

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
January 15, 2016**

Present: Amanda Burns, Algoma; Michael Nitz, Tasha Saecker, Paula Wright, Appleton; Jamie Hein, Clintonville; Stephanie Weber, Florence; Susan O’Leary Frick, Fremont; Carolyn Habeck, Hortonville; Angela Schneider, Kimberly/Little Chute; Amy Peterson, Lena; Lyn Hokenstad, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Mark Merrifield, NELS (by phone); Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Kymberley Pelky, Oneida; Evan Bend, Laura Jandacek, Gerri Moeller, Anne Paterson, Bradley Shipp, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Angie Jandourek, Shiocton; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Jill Trochta, Suring; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order

The meeting came to order at 9:35am at the Appleton Public Library.

2. [Minutes of the November 13, 2015](#)

The OWLSnet fee committee members were inaccurately recorded. Elizabeth Timmins’ name has been removed and Ellen Connor’s name has been added to the minutes. The minutes of the meeting stand as corrected.

3. AAC ground rules

The group was reminded that with such a large group it can be difficult to hear and follow the discussion. Everyone was asked 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
- Please use the microphone

4. Introductions and Announcements

- Please don’t forget to sign-in on the AAC Sign-In sheet to have your attendance recorded in the meeting minutes.
- Bradley asked for a show of hands of those that are staying for lunch today.
- Bradley announced upcoming CE events. The Wild Wisconsin Winter Web Conference takes place on January 20 – 21. If you cannot attend, the recorded sessions archived and linked from the OWLS past CE page. The Google Communities webinar will be held on January 26. Also, please save the date for CCBC, which will be held on April 22 in Neenah.
- The Kaukauna library will be moving and will be closed February 13 – 28.
- Updates for the system revision project can be obtained weekly. Bradley will send out email updates on Wednesdays. If you have any questions about the system revision project, please reply to the email address you find in the emailed update you receive.
- Dave has been busy working on SAM 10 upgrades. Peshtigo was upgraded earlier this week. It went fine but there were some unintended consequences which he is now working on. We will need to upgrade the libraries to SAM 10 before Windows 10.

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

AAC Budget and Bylaw overview

- Mark previously received some questions from libraries in regards to the bylaws. Gerri went over the handout titled, '[OWLSnet Shared Automation Network Bylaws](#)'. The bylaws were created in 1991 and were last revised in 2007. This revision was done in order to allow AAC to take an emergency vote. There is no proposal for change at this time. Gerri also reviewed the OWLSnet Budget for 2016. If there are any questions about the bylaws or the budget, please contact Gerri.

Annual report

- The annual report pre-filled data was sent to DPI on Wednesday. DPI will load the data into your individual annual reports. Library directors should be receiving an email soon containing a link to the 2015 Annual Report form. The prefill data will also be available on OWLSnet statistics page. We will also post a memo with instructions and other information you should know. The state deadline for the annual reports is February 29. We ask that you complete your annual report and send it to the appropriate system director by February 19, so there is time for system staff to review the data before the state deadline. **Bradley announced later during the meeting that annual reports were now open. Someone asked if teen materials were counted with children or adult materials. Gerri answered that teen materials are counted with adult materials and funding is not impacted by this method of counting teen materials. However, if we wanted to change this in the future, we would have to talk more about it. Bradley commented that counting children's programming can be tricky. If anyone has questions or requires help, Bradley at OWLS and Sue Abrahamson at Waupaca are knowledgeable resources on the topic. Someone asked about sharing annual reports with their boards. Ideally, the annual report should be reviewed by the system before your board reviews it. But we are aware that board schedules can make timing difficult.

Sierra/Circulation

- Sierra software update
We recently upgraded to Sierra 2.0 SP3. Overall, it went well, but some staff needed to reset their Sierra printer settings. We had to upgrade to improve the overall technical support we receive from Innovative. There were no major changes. We are still testing to see if some promised features actually work. Some of the upgraded features include new print templates. Also, patrons should be able to renew a checked out item when there are holds as long as there are available copies to fill the outstanding holds. Evan posted this in Network News, asking library staff to test this feature. With the upgrade, Lib Use Only items will now revert back to Lib Use Only status after being checked out; Staff no longer need to manually change the status back to Lib Use Only when the materials are returned. We may be able to mark and handle damaged materials the same way we handle lost materials. This will require some system configuration for OWLS staff and Innovative. Are libraries interested in this feature? Yes, the group would like us to investigate this feature further. We can enable the system to generate a pop-up message in Sierra when a patron's account has expired or will be expiring soon. The

group is interested in enabling this feature and setting it up so staff will receive an alert pop-up message 30 days before a patron account expires. We will set this up and let you know when it is done. The next upgrade, Sierra 2.1 is in release and we would like to upgrade soon. However, Sierra 2.1 has removed the browse query tool. Acquisition libraries may be using the browse query to review their open orders in Sierra. Before we schedule the upgrade, does anyone else use this tool? No one seemed to be using it.

- **Mobile worklists, iOS app**
Innovative has a new product called Mobile Worklists. It is an iOS only app that allows staff to scan barcodes into a device and then export them into Sierra. The early version of this product does not offer a lot of functionality at this time. The upgraded product, due to be released later this year, should offer paging lists and also work with other operating systems. Evan showed a promotional video demonstrating the functionality of Mobile Worklists. Evan asked the group what they would like to see as an application in this product. Material check outs and inventory were mentioned. Staff may want to think more about this and let us know. In general there was little interest in Mobile Worklists until greater functionality is included in the app.
- **MyLibrary! Mobile App for iOS.**
Evan showed a promotional video for the MyLibrary! App for patrons. This is still in the early stages of development but there was interest in learning more. Michael from Appleton commented that RFID tags are not desensitized during the checkout process so it poses a problem if it is not fixed. Evan has asked our sales representative if a trial or demo might be available. Should we explore this product further, even if it is only available with an iOS app? Yes, the group is interested. We will work on getting some quotes and talk about the financial piece at a future AAC meeting.
- **Lending wifi hotspots**
We will have information on lending wifi hotspots at the next meeting.
- **Library card expiration email notifications**
The OWLSnet email expiration notice committee has discussed some of the issues and made the following proposal. The group looked over the document, [Proposed Emailed Expiration Notice](#) and discussed the content. A small change in the last paragraph will be made. The wording 'visit your local library' will be replaced with 'contact your local library'. There was further discussion about additional spots where the word 'visit' appears in the notice. Someone asked about renewing library cards over the phone. There is currently no OWLSnet policy on renewing cards so individual libraries can decide if they wish to renew over the phone or not. Can we live with the wording of this notice for now and take it back to the committee for review? The group agreed to OWLS making the small text change and start sending the notices out to patrons. We will start with a group of smaller libraries and ask for feedback. In the meantime, the committee will take another look at the content of the notice. We should have more information at the next AAC meeting.
- **Changes to Unknown Holdshelf report**
Changes have been made to the Unknown Holdshelf report so staff will no longer see items on this report that may have been a result of clearing the holdshelf earlier that day. If you see

items on this report that you believe should not be on the report, please contact Laura. OWLS would like to discard Unknown Holdshelf items after they have been on the unknown holdshelf after approximately nine months. The process to discard them is the same process for discarding items that are too long in transit. We will have archived information about the discarded items if there is a question about the discard. There were no objections to implementing a discard process for items that are on the Unknown Holdshelf.

- Changes to Should be Short Loan report
There was a slight change made to the Should Be Short Loan report. Overall, it should be a shorter report because we no longer count inactive holds. Inactive holds are those that are frozen or have a 'not needed before date' entered. Hopefully, the adjustment will make the report easier to work.
- Homebound patrons
The homebound patron module was recently turned on. The only useful piece of this module was that staff could rate materials. However, we were unable to collect the rating data from the module. We found it to be useless and difficult to use, so it was turned off.

Encore/InfoSoup update

Evan has posted a page on the OWLSnet website dedicated to [InfoSoup/Encore Training](#) information. He has posted information about tagging in Encore on this page. In Encore, tags work mostly like subject headings. Staff can use tags to create book lists. Presently, anyone can log in and tag materials in InfoSoup. However, community tagging can be chaotic and it is helpful to have uniformity in tagging. While Evan can see all who tag, it is possible to make tagging for staff only and turn off tagging for patrons. We can coordinate terms and a list of tags that libraries use, if staff think that would be helpful. Please contact Evan if you are using tags. If staff would like to see what tags are being used, Evan has posted a page called [Encore Tags](#).

At the last AAC meeting we were asked if the MARC field 300 (physical description, including page numbers) could display in the catalog. It is not possible at this time. We will ask for this field to be included as a Sierra enhancement. Evan noted that with the move to Encore, we have lost most of our options to customize our display.

A copy of the [Encore quick guide that Appleton created](#) was passed among the group. It was also posted on the InfoSoup/Encore Training page. OWLS could ask Bradd to make some minor modifications to this pamphlet so libraries could use and distribute to their patrons. Perhaps there are volunteers that would like to work on this project? There were no volunteers so we will ask Bradd to work on it.

We would like to upgrade to Sierra 2.1 soon. By doing so, we will be able to upgrade Encore 4.5. Encore 4.5 should fix the mobile login and add genre facet options. It may also fix the Digital Public Library of America connection, which is currently not working.

OWLSweb update

We discussed how library staff use the “Who to call” page. Updates were made for NFLS contacts. NFLS libraries should contact John for Computer and Sierra Hardware issues, Mark for Library Web Sites, and Amanda Burns for OverDrive support.

WPLC/OverDrive update

OverDrive is updating their website. Staff can find more information and look at the updates before it goes live at the WPLC website.

In January, the WPLC Digital Collection workgroup looks at making additions to the state collection. They will also be making recommendations to the buying pool amount and looking at magazine circulation statistics. Does anyone have any feedback on these topics? No one commented. Winnefox will be contributing additional money to OverDrive. WiLS will be working on a model to calculate extra money and increased circulations. Currently, circulation is limited by holds. There are more patrons with holds than patrons with checkouts.

Penguin has been bought by Random House publishers. As a result, Penguin’s buying model has changed and they no longer have a one year license limit on their publications. The cost of materials has increased but we will “own” the title for as long as we maintain our OverDrive collection.

OverDrive circulation is increasing, but the rate of growth for eBooks has slowed significantly. If any libraries want OverDrive statistics, please let Evan know.

OWLSnet fees committee

- The OWLSnet fee committee will be meeting on February 5 at 9:30am at Shawano Public Library.

Cataloging update

- Some tweaks were made to the cataloging request tool. The catalogers are trying to organize requests as urgent or basic. Presently, they come in a stream without any priority assigned. Catalogers can work through cataloging requests quicker if there is an ISBN included in the request. Staff should only use exact match when their material is an exact match. Please use the buttons at the bottom of the form to expedite a request or indicate when you need an order record. Expedited requests will now appear at the top of list for catalogers to work on. The new form is a work in progress. We are trying to achieve a quicker turn-around time. If staff have questions or even feedback, please email or call Anne.

Moving InfoSoup Memory Project

- We plan to migrate our collections from OCLC- hosted content to Milwaukee Public Library’s local CONTENT dm instance. Bradley emailed all of the memory project contributors to let them

know when the planned February migration is scheduled. In our current host environment, we are approaching our 10,000 item limit and the cost to upgrade is expensive. In 2015, Recollection Wisconsin became a service hub for the Digital Public Library of America (DPLA) and Milwaukee opened their license to Recollection Wisconsin participants. WiLS will migrate our ten collections at a discounted rate. There will be no cost to the libraries for the migration. If we migrate before our contract with OCLC renews we will save lots of money this year and even more in subsequent years. We will no longer be subject to item limits; however, we will have new obligations. The service hub sets the content and other policy and metadata must be dedicated to the public domain.

Return of library materials bill

- OWLS staff think the Return of library materials legislation bill has a good chance of passing. Years ago we purchased the collections module from Innovative and then were unable to deploy it because of ruling by the Attorney General. If the bill becomes law, we will open a discussion at the next AAC meeting about related policy and procedures. It's likely that the service will have be turned on for everyone or turned on for no one. We will have to figure out who has the authority to set this policy. Library boards may have to approve it before we can proceed. We'll continue to monitor the progress of the legislation. We ask you to think about how you might implement it locally.

6. Decision – consensus decision or vote

No decisions at this time.

7. Ideas submitted for discussion

OWLS was asked to revisit the issue of blocking the use of SAM computers for patrons who have more than \$5.00 in money owed. When we first implemented SAM in 2008, libraries could not reach consensus about the amount of money owed by patron that would result in them being blocked from using the internet. Since AAC could not reach consensus, the OWLS board acted to approve the software settings with a \$5.00 limit because two-thirds of the libraries supported blocking internet access when a patron owed more than \$5.00. At the following 2008 AAC meeting, a vote was taken to decide whether OWLSnet should purchase an additional link that would allow SAM to be configured with a second higher blocking amount option. The vote failed. Dave recently contacted our SAM vendor, Comprise to see if our setting options within Comprise have changed since 2008. In SAM 10, each library zone can be configured with a different fine blocking level at no additional cost. Fine blocks can also be completely disabled on a library zone basis. Comprise would have to set these modifications for us. If any changes are going to be made to the Sam settings it needs to be an AAC decision, by consensus or vote. Becca at Door County commented they would like a higher limit. Sue at Scandinavia commented that the \$5.00 block works for her library. It opens up a fines discussion with the patron. Jennifer at Marinette would like a higher limit. Joan at Oconto Falls commented that each library could have a different amount. Comprise would have to change each library, which could be problematic. Gerri discussed this with the OWLS board. The OWLS board said it is an AAC decision and they will support the decision. Should the \$5.00 threshold for checkouts be

looked at also? These do need to be different decisions. We will put it on the next AAC agenda as a discussion topic. Please talk to your staff and get some feedback from them.

8. Discussion – discussion of issues that may be up for decision at future meetings

- Evan asked the group to look at the [Wording for Courtesy and Overdue Notices](#) document. It was suggested that a link to the patron's account be included in the overdue notice instead of a link to a list of libraries. The wording of the notices would have to be changed to accommodate the change also. When we upgrade to Encore 4.5, there will be a change to the Encore mobile login that may affect linking to mobile and non-mobile devices. We could change the link to go directly to the patron's account and after the upgrade, find one link that will work for mobile and non-mobile devices, if needed. If we cannot find one link for both, we can direct them to InfoSoup and instruct them to login to access their account. Sue at Scandinavia thought providing a link to InfoSoup and asking patrons to login was a good idea. She also suggested verbally repeating the instructions in text of the notice. Peg at Waupaca prefers a link directly to the patron account login. The consensus was that we should [change the wording in the notices](#) and replace the link to direct to My account. After the upgrade, Evan will have a better understanding if any accommodations that need to be made in order to provide a login link that will work on all types of devices.
- There were [slight changes made to the Patron Registration Procedures](#). The procedure formerly reflected filling out a paper copy of the blue patron update form and sending it to the library. This form is now an online form. Additionally, language was added to highlight that changing a patron's home agency also changes the default location for picking up their holds. These are clarifications of existing procedures and don't require a vote. We just wanted to make the group aware of the updates made in the Patron Registration Procedures document.

9. Adjournment

- Meeting adjourned at 1:25 pm.