

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
July 19th, 2019

Present: Cathy Kolbeck, Algoma; Michael Nitz, Colleen Rortvedt, Tasha Saecker, Beth Carpenter, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Tina Kakuske (online), Linda Streyle, Shauwn Rosendale, Rebecca Buchmann (online), Door County; Stephanie Weber (online), Florence; Allie Krause, Hortonville; Robyn Grove (online), Iola; Angela Schneider, Kaukauna; Carol Petrina, Kewaunee; Steve Thiry, Kimberly/Little Chute; Amy Peterson, Lena; Ellen Connor (online), Manawa; Jennifer Thiele, Joanne Finnell (online), Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; Tracy Vreeke (online), Lori Baumgart, John Kronenburg, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Dave Bacon, Evan Bend, Amanda Lee, Chad Glamann (online), Bradley Shipp, Liz Kauth, Molly Komp, Debbie White (online), Julie Leopold (online), John Wisneski, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Wendy Rosenow, Shawano; Shay Foxenberg, Shiocton; Jill Trochta (online), Suring; Peg Burington, Waupaca; Kelly Kneisler (online), Weyauwega.

1. Meeting called to order at 9:31am, introductions were made.
2. The minutes of the March 15th meeting were approved.
3. The AAC ground rules were reviewed.
4. Announcements
 - a. Susan Frick is retiring from Fremont August 1st
 - b. Angela Schneider is the new assistant director at Kaukauna.
 - c. New delivery tubs were demonstrated by Dave. He also answered some questions and will send out images of new tubs. Zip ties and cutters will also be sent out. Tubs will go into circulation possibly within the next month; as old tubs become worn out.
 - d. Steve informed the group that KIM-LIT will dissolve into 2 separate boards in 2021.
5. The May and July Staff Reports were shared with AAC members prior to today's meeting.
 - a. Questions:
 - i. Elizabeth asked about the collection agency fees (July report) and how libraries are supposed to know where to send the collection agency fee. Molly let the group know that on the OWLSnet stats page for the Bills Paid (by owning and transacting) reports DO include the collection agency fees and which library they should be routed to. Reports found here: <https://www.owlsweb.org/owlsnet/stats>.

6. ILS Merger Update

Bradley informed the group that WALIS and OWLSnet administration has hit an impasse on the NOW budget. Discussions will resume by August 16th. There are underlying differences that need to be tackled and they are brainstorming options to move forward. She still asked for input on the documents created by the committee this far.

NOW Consortium Bylaws: A known concern is whether this document does enough to facilitate innovation.

NOW Consortium Grievance and Non-Compliance Policy: This was a policy no one really wanted to write or think about, but it's best to have this policy in place while everyone was neutral.

NOW Consortium Resource Sharing Policy: This has been the biggest win. The two systems reached a compromise that both can live with. Both systems have changed practices. For example, Winnefox gave up local holds and OWLS implemented Lucky Day. Discussions will continue.

NOW Cataloging Committee: Amanda let the group know that the committee met and agree on many points. Their goal is to make a recommendation to the Directors Council or the Executive Committee that will influence the way the consortium does cataloging going forward. Points of agreement so far include: industry standards should be followed, records should be descriptive and accurate, and authority control is important. Anne P. added that discussions are not moot yet, because the OWLS system should still be prepared for a new ILS or old ILS with new capabilities.

ILS Platform Selection: There have been 2 vendor demos, with 3 ILS platforms demonstrated. There is an evaluation matrix that the committee members are using to compare ILSs in the decision-making process. This aspect WILL be happening. If the NOW ILS selection committee comes to a decision for a recommendation but the NOW consortium doesn't happen, OWLS will still be bringing an ILS platform discussion to vote at AAC. Please continue to engage with the process.

Tracy will be in town if anyone has questions/input over the next 2 weeks. Rebecca B. asked online how would decisions that we make at AAC be made in the NOW consortium? Bradley answered that there will be a Directors Council to make decisions. Peg added that the grievances policy is nimbler than the bylaws, which is why the two are separate.

7. Review of OWLS Technology and Resource Sharing Plan 2017-2020

Bradley shared that the OWLS Technology and Resource Sharing Plan will be revised, and she wants to hear from the group what objectives they would like to see included in the next 3-year plan. E-Rate requires a 3-year plan, and DPI requires a 5-year plan. OWLS is currently brainstorming ideas and is in the information gathering stage. The new plan will be drafted for all to review in September/November. Ideas to put in the plan: BIBFRAME, linked data, online patron registration, address verification, county funding with e-circs, filtering, and e-rate eligibility.

The group had many suggestions for the technology plan, including: an overarching principle in decisions we make; developing relationships with Winnefox/regional collaboration; ability to take credit and debit cards at counters; student accounts/multi type libraries; support for mobile accessibility for staff and patrons; discussion of circulating hot spots/rural broadband; the ability to scan a library card on a phone; addressing digitizing in system; system support for local history digitization; grant writing support. IMLS grant writing is such an intense process, it would be appreciated if the system could assist libraries in writing and applying for such grants.

Bradley mentioned that digitization and support for that is something the system has done, but it is time consuming and staffing has been an issue. OWLSnet does support digitization efforts by paying for membership to Recollection Wisconsin. Both NFLS and OWLS have applied for and received mobile digitization kits that staff will be trained on. There is also a statewide backup solution for digital preservation efforts underway that OWLSnet is paying attention to.

Tracy mentioned that there are board members and others in the system who have experience with writing grants that could possibly help.

8. OWLSnet PC Time Management Solution

Dave started by reminding the group about issues we've had with SAM and that the Technology plan said OWLSnet would look into other PC Time Management options. The PC Management team has met and took part in demos for TBS MyPC and Envisionware. Comprise did not get back to Dave on SAM 11 (\$8,000 per year), so he was forced to compare new products with SAM 10. Dave went over the additional options for PC management and their costs.

There seems to be consensus that Comprise has poor customer service. Joan wanted to know if the printing of visitor passes would be fixed in the updates for SAM. Dave

was not sure at this time because of the lack of communication. Amy explained how guest passes with TBS worked and how easy it was to use them in bulk. Amy was very impressed with TBS overall. Joan wondered if libraries could use the same printers with TBS MyPC. Dave confirmed that yes, they can. Steve asked about the costs for each additional PC at \$60 each after 2020. Dave explained these costs and Bradley noted that these costs were included in libraries' OWLSnet fees and libraries would most likely not have to incur these costs—they would be taken care of by the system. The committee recommends moving to TBS MyPC. Peg wondered about an implementation date. Dave is hoping to have PC Time Management and Print Management completed by mid-November. Having the same vendor for both products should help with that process.

Action Items: Comparison documents will be made available online.

Decisions: There were no objections to the recommendation. OWLSnet will be switching to TBS MyPC for Time Management.

9. Book Club circulation practices

A library asked if the group could discuss other options for circulating book club items. Amanda asked other systems in the state how they managed book club items. Many of them have a card to check the items out against or to place the holds against. Scandinavia's process is to reserve all copies, but then they turn into short loan/high demand items. Sue isn't sure if other libraries are doing the same thing as Scandinavia, by checking the lists and seeing if holds are patrons from multiple libraries or just one; if from multiple libraries she may make it short loan. Beth explained why she asked the initial question and how APL currently facilitates this process and options to make it better. Steve mentioned the Wisconsin ILL option to reserve items. Bradley added IF these were book club kits, OWLS could do loan periods with an I-type. Loan periods can also be determined by p-type.

There were some objections to overriding due dates or making them longer, but many libraries are doing this already. Bradley encouraged everyone to use their discretion to override due dates for book clubs if need be. It only becomes an issue when brought to OWLS' attention, then we would have to address it.

It was generally agreed that current practices can be revisited for book clubs and possibly be changed with a procedure that allows for a 6-week checkout or overriding the 4-week checkout. OWLS will work with Appleton on testing a book club card and additional options to see how this would work for the system and bring it to the September AAC meeting.

10. Agenda Topic: Lucky Day successes and snags so far

Amanda sent out new documents for all to review on procedure and policy language changes. She opened the floor to those using Lucky Day so far. Peg feels it's a lot of work keeping track of holds and having an exact copy in both the circulating collection and the Lucky Day collection. She suggests making it a bit simpler. Patrons in Waupaca like it. Ellen asked if Lucky Day libraries ask patrons if they have a hold on a Lucky Day item before they check out and cancel their hold. Ann answered that New London points out Lucky Day items to those that have holds. She added that being able to recall items would be nice. She noted it's tedious at times to look at the holds list but not difficult. Joan said that DVDs are more successful than books--her biggest concern is with DVDs and all the formats available which makes it hard to keep the current ratio with exact matches and too costly. It would be more cost efficient to use a regular copy as opposed to purchasing 2 Blu-ray copies.

Amanda explained the reasoning for the "exact copy" wording was to be able to monitor the Lucky Day items, which the OWLS board liked as well. Steve is in favor of getting rid of the "exact copy" language currently in the Resource Sharing Policy and having libraries use their judgment. Michael requests a change in number of holds for videos as he agrees it gets too costly. Sue thought the same thing--too costly. Ellen asked how many items are currently in Lucky Day? There's about 300 system wide. Bradley informed the group that AAC can change the ratio in the procedures, that is not a board/policy issue. Steve suggests letting APL set their guidelines to work for them. Bradley is comfortable with having different sets of rules BUT they still need to be agreed upon by the group.

Colleen asked if there is a process to suspend the normal procedure for voting in order to have a vote right now instead of waiting until the September meeting. After looking at the bylaws, if this isn't considered an "emergency" then it must go through the whole process of voting. How crucial is the "exact match" language in the policy? Does this need to be addressed before September? It was suggested to take out "exact same" and "matching" from the Resource Sharing Policy. AAC can decide on ratios. Revisions on the procedure will be brought to the next meeting as well as proposal for new DVD ratio.

Decisions: Vote in September for Lucky Day policy changes.

11. Cataloging and Potential NOW Changes

Amanda addressed the group on how cataloging could and will most likely be changing as we move forward with Winnefox as well as PLSR. Industry standards

allow for inter-operability between systems, which has been agreed upon by both systems. PLSR is looking to implement a state-wide discovery layer, which cataloging allows for. Amanda then went through a PowerPoint presentation of why cataloging was important and what she hopes OWLSnet cataloging services offer member libraries. Brochures were available for libraries to take as well. John and Amanda explained some of the differences between the WALs and OWLSnet catalogs. Bradley added that neither one is wrong nor right, but that both ways will not work in the same database.

Peg asked how the two catalogs are different. Amanda used the example of bib records when size and page numbers are different for the same item in the same bib record, Winnefox would put these on the same record, where OWLSnet would put them on multiple bib records.

OWLSnet provides cataloging training. John is available to go to libraries as needed. Please contact him if interested.

12. Meeting adjourned at 1:20PM.