't use Acquisitions to avoid adding records before they have the item in hand. If you or your staff find one of these records in the system, please let OWLS staff know, and we'll work on fixing the record.

8. Other Business

- Some libraries are interested in purchasing more black InfoSoup bags. Rick will send out an email to the AAC list to determine if there is enough interest to place a group order.

9. Adjournment

- Meeting adjourned at 2:04pm.