

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
July 16, 2010**

Present: Rita Schiesser, Algoma; Vicki Lenz, Michael Nitz, Colleen Rortvedt, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Carolyn Habeck, Hortonville; Maggie Waggoner, Kaukauna; Beth Carpenter, Kimberly/Little Chute; Sue Grosshuesch, Kewaunee; Pam Ellingson, Lakewood; Ellen Connor, Manawa; Sandra Hipke, Jennifer Thiele, Marinette; Ann Hunt, New London; Cherie Bartha, Joan Denis, Oconto Falls; Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Sue Vater Olsen, Scandinavia; Becky Rickel, Shiocton; Elizabeth Timmons, Seymour; Kristie Wilson, Shawano; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Peg Burlington, 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 May 21, 2009](#) meeting

Maggie from Kaukauna requested that the minutes be modified to read that there may be enough demand to stock two different sizes of spine labels. It is still too soon to determine. The minutes were accepted as corrected.

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

- Peg from Waupaca announced that Waupaca Area Public Library will hold its first book festival on Oct 1-2. There will be many authors visiting, check out their website for more information at <http://www.waupacalibrary.org/>. If anyone would like to volunteer, please contact Peg.
- Anne from OWLS announced that The Library of Congress has officially (finally) changed the subject heading *cookery* to *cooking*. The cataloging team has updated InfoSoup subject headings to reflect this change.

5. Information from OWLS and OWLSnet staff

- Committee and user group update
 - The Teacher Card Committee is working on the first draft of the teacher card procedures and application form and should have something to present at the next AAC meeting.
- Circulation update
 - There are more spine labels on order. If your library needs spine labels, please send requests to Patty. OWLS will keep a supply and order as needed. The printers are here and ready to go! If you are waiting to have a printer installed and have not scheduled a day for the install, please contact Gerri.

- It has been one year since member libraries set the maximum number of holds per person to 15. OWLS ran a holds analysis on system holds over the last 6 months. The graphs indicate the volume of holds is remaining stable with a slight increase of 1.4% over the last year. While the volume of holds *as a whole* has remained stable, there have been significant changes in lender/borrower ratios for many of our libraries.

The charts presented at the Jan 2009 AAC meeting were updated: [Holds Placed](#), [Holds Placed Monthly](#), [Holds Placed Quarterly](#), [ILL Quarterly](#), [Circulation Quarterly](#), and [Holds/ILL/Circulation](#). The charts show that the holds are flat but circulation is also flat. The group discussed the many variables that may be affecting the lack of growth in circulation. Door County and Manawa have noticed that children's material circs are down. Some directors attribute this to reduced school enrollments in their communities and an increasing number of school summer programs competing with summer library programs. With the struggling economy, there may be less money available for new materials. Some libraries have additional closed days, which result in lower circulation since patrons have less access to the library. It may be a trend; historically libraries go through periods of high and low circulation activity.

- The NetLibrary weeding project is still moving forward.
 - Cleaning up patron addresses is still in progress.
 - Category D in the patron blocks currently includes software and videogame materials. OWLS would like to change this category to contain only videogames. A couple of member libraries have requested checkout limits on videogames. The change to Category D would allow the checkout limit to apply to videogames only and not affect software checkouts. **The group agreed OWLS should make this change to Category D of the patron blocks.** Please review the [OWLSnet Patron Blocks in Millennium](#) document and let Gerri know if there are any errors for your library's patron blocks.
 - With the recent accidental fine deletions at another Wisconsin library system, OWLS has examined its own policies and procedures regarding data deletion and backups. There are many safeguards in place to protect against accidental deletion of fines. Currently, no OWLS staff have the authorization to delete fines, in order to make sure an accidental deletion doesn't occur. Global updates are performed carefully, and we document the procedures thoroughly to minimize the chance of mistakes. Four weeks of backup tapes are retained, and the most recent are kept off site. OWLS is sensitive to the fact that library fines and bills are an important revenue stream for member libraries, and will do everything we can to safeguard this important information.
 - OWLS distributed a draft revision of the [Damaged/Missing Materials with Holds Procedures](#) document. The document was created to include several scenarios libraries may encounter when handling holds on damaged items and also introduces a new mode available through the recent Millennium upgrade. Libraries can now use Check-In (Do Not Fulfill Holds) to check items in without triggering holds. Please review this document and let Laura know if you find any errors or problems.
 - Just a reminder to all libraries to choose the Clear button when Clearing the Holdshelf. With the recent Millennium upgrade, staff can View the items ready to be cleared from the holdshelf and print out the list before clearing. To actually clear the holdshelf, you still must click on the Clear button.
- InfoSoup Development update
 - WILS (Wisconsin Library Services) has not renewed the subscription to BadgerCat, Wisconsin's customized version of WorldCat. Therefore, OWLSnet libraries and their

- patrons will be using WorldCat to search and request ILLs outside our system. Evan demonstrated the display that users will see when they search in WorldCat. Worldcat's display is slightly different and also includes libraries from outside of our region. Because patrons will be seeing results from outside of our region, libraries may now receive more obscure title requests.
- New items continue to be added to the InfoSoup Memory Project. CPL recently added pages from the *Clintonville Times*, Feb 19, 1892 issue. If any library is interested in contributing to the InfoSoup Memory Project, Anne and Bradley will be holding CONTENTdm training sessions in APL's computer lab on September 1 and 17.
 - Evan reported that the reading blogs are busy. A new feature of the Drupal reading blogs allows users to follow reviews of individual libraries and/or specific reviewers. By clicking on the reviewer's name or library name in the header of the review and then clicking on the RSS feed icon, a user can easily add the RSS feed to their reader. Evan encouraged library staff to add their reviews to the blogs. All OWLSnet library staff should be set up with a login.
 - OWLS has been working on converting the Books R Us site to a Drupal format. Once converted, this webpage could be used to promote author visits, local library book clubs and library book club resources to patrons.
- Project updates
 - The Fiber to Libraries project is still moving slowly. It is unlikely that any libraries will get fiber this year, and installs won't occur until 2011.
 - We've successfully switched over to Payflow Link Ecommerce. The remaining piece is creating an email account for pay confirmations and other related mail to be sent from. Dave and Evan will be working on this when Dave returns from vacation.
 - Gerri has created an [Ecommerce instructional document](#) for staff to review before we go live.
 - OWLS will provide an itemized break down of bills, fines and fees paid for in Ecommerce. Originally, we planned to reimburse monthly for Ecommerce payments; however there may be some months when the total reimbursement is small, under \$10.00. **The group agreed to wait until Ecommerce reimbursements reach \$10.00 before OWLS processes a check for the library.** OWLS will process library reimbursements approximately the 3rd week of the month, after the OWLS board approves the checks. Gerri will keep the group updated on Ecommerce progress.
 - Many libraries have commented that since the recent upgrade to Millennium-R2009B, system response times have been slow. OWLS has been investigating this issue, and is trying to pin down exactly where the problem is occurring. Possible slow response times may be related to bandwidth, network configuration, Millennium R2009B, or even network or server hardware. We're working on several of these issues and will keep libraries informed of our progress.
 - If you would like to keep up to date with [R2009B information](#), information is posted in the OWLSnet manual. Enhancement information such as new My Lists features, batch extending due dates, etc., can also be found here.
 - One new feature in R2009B that we've been anticipating for a long time is an enhancement to retain the original checkout location when an item is renewed online. The state counts renewals as circulations, and they should be credited to the circulating library. In our system's current configuration, that information isn't retained, and so we assign the online renewals to the patron's home agency. It's an estimate – one we researched thoroughly before deciding on it, but an estimate nonetheless. If we decide to turn this enhancement

- on at the middle of year, the numbers we report at the end of 2010 will include some online renewals that are assigned to the patron's home agency, and some that are assigned to the circulating library. If we turn the enhancement on at the end of 2010, the 2011 annual figures may be significantly different than the previous years because of the change. OWLS would prefer to make this adjustment at mid-year 2010. The end of the year is a very busy time with the annual report and turning this enhancement on will require OWLS to make many adjustments to the statistical reports. **The group agreed to turn this enhancement on when OWLS is ready.** OWLS will let libraries know when the change has been made.
- Due to changes in the Wireless controller software, and inaccurate reporting from the SAM vendor, there have been delays in posting wireless and SAM statistics. Dave has been working diligently on fixing these issues with both vendors. New statistics have been posted, and OWLS staff believe that these numbers accurately reflect wireless and SAM computer usage. Libraries can use the posted numbers as the basis for estimating computer and wireless usage for the year.
 - There is grant money available in the category of Enhancing Use of Technology for 2011. Grants of up to \$15,000 will be awarded to public library systems and public libraries to assist them in enhancing library services to patrons through the use of technology. There is \$100,000 total grant money available in this competitive category.

The telephone notification project is too expensive for a grant to cover the costs, and there isn't enough in the OWLSnet budget to cover the remaining costs.

However, many of the costs for the online patron registration product could be funded by the grant. Libraries would have to pick-up the cost of the signature device writer and the ongoing annual fee.

Also, we could consider a SMS (short message service or text messaging service) called Shoutbomb. The Shoutbomb service would allow InfoSoup libraries to send text messages to patrons informing them of overdues, renewals, courtesy messages and hold pick-ups. The startup costs of Shoutbomb are well within a grant allocation, although there would be continuing costs. There are already other Innovative libraries using Shoutbomb successfully. It's possible that there would be privacy implications, so OWLS staff will investigate the service more thoroughly, and contact DPI for comments. Because it's patron initiated (patrons sign up for the service themselves, and then confirm their subscription), there aren't likely to be significant privacy issues.

There were no other suggestions for eligible grant projects. There was strong interest in both Shoutbomb and the online registration product. Kristie from Shawano suggested OWLS and NFLS each apply for a grant. Rick liked this idea and believes there is a good chance we might receive a grant.

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
 - At the May 2007 AAC meeting, the libraries decided to not show order records in InfoSoup. At the last AAC meeting, Door County requested that we revisit this decision. Displaying orders is

likely to benefit libraries that use Acquisitions, but inconvenience libraries that don't.

Pros:

- Patrons can't see the orders in InfoSoup, so it may look like the library is unlikely to get an item (or get enough items to meet demand.) Lack of information may discourage patrons from placing holds.
- Libraries that use Acquisitions spend a lot of time maintaining their order records. When these aren't displayed, there is less benefit to their work.

Cons:

- Libraries that don't use Acquisitions won't see their orders displayed in InfoSoup, while others will. Patrons may question staff about their library isn't purchasing popular items.

The libraries agreed to continue not displaying Acquisitions records in InfoSoup. If there are any libraries who feel strongly about displaying orders in InfoSoup, we could put it to a vote. Libraries can view the order records display in InfoSoup Staging.

Libraries also had concerns about the display of the holds language, "186 holds on first copy returned of 1 copy" which isn't particularly appropriate when many copies are on order. Unfortunately, this particular text can't be easily changed, and changes would affect the display even after all of the orders have been received.

- The maximum fine in OWLSnet has been set to \$5 for many years. It has been suggested that we consider increasing this limit.

Pros:

- Would allow more patrons to access library services who may have previously been restricted.
- May lower credit cards fees from Ecommerce, since patrons are less likely to charge very small amounts on their credit cards. Since every transaction is charged a fee, higher amounts charged mean a smaller percentage of the Ecommerce dollars collected would go to credit card fees.

Cons:

- Patrons lose the incentive to keep fines and fees low.
- Libraries may collect less money in fines.
- Patrons may let their fines and fees accumulate to the point where it's difficult to repay them. This may depend on how much the fine limit was raised to - \$10 may not be a problem for repayment, but \$25 might be.
- In this economic climate, it may appear that we aren't being fiscally responsible in choosing to not actively collect dollars owed to the library.

While there was a lively discussion, there was no consensus that we should make a change, and there was no move to vote on this at a future meeting. OWLS encourages libraries to talk to their staff and boards about this issue. All member library fines can be found on the [loan rules](#) page of [OWLSnet Circulation](#).

- As Ebook readers become more popular, some OWLSnet libraries may be considering purchasing these. **The group agreed that Ebook readers will be circulated locally and coded for Library Use Only to prevent holds from being placed on them and possible damage in transit.**
- At the last AAC meeting, it was suggested the group look at ways libraries can create welcoming environments for our patrons. Do we want to discuss this further? Peg from Waupaca suggested the library systems consider hosting CE programs to meet this need.

8. Other Business

- No other business.

7. Adjournment

- Meeting adjourned at 2:25pm.