

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
(Online – GoToMeeting) November 12, 2021**

Present: Cathy Kolbeck, Algoma; Nicole Casner, Tasha Saeker, Owen Anderson, Appleton; Rachel Hitt, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann, Linda Streyle, Dawn Taylor, Tina Kakuske, Door County; Stephanie Weber, Florence; Allie Krause, Hortonville; Robyn Grove, Iola; Ashley Thiem-Menning, Kaukauna; Carol Petrina, Kewaunee; Holly Selwitschka, Kimberly; Nicole Lowery, Lakewood; Michelle Best, Katherine Freund, Little Chute; Amy Peterson, Lena; Ellen Connor, Manawa; Karin Adams, Karen Kortbein, Marinette County; LeAnn Hopp, Marion; Ann Hunt, New London; Lori Baumgart, John Kronenburg, Tracy Vreeke, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Amanda Lee, Bradley Shipps, Liz Kauth, Molly Komp, Evan Bend, John Wisneski, Dave Bacon, Debbie White, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano County; Shay Foxenberg; Shiocton; 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 September 17, 2021, AAC meeting were approved.

4. Announcements

Molly is still missing several calendars. Please make sure you email those to her as soon as possible so we can get your closed dates programmed into CARL.

5. Propose OWLSnet deletes items with a status of “Withdrawn” with no transactions attached after 1 year.

OWLS has recommended libraries change items they are discarding to a “Withdrawn” status. This ensures titles remain on a patron’s account if there are fines attached. OWLS continues to recommend this practice, but the number of “Withdrawn” items are causing some confusion when searching in CARL Connect Staff. Libraries see that a title is suppressed, but do not see that it is because the last item(s) attached to the bib are withdrawn. OWLS proposes deleting items with a “Withdrawn” status with no transactions, meaning no fines or holds connected with the item, after one year. OWLSnet would do this purge in February.

Ellen was confused as to why people are withdrawing and not just deleting. Amanda responded that fines are still attached to those items and when that item is deleted it will update the fine on the patron account to a Manual Fine; staff will no longer have that item information for outstanding fines or charges.

Nicole (APL) was concerned that deleting items could hamper APL working on their collection development trends. That they could lose that history and auditing trail. Also, there is a cataloging impact with having to re-add items after they've been deleted, when changing the status would be easier.

Withdrawn items are suppressed in the patron-facing catalog but staff can still see them on the staff side. One reason staff are changing statuses to "Withdrawn" is because deleting requires clicking through pop-ups when there are fines, which becomes cumbersome if they are withdrawing many items.

Appleton would like to keep their withdrawn items in the database indefinitely. Patrons don't see these items, so APL doesn't have any concerns with them remaining. Others had concerns about losing circ stats or not being notified of holds if trying to delete items. If an item is deleted, circ stats within the item record would be lost; however, overall circ stats (at the bib level) will not be lost.

A question was asked about long-term effects of withdrawing items instead of deleting, say in 5-10 years if we migrate again. OWLS is unaware of any long-term effects if items are or are not deleted. We can keep the items in the database and it wouldn't make a difference in 5 years if they're still in the system. CARL does not have the data limits that Sierra had. If a future migration required a pared down number of items, then OWLS could delete what's not needed prior to that.

There was no consensus on deleting system wide, but the group decided to allow for a deletion on a library-by-library basis. Libraries were asked to email OWLSnet Help to have their library's items deleted, and to please include how often you would like this to happen. If there are libraries with the same desired interval, then OWLS will schedule them at the same time.

6. Share what we know about Appleton's move to a temporary location.

Amanda shared some slides on the upcoming Appleton closure/move to a temporary location. And once Appleton knows more, they will share with the group.

The current building will be undergoing extensive renovation in which Appleton will be moving to a temporary location for 18 months. Appleton will be closed for 4-6 weeks to pack and move to the temporary location between February and April 2022.

Due dates will be extended and patrons with a hold location of Appleton will be asked to change their hold pickup location to another library or suspend their holds. There may be sometime in which Appleton has no book drop available; however, if a book drop does become available prior to opening, items may not get checked in right away.

Appleton will stop working paging lists and filling holds 2 weeks prior to closing. Holds with Appleton as a pickup location will be frozen 2 weeks before closing. OWLS will

remove Appleton from the list of pickup location options in InfoSoup to prevent new holds.

During this time, holds may not get filled as quickly with Appleton's collection unavailable. Any Appleton items out in the system should continue to circulate in the system until there are no more holds to fill. OWLS doesn't anticipate libraries will need to hold Appleton's items back when something is ready to get sent back to Appleton and that they will be stored at WALTCO until Appleton is ready to receive deliveries.

We don't know the exact dates of the moving, closing and reopening; where Appleton will be moving; when they will resume paging lists and deliveries; and whether OWLS will suppress their collection to prevent anyone from placing holds on their items.

Amanda will send out the information she has via email to the libraries to share with staff. OWLS will work with APL staff to generate specific language that libraries can use with patrons and on InfoSoup.

7. Discuss increasing the hold limit from 25 to 50

It has been asked of OWLS to discuss raising the holds limit. This has changed over the years and will continue to change as the needs of libraries change. For perspective: there are roughly 6,600 patrons with holds; 22,500 outstanding holds; and 42 patrons with 25 or more holds.

A few thought that there could be a compromise between 25 and 50. Some of the smaller libraries felt that 50 would be too many, especially for those who have a lower lender ratio working to bring it up. Also, not all libraries have the hold shelf space for more holds and there was concern for paging lists with 500+ items on them. A few thought that 35 would be a good compromise to start with.

Others didn't think that the increase would affect them greatly in terms of hold shelf and paging lists. Not many patrons are asking for more holds so it wouldn't make that much of a difference to most patrons; however, it would be a good move from a marketing perspective.

If the limit is raised would WALTCO be able to handle it? Bradley replied that the system hasn't reached its pre-pandemic volume so WALTCO could probably handle it. And we wouldn't know until we do it. It was then asked if we could raise the checkout limit to 150 if the holds are raising to 50. Bradley answered that one reason for limiting the checkouts is to limit loss. If one patron checks out 150 items and doesn't bring them back, then it's a larger loss than if they didn't return 75 items. Ultimately, raising the checkout limit is another issue that will be brought to the January AAC.

The group couldn't agree on raising the limit to 50. It was decided that the discussion would be tabled until the January meeting. OWLS will propose the hold limit be raised to

50 with the caveat that it may not be implemented until Appleton is in the temporary location.

8. InfoSec participation and reports

Bradley went over some information from a recent webinar she participated in from InfoSec, along with some stats from our current system standings for grades. Cyber-attacks on schools and libraries cost on average 7 days of down time and 6 billion dollars. Security technology has improved drastically over the past 20 years, but technology can't always protect us. So why do we spend so much time training staff? In 2020 93% of cyber-attacks started with people. OWLSnet has over 400 email users. Cyber victims include those who have one or more of these traits: extraversion, agreeableness, conscientiousness, emotional stability openness, and impulsiveness.

Libraries who would like a report card can email OWLSnet Help for that. It will give you a breakdown of letter grade for each learner, completion rates, and phishing rates. Emails go out the first of every month and if you or staff are not getting them, please let OWLSnet Help know. Also, when new staff are hired, their email is added to the InfoSec list and they will receive an email with all the information, meaning they will have all 12 modules and OWLS would love for them to complete them within the first month of hire.

The OWLSnet trend is going down for completion rates, as well as learner grades going down. Over time, the phishing rate is going up, but report rate is increasing. Please keep clicking the red phishing icon in email if you suspect a phishing scam. Turnover is likely the reason for the decline in completion rate.

A few wondered if it's possible to retake the assessments if people have failed the module. Bradley answered they can retake the modules. Shay asked if there was a way to complete them without using email. She has a few staff that don't have an email account but rather share the library account. Bradley replied that the emails are sent to the regular library email account and staff can all do the training through there but is not sure they can take the assessment separately. Ellen asked about employees who only work very few hours a month, is it worth them even doing it? Most likely not. If an employee doesn't have time to learn the security, then they probably shouldn't have their own email account. These employees are more likely to click on something that is dangerous to the system.

John and Lori added that these training modules don't just help us protect the network but also employees and patrons. The trainings are very important in today's world and include topics that help up deal with other security risks other than email, such as storage devices, printer security, building access, etc.

OWLS does have insurance against ransomware and attacks if they were to happen. However, although we would be covered financially, it wouldn't bring everything back up right away.

9. Report of OWLSnet Fees Committee

Bradley discussed the findings and recommendations from the OWLSnet Fees Committee. The committee finds the current OWLSnet Fee structure to be fair and equitable.

In 2021, the members of AAC voted to increase the 3-year rolling average of variables to a 5-year rolling average when calculating fees for 2022 in order to mitigate the impact of pandemic-related volatility in 2020 and 2021. The committee recommends making the change to a 5-year rolling average permanent.

The committee recommends that we improve the written description of the fee structure.

The committee recommends that we review the fee structure at least every 5 years.

This information can be found in the document sent out with the AAC agenda for this meeting. There were no objections to the recommendations and Bradley will forward to the board for approval. Thank you to the committee for your time.

10. E-resource Review

Evan addressed the group on e-resource subscriptions and reviewed how money is currently being spent on them. With so many changes the past 18+ months, Evan does not recommend making any changes but wanted to get an idea as to what we plan moving forward. If there are any suggestions or ideas for exploring other options, he is open to that.

Because the RB Digital Audiobooks and Magazines have merged into OverDrive, OWLSnet will only have three database/eContent subscriptions for 2022: Ancestry Library Edition, TumbleBooks, and Wisconsin Newspaper Archive.

Magazines will be a separate part of the WPLC budget and handled differently than in the past. OverDrive will not be offering any simultaneous use subscriptions to RB Digital titles, but all the titles will be available to be purchased by both the statewide consortium and by OWLSnet as Advantage titles. OWLS hopes to budget some OWLSnet funds to purchase the most popular Recorded Books titles, but that budget is still being worked out.

In addition, OWLS added NovelList Select/NovelList Plus to enhance both CARL and BiblioCommons catalogs.

Holly asked if Evan could go over Kanopy and how OverDrive owning it impacts libraries. Evan answered that he doesn't know too much about it but that maybe WPLC has discussed it. Bradley added that Kanopy was discussed at the last WPLC meeting. Yes, OverDrive purchased it, but it will remain stand alone and will not be rolled into OverDrive. Kanopy is only video, mostly independent and educational videos. Tasha said that Appleton will be a part of the January group starting with Kanopy. WiLS released a Taco Tuesday that was recorded about Kanopy. If libraries have expressed interest in a quote but have not received it, please reach out to Sarah at WiLS for the status. We believe that they are waiting for a total count of libraries by December 1st to get a more accurate price quote.

11. Is there interest in investigating a catalog app as a system development project in 2022?

It was suggested that a cataloging app be added to the system priorities in 2022. The current priorities we have in the queue to investigate next year are a data dashboard and address verification. Many said yes, they would be interested in looking more into this. Rebecca asked if this would be an actual app or more of a wrapper app? Amanda answered it would be an actual app we'd be more focused on.

Appleton has an app using the vendor Capira if anyone is interested in checking it out. Currently, if patrons bookmark the InfoSoup web address to their phone, it kind of behaves like an app.

Holly asked why there is an issue in finding items in BC but not in InfoSoup. Why are items in one place and not the other. Amanda said that it can take up to an hour for items to show up in BiblioCommons but staff should be able to find it in CARL pretty quickly. If not, please contact OWLSnet Help and send barcodes or BID numbers when you do. Evan added that the format BiblioCommons gets is different from CARL, so this isn't unheard of. There are multiple reasons for this happening, so please send them to us when you come across them so catalogers can figure out the reason for it.

A training tip from Evan about BiblioCommons, try to limit from the advanced search but also try a keyword without any formatting. There are always going to be some items that don't show up the way we want them to until the record is fixed.

OWLS will bring the system development priorities to AAC much earlier in 2022 than we did in 2021.

12. Adjourn

The meeting adjourned at 11:29AM.