OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
January 15, 2015

Present: Michael Nitz, Tasha Saecker**,** Paula Wright, Appleton; Jackie Rammer, Black Creek; Jamie Hein, Clintonville; Susan O'Leary-Frick, Ann Stearns, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Beth Carpenter, Kimberly/Little Chute; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Mark Merrifield, NFLS; Becky Bartell, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Dave Bacon, Evan Bend, Patty Hankey, Laura Jandacek, Gerri Moeller, Anne Paterson, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Linda Streyle, Tracy Vreeke, Sturgeon Bay; Amanda Burns, Suring; Kristi Pennebecker, Weyauwega

1. Call to order
    The meeting came to order at 9:30am at the Appleton Public Library.

2. [Minutes of the November 21, 2014](#)
    The minutes of the meeting were accepted as distributed.

3. AAC ground rules
    Evan 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
    *   The project to limit wireless bandwidth in the libraries has been completed, and everything seems to be working well. We will have more information at the next AAC meeting.
    *   The annual report numbers are done. OWLS has prefilled the usual data. E-material numbers are not included yet and will be sent to DPI after our meeting. There were more changes than usual this year. Gerri will post the spreadsheets and send a summary document regarding the changes. Please notify Mark at NFLS or Gerri at OWLS when you have completed your annual reports so they can look them over.
    *   The Shoutbomb patron number continues to grow. At the end of December, there were 1322 patrons signed up. We are well above our goal of 1000 patrons and have no plans to discontinue the service.
    *   Mark at NFLS announced an ongoing search for a new director of the Brown County library. There has been no official announcement yet, but they hope to be making a decision soon.
    *   Mark announced that the NFLS office will be relocating after 36 years of being housed in the Brown County library. The new address for the NFLS office is: 1595 Allouez Ave., Suite 4 Green Bay, WI. The new office space is on the ground floor and provides contiguous office spaces for staff. The move will likely take place in March. There will likely be one week of disruption in service and interlibrary loan will be affected. The NFLS office will let libraries know when they will be moving.

- Beth from Kimberly/Little Chute announced that the reveal of the Fox Cities Reads selection will be on January 28 at 11:30am at the History Museum at the Castle.
- Sue from Scandinavia announced they are partnering with UW Madison by hosting discussions to accompany the MOOC (Massive Open Online Course) "Changing Weather and Climate in the Great Lakes Region."
- The Wild WI Winter conference takes place next Wednesday and Thursday. There will be ten free webinars offered. Bradley pointed out that this conference is a lot of 'CE bang for your buck.' So sign up, if you are interested. You can participate from your computer or OWLS will be hosting the webinars in the Nest.
- Joan from Oconto Falls stated she has had some issues with newly purchased audiobooks on CD and has received some deformed (bubbly) discs. She contacted Baker and Taylor and was told that she could return or exchange the item, depending on the time that has lapsed from the purchase date. If other libraries receive similarly damaged audiobooks, Joan has the contact information for the Baker and Taylor representative. Gerri commented that possibly other vendors may honor a similar return/exchange if they are made aware that Baker and Taylor offers this service.

5. Information – to be presented by OWLS and OWLSnet member library staff

Sierra/Circulation
- The problem with the server that occurred on Wednesday has been resolved. A disc drive failed on the Sierra server. The failed hardware surprisingly took out the server and a controller. Our server is old and scheduled for replacement this year. Our Innovative representative offered good service while Dave supplied awesome service. He was working at the OWLS office with the Sun server until 2am on Thursday morning. The courtesy notices did not go out on Thursday morning; however, there were no other problems in Sierra. When our server went down, the public computers being managed by SAM went down also. Dave contacted Comprise, the SAM vendor. They were able to reconfigure the link to Sierra to resume PC service for most patrons; however, any new SAM patrons were unable to use the public computers until Sierra was restored.

- Gerri thanked everyone who responded to the Sierra in the wild survey. Seventeen libraries were interested in using Sierra in the Wild. The cost of the appliance, set-up fees and licenses for Sierra in the Wild are not in the OWLSnet budget. All but one of the libraries interested are able to contribute towards the cost. The contributions will cover the start-up costs. Should libraries that don't contribute have access to this product or only libraries that contribute? Some felt that only those that contribute should be able to use the product. Gerri said there was a precedent set a few years ago when Door County paid for the system set-up costs in order for all to use self-check machines. Gerri will invoice libraries for the amount that they said they would be willing to contribute. If there is a problem with the amount you are invoiced, please let her know. If a library can't contribute, they won't be issued a login initially. If a library later decides they would like to begin using Sierra in the Wild, they will be asked to contribute to ongoing maintenance and additional licenses. The initial startup cost will cover ten licenses. While, it is unlikely we would use all ten licenses at any given time, we will initially set up a schedule for libraries to reserve a spot. Reservations will be on a first come, first serve basis. If we find we are maxing out our licenses, we can always purchase more. Laptops will need to have Windows 8.1 installed in order to use Sierra in the Wild. Windows 8.1 uses BitLocker encryptions which are necessary to protect the database if the laptop is lost or stolen. Laptops older than 1 year may not be able to run Windows 8.1 so please check with OWLS staff first if

you plan on using an older laptop. OWLS staff will only support Windows 8.1 on laptops to be used with Sierra in the Wild. We cannot support desktops with Windows 8.1. There has been much dissatisfaction with Windows 8.1. Windows 10 is coming soon, likely in the third quarter of 2015 and everyone should like it much better. Microsoft said they will provide a free upgrade to Windows 10, which will include BitLocker. It may not be necessary for libraries to purchase new laptops in order to run Windows 8.1, since Windows 10 is coming soon. Beth from Kimberly/Little Chute requested that we wait to see what hardware specifications are required to run Windows 10 before libraries buy new laptops to use Sierra in the Wild. We agreed to put the project on hold until we know more about Windows 10. We should know more at the next meeting in March.

- We will be moving to Encore in 2015. While we don't have much to update at this time, there should be more at the next meeting. OWLS staff will be adding a server and looking at the documentation to get Encore up and running soon. We will know more when we get the server up and tested. Staff may want to know what content we will be adding. It is up in the air at this time, partially because of the timing of our current vendor contracts. BookLetters has been kind enough to delay our 2015 contract because of Encore. While we currently use LibraryThing for searching similar titles, BookLetters has a new product for this feature. Our LibraryThing contract is up in April and it is likely we won't continue with them. If we don't use the BookLetters' product, then we may possibly use NoveList or a combination of the both. If you'd like to help Evan evaluate products, please go to the first link on the OWLSnet Enhanced Content page. Search for a few titles you're familiar with. The site is currently in Beta, so you'll need to know the ISBN of a book for which you want "similar" titles. If you have InfoSoup open in one window and this page in another, it is pretty easy to copy and paste. Examine the results, and let Evan know your opinion. If you don't know how to get the ISBN, send Evan the title and he will send you the link. You can also do an ISBN search for similar titles in the Cuyahoga and Milwaukee catalogs to test the NoveList product. Links to these catalogs can also be found on the Enhanced Content page. In the future, we hope to add a search box on the front page of InfoSoup so patrons can easily request titles for ILL or purchase. This is a fairly heavily used service in InfoSoup and we would like to make it easier for patrons to use. BookLetters offers a patron suggested purchase box which appears on the front end of the catalog. It also offers a matching feature that will let patrons know if something is available in our catalog. This product is presently in production mode and we should know more about it at the next meeting.

Cataloging
- Is it OK if we change the index order when searching for SkyRiver records? Currently, the index defaults to a title search. We would like to change the index default to ISBN search. Everyone was amenable to this change so Gerri will contact Innovative. It will take about a week before libraries see the change.

- There is a backlog in cataloging requests. There are a lot of new purchases at the beginning of the year and subsequently, a lot of cataloging requests. If you have an urgent need for a bib record, please send an email to the owlsnethelp list with the title name. The cataloging team will expedite your request. Please remind your staff when adding items to the catalog, to search Sierra before going to SkyRiver, especially with popular titles and authors.

Technology

- Dave attended a technology meeting recently and was made aware of another library testing with a tiny "stick" computer to provide a dedicated catalog. Upon further investigation, Dave determined the stick was not a very reliable device but an Android catalog device appliance might be a better fit for us. The device can be locked down and used as a kiosk for web browsing, like the dedicated catalogs in our libraries. It takes up less space and is less expensive than purchasing a new PC. The catalog device does not require a Windows OS; therefore, no regular Window updates are required. This device is called a DT box and is becoming more popular. They can be hooked up in the back of a monitor and are wireless so they can be used anywhere in the library. Dave will start testing with a model at Waupaca next week. If you have any questions, please contact Dave. The cost is limited if you already have a keyboard and mouse. If more than ten libraries are interested in purchasing a DT box, the cost of each box is reduced significantly. The DT box cannot be used for a SAM sign up station.

- In some libraries, patrons have been unplugging the cables from public PCs and connecting their own devices to our network. This practice compromises our network security. John and Dave worked together to find a solution. A patch cord lock is an inexpensive solution that will prevent patrons from unplugging devices. The patch cord lock is a plastic lock that is secured to the device plug, making it impossible to unplug a device from a wall socket without an Allen wrench. The locks are sold in packages of twelve. Please contact Dave at OWLS or John at NFLS if you are interested in purchasing a package.

- If any libraries have an empty wall socket (i.e. no computer plugged into a wall socket) in their public PC areas, it should be disabled. Please let Dave, John or Julie know and they will disable the port.

WPLC/Overdrive update

- There is not much to report regarding WPLC updates. The next scheduled meeting is later in January. Last year, the Steering and Collection Development workgroups discussed adding serials or another type of resource to the collection. At the next meeting, they will discuss how to make proposals while looking at the strength and weaknesses of the current collection. The collection is spreading out and many patrons have been requesting backlist titles. There will be more purchasing options if there is new money available. The workgroup will work to codify where we are and what we can do. Do we want to spend more money on the statewide materials or magazines? OverDrive is working with Barnes and Noble in adding an app for magazines. We should know more about that at the next meeting. The Newspaper workgroup is involved on a pilot program with the WI News Association to add local newspapers into the collection. The Stats workgroup is working on creating best practices for viewing statistics. There are a lot of statistics available, such as material genres, times of day and device and also checkouts by library and on specific titles. Simon and Schuster titles are now in the collection. The number of total holds still remains high. As of this morning, at the statewide level, there were 79,252 holds and 70,000 active checkouts on 140,000 material copies. At the local level, there were 9000 checkouts and 4000 holds on InfoSoup patron accounts. There are currently 6000 InfoSoup patrons using Overdrive.

OWLSweb site updates

- Almost everything has been moved over to the new server. By next week, the project should be completed. The actual domain name is owlsnet.org however owlsnet.org should be redirected to the proper page. If you notice that something is not working on the OWLSnet website, please let Evan know.

6. Ideas submitted for discussion

- No ideas submitted for discussion.

7. Discussion

- Should OWLSnet increase the hold limit from 15? Gerri noted that OWLS maintains a neutral position on this topic. Should we make a proposal first and then vote on it at the next meeting? Ellen from Manawa proposed we increase the hold limit to 25 per patron. Joan from Oconto Falls stated that there have been declines in circulation and it makes sense to do everything we can to possibly increase circulations. Gerri commented that there are approximately 50,000 active holds in our system at any given time and increasing the individual patron hold limit may or may not have an impact on circs. Someone commented that our delivery costs may increase if the proposal passes. Mark at NFLS said delivery costs will be increasing in 2015 and additional traffic might cause additional increased delivery costs. Ann from New London stated that increasing the hold limit will help her staff when checking out items to patrons who use multiple cards to place their holds. If the proposal is accepted and individual libraries want to increase their hold limit, they will have to let Gerri know. Gerri will not be globally increasing holds at a system-wide level

8. Adjournment

- Meeting adjourned at 11:30 am.