

OWLSnet Administrative Advisory Committee Meeting Kimberly Public Library/Online via GoToMeeting - November 18, 2022

Present: Cathy Kolbeck, Algoma; Nicole Casner, Tasha Saeker, Owen Anderson, Appleton; Rachel Hitt, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann, Shauwn Rosendale, Dominic Frandrup, Morgan Mann, Door County; Steph Weber, Florence; Melissa Krause, Fremont; Shannon Stoner, Gillett; Allie Krause, Hortonville; Robyn Grove, Iola; Ashley Thiem-Menning, Kaukauna; Carol Petrina, Kewaunee; Holly Selwitschka, Kimberly; Katie Essermann, Lakewood; Katherine Freund, Michelle Best, Little Chute; Ellen Connor, Manawa; Amy Commers, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; Lori Baumgart, John Kronenburg, Tracy Vreeke, Holly Handt, NFLS; Amy Peterson, Oconto; Amanda Lee, Bradley Shipp, Molly Komp, John Wisneski, Debbie White, Dave Bacon, Chad Glamann, Joe Lawton, Melissa Knight, Kristin Laufenberg, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano County; Shay Foxenberg; Shiocton; Jill Trochta, Suring; Kelly Kneisler, Weyauwega

1. Call to Order and Introductions

The meeting was called to order at 9:35 AM and Amanda went through roll call.

2. AAC Ground Rules & online meeting etiquette

3. Minutes of the September 16, 2022, AAC meeting were approved.

4. Announcements

- a. Melissa Knight is the new Administrative Assistant for OWLS and this is her first AAC meeting.
- b. The Capira test app was just released. Amanda will be sharing this and more info with the testers. Once that process has been completed, there will be an Admin Dashboard training session with Capira to allow for libraries to start configuring their sub-apps. OWLS will notify everyone when that is ready.
- c. Tracy let everyone know that Rachel Pascoe is now at Oconto Falls.

5. Share CARL-BiblioCommons survey results

Amanda shared the results of the CARL/BiblioCommons survey along with an Executive Summary. Results were mixed with about the same number of OWLSnet users being satisfied with CARL as people who were not. Most were satisfied with BiblioCommons. The general impression is that things have improved and most were leaning toward not going through a migration project.

The most common concerns cited include:

- Slow response times, often seen when navigating to the Patron module
- CARL is not intuitive/user friendly

- Navigating two platforms is confusing
- BiblioCommons and CARL-Connect do not look the same/do the same things
- BiblioCommons is missing reading history

OWLS has already begun working on some of the concerns. Dave is working diligently on the slowness issue; Amanda has been in contact with TLC to communicate concerns for CARL not being intuitive and navigating two platforms; OWLS is working on creating more documentation and videos to better assist staff; and we are sharing updates when they are administered to the software. Amanda will send out an educational email that explains what BiblioCommons is and what it does.

OWLS recognizes that many OWLSnet users are not happy with CARL. There are problems that require both development on TLC's part and training on OWLSnet's part. OWLS does not see a need to begin an ILS migration project at this time and will reevaluate CARL satisfaction in the summer.

Sue said it was great having Amanda and Molly on site for training so they could share their concerns. Molly and Amanda have been setting up site visits for shadowing and training. If you think you would like to have Molly and Amanda come to your library, please email Amanda.

6. Review Should be Short Loan procedure and sticker placement

With a lot of newer staff throughout OWLSnet, OWLS was asked to remind everyone about barcode and short loan sticker placement. According to the Cataloging and Processing Items Procedure on the OWLSnet Policies and Procedures page, "All barcodes are to be placed on the top half of the back cover of all circulating items." The Should Be Short Loan Procedure says short loan stickers should be placed near the barcode label. It also says short loan stickers can be added to any item regardless of who owns the item (because sometimes they fall off), but they should be removed by the owning library. Library staff and patrons are trained to look in these areas for barcodes and short loan stickers to help them quickly check out an item and identify the loan period.

Amanda added that it is a good time to review the short loan procedure and asked the group if it still reflects current practice and if it's still working.

Ann feels the Should be Short Loan report is useless. Items on the report at times will have more items than there are holds, so the ratio doesn't seem to be working correctly. Others echoed this. Also, a few have gotten Short Loan items that have multiple Short Loan stickers on them which causes more confusion. The stickers aren't helpful at times due to the inconsistency. The best indicator is the due date on the

patron's receipt, but some libraries are encouraging patrons to forgo the printed receipt.

It appears there is confusion overall as to when staff should be removing stickers and/or notes. It was agreed that no one should be changing a media code for another library's item, but staff can remove a Short Loan sticker and remove the note if the item is no longer short loan. We will update the Should Be Short Loan Procedure to reflect this. Molly will make a document and video on how to take a note off an item. She will also look at the Should be Short Loan report and how it is working to see if it needs to be reworked.

7. Discuss a Resource Sharing Policy exception for APL's Opening Day Collection

Amanda sent out a proposal created by Appleton asking for an exception to the system Resource Sharing Policy. The proposal requests APL be allowed to create an Opening Day Collection consisting of popular new releases in print and media that would supplement their current collection. This collection would work like Lucky Day in the sense that there would be no holds allowed, so items can only be checked out at Appleton. The Opening Day Collection would be in place for 6 months after the grand opening of their new library in 2024. During this timeframe, they would continue paying attention to the local holds ratios and purchasing for and adding to the circulating collection and their normal Lucky Day collection. The hope is that patrons will find what they are looking for when they visit the new location which will reduce the number of items that get sent from other libraries to fill holds.

Nicole clarified that there isn't an exact number tied to the collection yet but that it would not be a "Lucky Day" collection. Rather, "Lucky Day" was used as a framework to apply to this subset collection. OWLS will make a new media code for this collection.

Appleton wants to make sure no one has a problem with doing this. No one seemed to.

8. Discuss displaying other libraries' materials

OWLS has been asked a few times if it is alright for libraries to display another library's materials, but OWLS doesn't have any guidelines written down about it. When people ask, OWLS tells them to contact the owning library to ask if they're okay with their item being displayed at another library. The only general guideline found in previous AAC minutes is that libraries should not display other libraries' seasonal items or high demand items.

Shay informed the group that she does this with self-imposed guidelines. It is very hard to purchase materials with a small budget and when they have groups of patrons with the same interests, they look for those items throughout the system. They make sure there are no holds on the items, they are not short loan and they put requests in for them. Others do something similar but for Book Club purposes. Some felt this was okay

if the display's focus was more on specific subjects that one library may not have enough materials for such as "ship building" and they aren't heavily circulating materials. It could be resourceful to share collections in this way. Posters with pictures could be made to promote certain titles and then staff could show patrons how to place holds on them for a teaching moment.

A few did not like the idea of libraries doing this because it takes away from their browsing patrons. Additionally, if an item is checked out at another library under a "Display" card, it takes away the owning library's ability to retrieve the item if another patron places a hold on it.

It seems that more than displaying other libraries' materials must be addressed here. The Resource Sharing Policy needs to be looked at as a whole. There needs to be more discussion and guidelines written up. The group agreed that the Resource Sharing Policy should be tackled, and Amanda will put out a call for volunteers for a committee. In the meantime, many libraries said they are happy to send materials to Shay.

9. Review MyPC participation

At a recent OWLS Directors Meeting, the topic of MyPC came up and many there were surprised to know that they are not required to use MyPC on their public computers. MyPC manages the amount of time users are allowed to use public computers without library staff having to manage the time and confront the patron if their time is up or someone else needs the computer, provides monthly statistics that OWLSnet provides the state for annual reports, reboots the computer after every use, which forces Deep Freeze to clear the browser history of the previous user, and it shuts the computer down at the end of the day. Patrons need an account in good standing or a guest pass to use computers with MyPC installed on them. If you believe MyPC is creating an unnecessary barrier, you can opt out of using it. OWLSnet does not intend on dropping it as a system service and your OWLSnet Fee will not be reduced if you opt out. If you discontinue using MyPC, you will need to keep your own usage statistics, reboot the computers after every patron uses it to protect their privacy, and shut down your computers every night. If you want to opt out, please email OWLSnet Help. It will take some time to do since the software needs to be uninstalled on each computer. Print management is not dependent on MyPC, but they are linked, so print management will need to be uninstalled, unlinked, and reinstalled.

Ann asked if patrons were still blocked from using the computers if they had \$5 in fees and thought that it was untied from MyPC. Amanda answered that the fee block was removed from OverDrive, not public computers. After speaking with her staff, who had concerns of discontinuing use, such as juvenile accounts, Katherine said she no longer wants to discontinue.

Some asked if those not using MyPC could send out their procedure for continuing use, rebooting, etc. Ann said she doesn't have a procedure. She's never used MyPC. It was asked if the setting for fees could be turned off case-by-case. Amanda said it could be with SAM but it cannot be with MyPC. It is a systemwide setting.

10. Database and eContent subscription review

Amanda let everyone know that in 2023, Ancestry will cost \$18,991.88. Over the last year, there were 4,832 remote sessions. Usage has decreased significantly since last year with the cost per use rising from about \$2/session to \$3.75/session. Most libraries are seeing usage and over 4,000 sessions seems like a lot! But it is very expensive, and OWLSnet wonders if it is worth the cost, especially with usage slipping. Right now, it is in the 2023 budget.

The group seemed to want to keep Ancestry and would like to see reports of their individual library usage. Libraries said they would be open to talking about a group purchase if OWLS decides not to repurchase. Tasha is worried that we're not supporting database content in the same way and libraries would like to offer as much as they can to their patrons. It was asked what OWLS planned on doing with the money if Ancestry is not repurchased? Amanda said she's not sure at this time, but it could possibly be used to mitigate OWLSnet fees.

Tumblebooks was \$4,500 in 2022. Usage has dipped slightly since last year with 4,227 book views, but it still comes out to about \$1/view.

Wisconsin Newspaper Archive will unfortunately not be available at the consortia-level next year. The vendor has changed their business model and is insisting that each individual library have their own contract with separate access points. Our contract runs through December 2022.

Ancestry and Tumblebooks are in the 2023 budget.

Katherine asked if the state could help fund databases. Tracy said DPI recently conducted a survey about which databases libraries use and consider how collaboration may be possible.

Libraries would like to see a report of their patron usage for Wisconsin Newspaper Archive, but there is no way to see the individual use. Elizabeth wants to add a CE component to database training. Jamie has received emails from Newspaper Archive but hasn't responded. It was recommended that libraries go through WiLS if they would like to subscribe to Wisconsin Newspaper Archive for discounted pricing. Holly asked if everyone was a member of WiLS. Membership to WiLS is free.

Amanda added that we subscribe to NoveList, which enhances InfoSoup, which we are keeping.

In 2021/2022, OWLS spent \$15,000 to buy popular audiobooks on OverDrive, but don't plan on supplementing that collection in 2023.

Amanda will resend the email from Bradley about discontinuing Wisconsin Newspaper Archive to the libraries and Jamie can forward the email he received from the rep so Amanda can pass that along. If you have a database wish list, please send your list to Amanda for review. Amanda will look into getting individual library stats for Ancestry and Tumblebooks.

Ann asked if libraries are converting newspapers to microfilm, and if so, which vendor are they using. No one had suggestions. She also asked about digitization. Many county historical societies are digitizing, but they are backlogged. If you have suggestions for digitizing or microfilm vendors, please email Ann at New London.

Owen brought up seeing a larger number of items ending up on the shelf without being checked in. He asked if anyone else has seen this. Others agreed that they've seen this more than usual. Most thought it was user error. Kelly said the "beep" for checking in is not accurate; the scanner will beep either way. LeAnn said you must watch the screen with every item. Some libraries have started scanning items twice and have noticed a reduction in checked out items on the shelf. Tracy said that we'll add not relying on the beep to the training materials.

11. Adjourn at 11:18am