

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
(Online – GoToMeeting) May 21, 2021**

Present: Cathy Kolbeck, Algoma; Owen Anderson, Nicole Casner, Appleton; Rachel Hitt, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann, Linda Streyle, Shauwn Rosendale, Door County; Stephanie Weber, Florence; Natalie Snyder, Fremont; Shannon Stoner, Gillett; Allie Krause, Hortonville; Robyn Grove, Iola; Ashley Thiem-Menning, Kaukauna; Carol Petrina, Kewaunee; Nicole Lowery, Lakewood; Michelle Best, Aubrey Laux, Little Chute; Ellen Connor, Lyn Hokenstad, Manawa; Jen Thiele, Marinette County; LeAnn Hopp, Marion; Ann Hunt, New London; Lori Baumgart, Tracy Vreeke, John Kronenburg, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Amanda Lee, Bradley Shipp, Liz Kauth, Molly Komp, Evan Bend, Dave Bacon, Chad Glamann, John Wisneski, Debbie White, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano County; Shay Foxenberg; Shiocton; Jill Trochta, Suring; Peg Burington, Waupaca; Kelly Kneisler, Weyauwega

1. Call to Order and Introductions

The meeting was called to order at 9:30 AM and Amanda went through roll call.

2. AAC Ground Rules & online meeting etiquette

3. Minutes of the March 19, 2021, AAC meeting were approved.

4. Staff Report

There were no questions or clarifications.

5. Announcements

- a. Welcome several new directors! Rachel (BCL), Melissa (FPL), Shannon (GIL), and Kim (ONE)!
- b. Contact OWLSnet Help to get set up for Carl in the Wild. The SITW laptops used in the past won't work for CARL, so please contact OWLSnet Help with enough time to set this up for you. Tablets can be used within your library if it can connect to the staff side of the network.
- c. Automation agreements must be approved by boards and signed by year end. They will be emailed out in the next week or so. Contact Bradley if you have questions.
- d. TLCU is October 25th-27th. There will be an unlimited amount of people who can register for OWLSnet. Let Amanda know if you would like to speak at this conference on your experience with CARL and circulating unique/unusual collections.
- e. Please submit your summer hours to Molly if you have different hours than the school year. Please update her as to what your "regular" hours are for the summer.

6. Vote to recommend 0% increase for OWLSnet Fees

OWLS needs to let libraries know by July 1st each year if there will be an increase to OWLSnet membership fees. Due to savings in the OWLSnet budget line, we are recommending a 0% fee increase for 2022. Kristie asked to know what the individual library fees would be and Bradley said this would be covered in the next topic.

No one opposed the recommendation for a 0% increase for the OWLSnet fees.

Bradley will tell the board that AAC recommends a 0% increase.

7. Vote to calculate 2022 OWLSnet Fees using 5-year averages for circulation, items added, and extrapolated service population instead of a 3-year average

The fees presented represent location fees plus a share of OWLSnet costs. For the past 5 years, a 3-year average has been used to calculate these fees; however, a year like 2020 was not anticipated. Bradley proposed a 5-year average will smooth costs out a little more. Most of the group prefers the 5-year average. Shannon asked what the benefit would be for voting for the 5-year average over the 3-year average. Bradley explained that number is averaged based on many variables, and that it would only be a benefit to the individual libraries if they see it as such. Many in the group thought a 5-year average was more representative of the services offered.

A committee will come together in the fall to reevaluate fees. Any changes made by the committee won't go into effect until the 2023 proposal.

The motion to calculate fees using a 5-year average for 2022 was passed. Bradley will be asking for volunteers for the committee in July, and get meetings scheduled so it can start the 5-year evaluation fee structure.

8. Reconsidering internet filtering for CIPA compliance

AAC last discussed this topic back in 2017 and the recorded discussion is still helpful: <https://vimeo.com/198735819>. AAC decided not to pursue filtering at the system level back then. There is now federal money available for this and OWLS wanted to reevaluate with the group to get an idea of who would be interested now.

CIPA is the Children's Internet Protection Act. Those who receive [federal] support for Internet Access, Internal Connections, and Basic Maintenance Services, must certify they are enforcing an Internet Safety policy.

Bradley shared with the AAC email list detailed information on the requirements for CIPA along with pros and cons to consider. Owen shared with the group that Appleton is currently filtering at the local level, specifically for graphic images, and they haven't noticed it hurting their services. Appleton would also consider being included if a system-level filter were implemented. Tracy added that Brown County is CIPA

compliant. For libraries looking into building renovations and/or don't have an IT department, it may be worthwhile to become compliant at the system level as it may be difficult to implement at the local level. If AAC votes in favor of system level compliance, then the process would move quickly. Libraries who want to opt out, can do so even if the system decides to go through with this.

Sue asked if this would make their libraries eligible for more federal grants from the American Rescue Act? Bradley answered that it could in part. It wouldn't necessarily make libraries more eligible, but it would give them more spending options.

Bradley asked if there was anyone who really wants this but can't afford it. Many from the group said they would move forward if there was money for it. Others said they would consider it for hotspots and laptops, but they want to see how their laptops move before deciding. Bradley suggested that those libraries wondering about hotspots should attend the webinar: <https://www.nfls.lib.wi.us/hotspot.html>.

Ann feels that CIPA is very restrictive and not open to the libraries using the funding for other purposes. Some wanted to know if the money could be used for public computers. Bradley was not aware of any grant money that could be used for replacing existing computers.

Bradley will send out a survey for initial feelings on the subject after today's discussion. No one is committed to their survey responses one way or another. This decision will need to be made at the library board level. Sue suggested adding the question: "Is use of filtering from a patron perspective uniform between libraries important to you: low to high?" Bradley will update the survey to reflect this.

9. Annual review of Technology & Resource Sharing Plan

The plan was approved last year, and part of the plan is to review it every year in May. This is a 3-year plan. There are system development funds to spend and this plan guides those priorities.

This topic was discussed in more detail in the previous and following sections.

10. Setting priorities for 2021 System Development funds

Bradley asked if there was anything missing from the following list or things on the list that are more compelling than others.

- a. Filtering
- b. Homework lab hotspot contract extension
- c. Data dashboard (Cognos)
- d. Authority control
- e. Address verification
- f. Improving remote work

- i. VOIP phone system
- ii. Helpdesk software to replace OWLSnet Help
- g. Inclusion – Spanish translation of BiblioCommons pages
- h. Tablets for library staff
- i. Overdrive Advantage titles

TLC has new software, Cognos, in which the funds could be used for. However, this is new and OWLSnet would be one of the first customers to use this. Waiting a year or two may be more desirable.

Joan asked what Authority Control was again. Amanda answered that it is a way of cleaning up the database, including subject headings and anything with a controlled vocabulary. It enhances the patron searching experience by bringing like things together and makes searching more consistent.

The LSTA grant that is being used for the Homework Lab that needs to be renewed. It was asked how much longer the Homework Lab contract is and if it would still be viable this summer. Tracy replied that it goes through the end of July 2021. Kajeet is the vendor for the hotspots. Tracy gave a brief explanation of the Homework Lab program. Each lab contains a signal booster, 4 Chromebooks, 5 filtered hotspots, 2 car chargers, 2 mice, flash drives and wipes for cleaning. This can be used for programming this summer unless it is decided to break the components up. The hotspots use all cellular networks. The contract for renewal is about \$7,000 with 20 hotspots, which breaks down to about \$350 per hotspot. The grant covers both system.

A question was asked whether address verification would only be for online patron registration, or would that be for all our patron records? There are options to scrub our current data, but going forward it could apply to both options depending on the product and workflow.

A few libraries thought it would be nice to increase the number of titles for Overdrive Advantage. It was asked if OWLS has investigated a group rate for Hoopla? Bradley answered that Hoopla's pricing model is not system friendly. It is pay-per-use and there is no way of knowing if the funds were being distributed fairly.

Bradley is going to add an additional question to the survey in which libraries can write in their priorities.

11. BiblioCommons

Evan informed the group that progress is slow but steady; work is being done on getting some small issues fixed. Over the next 2 weeks most of the testing should be finished. OWLS is still hoping for a June early preview and a July launch date. But no exact date at this time. There was training done last week and Evan is still waiting on the recordings

from that. Once he has them, he will send out. Evan sent out documents on staff accounts and how the content displays.

It was asked that if a specific library's patrons would only have access to their posts? Evan replied, no, it would be available to everyone, but there are some ways to limit to people in your InfoSoup "Universe" when setting up lists. Evan then demonstrated this to the group to show the functionality of creating lists and how they appear.

Some wanted to know if they could change their username and if doing so changes all your previous reviews to the new name? Evan said that it is very easy to change your username and that after some testing from the group, past reviews will change to the new username. Shauwn asked if users decide to go back to a previous username, could they? Yes.

Will there be a recommendation format for staff names? Evan said that it has to be unique but it could help to use some form of your library. Staff can also have one main one for the library and then each staff can have their own.

If staff use their personal sign in, would that show in the "my library" section of the page? Evan said it would show the username; it would not show as staff.

Libraries can use their Institution cards if they'd like as long as they are noted as being used as such.

Amanda asked for confirmation, that OWLS will need to set a staff status in BiblioCommons? Evan confirmed.

A few wanted to know how long it takes for reviews and ratings to display after being posted? After some testing during the meeting, there was determined that it takes about 10 minutes for them to display.

It was suggested for more content be created on the pages so they don't look so bare once BiblioCommons goes live. Evan will send out an email for those who would like to be a part of an informal group for reviewing materials.

12. Adjourn

The meeting adjourned at 12:02PM.