OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
January 17, 2014

Present: Rita Schiesser, Algoma; Michael Nitz, Tasha Saecker**,** Paula Wright, Appleton; Rebecca Buchmann, Black Creek; Jamie Hein, Clintonville; Stephanie Weber, Florence; Susan O'Leary Frick, Fremont; Carolyn Habeck, Hortonville; Beth Carpenter, Kimberly/Little Chute; Ashley Thiem, Kaukauna; Susan Grosshuesch, Kewaunee; Becky Bartell, Lena; Lyn Hokenstad, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Mark Merrifield, NFLS; Kristin Stoeger, Oconto; Kim Meyers, Oconto Falls; Wanda Boivin, Oneida; Evan Bend, Patty Hankey, Laura Jandacek, Gerri Moeller, Anne Paterson, Bradley Shipps, Walter Burkhalter, Debbie White, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Amanda Burns, Suring; Peg Burington, Dominic Frandrup, Waupaca; Kristi Pennebecker, Weyauwega; Leslie Hill, Wittenberg

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

2. [Minutes of the November 8, 2013](#)
   The minutes of the meeting were accepted as distributed.

3. AAC ground rules
   Walter 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
   • Walter placed the Library Bill of Rights documents for libraries to take at the back of the room. Feel free to take, read and sign. Links are available to a PDF copy of this declaration, ask Walter for more information.
   • Elizabeth Timmins is collecting money from libraries for donations to the 2014 adult reading challenge, A Year of Listening Dangerously (and another year of Reading Dangerously.)
   • Peg Burington announced she will be attending Library Legislative Day on February 11. Please contact her if you are interested in carpooling to Madison.
   • Bradley announced there are eight remaining seats for the bus trip to PLA in Indianapolis. Please contact Bradley or register online if you are interested in attending.
   • The Fox Cities Reads selection and author will be announced on January 22. Go to foxcitiesreads.org for more information.
   • Gerri announced that Debbie White is the new OWLS' cataloging assistant. Welcome, Debbie!
   • Carolyn from Hortonville brought book classification stickers for libraries to take.
   • The figures for the annual report are done. Data to be prefilled by OWLS is now completed. OWLS will post the numbers online later today and send out an email with more information,

including links to the instructions and data. There were a small number of circulations involving two municipalities that did not report correctly in the final numbers. Gerri has contacted the affected libraries. Please contact Gerri if you feel there are any problems with the data in the reports. Please contact Walter or Mark with questions involving any other aspect of the annual reports. Mark and Walter ask that you complete your annual report and notify your system director by February 21.

5. Information – to be presented by OWLS and OWLSnet member library staff
    - Sierra/Circulation
        - John (NFLS), Julie (OWLS) and Travis from Appleton have completed the project to reinstall the Sierra client at member libraries. While we believe they've all been finished, it's possible that a PC here and there were missed, so please contact OWLS if you have difficulties with Sierra. There may be different and/or more computer issues involving Java as they tighten their security regulations. If you experience any Java issues, please contact Gerri. The login issues that some libraries experienced a couple of days ago with Sierra jar files were related to poor internet connectivity. Many other organizations had problems also. BadgerNet resolved the internet issues yesterday around noon.
        - The Sierra update scheduled for January 7 was canceled because other Innovative customers experienced problems with the update. Innovative canceled our update and it has not been rescheduled yet. The primary goal of the update was to fix offline circ which had been broken since the previous update. We were concerned that if the system went down we wouldn't be able to use offline circ. Innovative installed a patch to fix offline circ and it is now working. There may be a fairly large update in the future that will require conversation before we implement.
        - QuickClick Ordering is working smoothly for Kimberly/Little Chute acquisitions. If there are any other libraries that would like to try it, please let Gerri know. The set-up process is quite involved so Gerri will work closely with the libraries to get them up and running. Beth commented that QuickClick Ordering is a time-saver because it eliminates the step of looking in OCLC for a record and manually creating records. Libraries build their cart at the vendor site and then ftp records into the system. Kimberly/Little Chute has been testing this product with Midwest Tape. The records they have brought in from Midwest Tapes are good, high quality records. QuickClick Ordering should work with all the major library vendors, except Amazon. Kimberly/Little Chute will start working with Baker and Taylor next. Waupaca indicated they were interested in trying it.
        - The new Title Paging list is ready to go. Unfortunately, the print method that Sierra uses requires an older print driver. In some cases, it may not work with newer printers, so Dave has created a workaround method to print the new paging list to a PDF printer. If your library experiences problems printing the list, please let Gerri know. We ask that all libraries give the new paging list a try. The new format is a big improvement containing more pertinent data. Library staff offered good suggestions resulting in a better paging list. It is difficult to keep track of libraries that don't switch and we don't want any library to get stuck with the old format. Gerri will contact libraries individually when she's ready to install at their library.
        - Appleton has been using Sierra's Course Reserves to process and keep track of their new books. While Appleton is happy with the display locations, it is labor intensive to enter materials into the system. Lots of information is required when adding new materials and it is still a very slow process. At this time, it's unlikely to be a good fit for another library unless they feel it's very important and are willing to put in the extra time required. It is very administratively intensive and needs to be monitored closely.

- Appleton recently increased the hold limit for their patrons to 15. It was at 10 for a long time and now matches the rest of the libraries in OWLSnet.
- Cataloging
  - OWLS is in the process of moving the cataloging tool and the New Materials list to a new server. We are in the middle of the process and it should be completed soon. Dave had to rewrite some of the code in order to make the move. The New Materials list is a homegrown OWLS service and not a Sierra service. OWLS will send an announcement when the move is completed. If you identify any problems within the cataloging tool, please let us know.

- InfoSoup/Overdrive update
  - OWLS is also redesigning the OWLSnet website and switching over to a new web address. The new website address will be owlsweb.org (the current one is owlsnet.info). Evan is changing one section at a time. When completed, both addresses will direct people to OWLSnet. Please keep in mind that bookmarked pages may not redirect correctly. Our goal is make the website easier to use, so member libraries can get the information they need. The old website has some secure places that require a login to access sensitive information. We would like to replace that generic login with individual logins or a login that would be system specific, allowing OWLS and NFLS libraries to be directed to information appropriate to their system. We will have more information at the next AAC meeting. The OWLS directory is in the process of being moved. It has changed slightly and now uses the library name instead of the old van code (which new staff members may not know). When completed, Evan will ask all of libraries to verify the content on their contact pages. As always, if open hours or days change, please let Patty know so we can keep your library information up to date.

  - To use the new OWLSnet site (owlsweb.org), please log in first. Use your **first name<space>last name** as the username and your **email password** as the password. You will be able to see more information if you log in first. If you are viewing the Continuing Education page, you will have to log in first in order to view it.

  - Our system was rated number one in Overdrive holds, with over 110,000 holds and number two in the number of Overdrive circulations nationwide. Overdrive is well used by our patrons and the money contributed to the buying pool has been effective. The state library steering committee should be meeting soon and will most likely discuss the excessive holds and make recommendations to the board for addressing the hold issue. Evan is a board representative on the committee. Beth from Kimberly/Little Chute is the OWLS library member. Kristin from Oconto and Dave from Brown County represent NFLS libraries. The formula to determine the contribution to the buying pool has changed. It is now based on 75% of usage and 25% of population. It will have little effect on us overall. OWLS and NFLS will pay less for 2015 because of the restructured formula. However some library shares may go up slightly because LSTA funding is no longer available for this project.

  - Overdrive has created a catalog for children. It works the same as our current Overdrive service but contains children and young adult materials only. There is no additional cost for the kid's catalog. WILS will work with us to get it set-up: there is no timeline in place yet. OWLS will send out an announcement and place a link on InfoSoup when it is ready.

- The final reading statistics for the 2013 adult reading challenge will be sent to the AAC listserve soon.

- Elizabeth from Seymour is now collecting donations for the 2014 adult reading challenge, A Year of Listening Dangerously (and another year of Reading Dangerously.) Half of the OWLSnet libraries have already contributed. Evan placed promotional cards and posters to promote the reading challenge in the back of room for libraries to take. While this is an audiobook reading challenge, patrons can still read. Audiobook reviews will be marked as such in the Books R Us blog. Staff should talk to their audiobook patrons about the challenge. Because it is an audiobook challenge, there may be less competition and a better chance for patrons to win prizes.

- Evan is in the process of moving a lot of data, like the InfoSoup booklists, from the old server. Many of the book lists are not up to date so he will not be moving them to the new server. Some discovery layers may allow us to create book lists easily; therefore, we are holding off on creating any new book lists at this time. If library staff find any of the book lists useful, they could adopt a list. Please contact Evan if you are interested in adopting a list and he can help you create an up to date book list.

- WISCAT update
  - There will be two webinar training sessions for WISCAT in February. WISCAT will offer two different day/time options for each session. The first session will focus on setting up an account and using WISCAT. It will be held on February 17 at 2pm and February 18 at 1pm. The second session will focus on borrowing and lending and will be held on February 19 at 1pm and February 20 at 2pm. OWLS reminds libraries to log in early before the webinar start time in order to make sure everything is set up properly for webinar participation. OWLS will make a meeting room available if anyone would like to attend in Appleton. After the training sessions, OWLS will send out an evaluation to determine if more training may be needed before we go live. If you would like to check your computer to make sure it is compatible with WISCAT, please attend the practice session on February 10 at 10am. There will be more information to come. WISCAT recently transitioned to their new software and it was successful.

- Networking update
  - Dave apologized for any inconvenience the recent internet connectivity issues may have caused over the last couple of days. The issue was resolved around noon yesterday. BadgerNet tried to move to a new, larger data circuit and it didn't work.

  - Each library has service through OWLS for wireless network access. The libraries purchased access points through Cisco. The access points are now aging and nearing the end of their lifespan. Additionally, Cisco will no longer offer support for these access points after July 31, 2018. Dave plans on replacing the libraries' access points before then. The cost for replacement will be approximately $500 - $700 per access point. Some libraries have several access points so it may be a significant expense to replace them. OWLS asks that every library budget for access point replacement over the next two to three years. Dave is investigating having Cisco manage the new access points. If this is feasible, OWLS would no longer manage these as they have in the past.

- OWLSnet planning update

- We held a discovery layer workshop last December to give library staff more information and tools to make better decisions as we explore adding a Discovery Layer to InfoSoup. If you didn't attend but would like to know more about discovery layers, the presentation is posted on the OWLSnet CE page. Audio will be added soon!

  After the workshop, many attendees expressed a lot of interest and wanted to know how to make it happen. Others wondered about the cost and how to budget for it. If we were to implement a discovery layer in 2015, library directors felt they would need to know a cost by June 2014 in order to budget. There are three primary options for a Discovery Layer. Two of the options are from traditional vendors, and it will be relatively easy to get pricing. Pricing for the third option, an open source solution, will be more difficult to obtain.

  Gerri asked that we set aside the cost of a discovery layer (for a moment) and discuss the current state of our ILS and potential options first. Because a new ILS would affect the implementation of a discovery layer, it would be difficult, if not impossible, to consider a Discovery Layer while also looking at a different ILS. For some time now, Sierra has been frustrating from an administrative standpoint and has caused some issues, which are primarily internal. Because of all of the issues, investigating a new ILS is currently in the OWLSnet plan. However, after talking with librarians over the last few months, it doesn't seem that most library staff are concerned with the functionality of Sierra. If we were to move to a new ILS it would be an enormous undertaking and would delay the implementation of a discovery layer. Staff would have to learn a new product and there are no guarantees that a new ILS would function any better than the old one. Gerri recommended, based on feedback from librarians, that we agree to suspend looking for a new ILS. Peg from Waupaca remembered that the transition from GEAC was difficult. She also stated that Sierra is easier and reliable to use. She couldn't see moving to a new system because Sierra is reliable. Ashley from Kaukauna finds Sierra to be difficult to use and thinks it could be better. Beth from Kimberly/Little Chute admitted she is no Sierra fan and fights with it while doing acquisitions; however, she is not ready to move. Beth also remembers what the last transition was like. Kristin from Oconto recently came from a different system and stated moving to a different system may not fix things and believes there is no perfect system out there. Kristie from Shawano stated that there is no capacity for new ILS and discovery layer implementation at the same time. She commented that InfoSoup is broken and believes it should take precedence over a new ILS. A discovery layer is more important because it will better serve our patrons. The expense and work involved to move would not be worth it. Walter commented that vendors are essentially the same; some do better than others in different areas. Different software looks at items differently so staff would have to make an adjustment as well. We should be certain we want to make the change before we actually do it. While we all agreed that it's wise to keep abreast of the market and other ILS products, library staff indicated that we should stick with Sierra. So for now, we will stay with ILS and continue investigating a Discovery Layer.

  Gerri will obtain more information regarding discovery layer pricing and present them at the March meeting. Quite a few people volunteered to be on a Discovery Layer Committee. We'll start looking at the options shortly after this AAC meeting.

- Moving to WISCAT for our ILL process changes our cataloging database options. We found that we need WorldCat in order to use our cataloging tool but we have no budget for WorldCat. SkyRiver is an Innovative product that may be easier to use for cataloging and also offer cost savings. It is a smaller database with less duplicate records so may be easier for staff to choose records. It may be easier to administer because we could plug directly into the database, similar to our cataloging tool. Innovative representatives will be visiting to give us a demo. We, also, plan to have technical services staff visit a library that is already using SkyRiver. We are exploring our options and will do it quickly because our contract with OCLC expires in June 2014.

- Walter would like to see more participants from the NFLS libraries on the OWLSnet Ongoing Planning committee. The first topics the committee will look at are fee structures and training. They will meet first and will likely be more input after the first meeting.

- There will be a short meeting after AAC for the RFID working group. If anyone is interested in RFID, please attend. There is no agenda at this time.

6. Decision – consensus decision or vote

- OWLS would like to delete billed items from the system that have been unpaid for over a year. The purpose for doing this is to clean up the database by removing long billed items and also removing bibliographic records that no longer have available items, but (unfortunately) still can be placed on hold by patrons. OWLS would do this on a quarterly or monthly basis. **The group agreed to delete billed items that have been unpaid for over a year or more.** OWLS will do this soon. OWLS staff will contact libraries when it is done and share more information about the process we'll use going forward.

7. Ideas submitted for discussion

- Are libraries interested in revisiting the collection agency module offered in Sierra? This module was purchased when OWLSnet moved to Millennium, as our libraries were very interested in it. However, before we could implement, the Wisconsin Attorney General issued an opinion that using collection agencies was a patron privacy violation under Wisconsin law. Lately, several libraries have inquired about using it again. There are other libraries in the state using collection agencies. It's also possible that our current Attorney General could issue a different opinion. Walter suggested we go through SRLAAW (System Resource Library Administrators' Association of Wisconsin) and ask DPI for an opinion. Municipalities and other library systems could ask and we could possibly pursue legislation in this area. It's somewhat unlikely that we would be able to get legislation passed or get a different attorney general's opinion. If there was no change in legislation, we could go against the opinion. Then, if there was a lawsuit, the lawsuit decision would set the precedence.

  If we did decide to pursue this, our first step would be discuss the process of using the collection agency module. Could libraries opt in or out of using a collection agency? The issue is more of a procedural issue than policy. Because of the high number of interlibrary loans in our system it may not be possible for a library to individually opt in or out. Beth talked about losing thousands of dollars of material every year and at what point does theft

override patron privacy? How is using a collection agency different from the TRIP (Tax Refund Interception Program) process that Appleton uses? The TRIP process works with Appleton's municipal authorities to collect. The collection agency module is designed to work with a business outside the municipality that does the collection. Can the collection agency module work with a TRIP process? It isn't designed to do that, and so far, we've been unable to make it work that way. Appleton doesn't use the collection agency module. Instead, Appleton creates lists to identify Appleton patrons with long-billed Appleton items. Letters are sent to the patrons first and then collections actions are taken if needed. Appleton reclaims a lot of money from their procedure. If libraries are interested in obtaining more information about TRIP, please contact the Appleton library. If libraries are interested in obtaining more information about their outstanding bills, please contact Gerri.

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

- Should OWLSnet plan to stay with Sierra? Or should we investigate moving to another Integrated Library System? This discussion was closely tied to the discovery layer topic. It was discussed earlier in the meeting; see notes in OWLSnet planning, under Discovery Layer discussion.

9. Adjournment

- Meeting adjourned at 12:15pm.