

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
November 18, 2016**

Present: Michael Nitz, Tasha Saecker, Beth Carpenter, Colleen Rortvedt, Appleton; Eva Kozerski, Black Creek; Linda Streyle, Tracy Vreeke, Door County; Rachel Martens, Hortonville; Tony Wieczorek, Kaukauna; Angela Schneider, Kimberly/Little Chute; Amy Peterson, Lena; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Dave Bacon, Evan Bend, Molly Lawlor, Gerri Moeller, Bradley Shipp, Debbie White, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Jill Trochta, Suring; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to Order and Introductions

The meeting came to order at 9:30am at the Kaukauna Public Library.

2. Minutes of the Sept 16, 2016 Meeting were approved.

3. AAC ground rules were reviewed.

4. Announcements

- Welcome new Hortonville Public Library Director, Rachel Martens.
- Congratulations to Elizabeth Timmins on receiving the Librarian of the Year award!
- Bradley announced upcoming CE events.
- Calendars for 2017 close dates to Patty as soon as possible.

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

Sierra/Circulation

- Sierra 2.3 is still on hold. There are still issues being reported and no new features are offered that we need at this time.
- Manual blocks procedure
Please review the OWLSnet Guide to Manual Blocks in Sierra. There is a new manual block, “N.” This is for when staff need additional patron information. Manual block “C” should not be applied or removed manually. It is for collections, and Sierra will automatically add and remove it. When removing a block, update or delete the associated note or message as appropriate.
- Municipalities Spot Check
19 completed spot checks found that the percentage error rate ranges from 3% to 20%, with an average of 11.7%. An additional 4% of records have other types of address errors. Those with higher percentage rates will be contacted by OWLS to make corrections and implement local procedures to reduce future errors. OWLS’ short term goal is reducing the error rate to less than

10% short term and less than 5% long term. Multiple libraries suggested purchasing county maps for more efficient municipality checks.

- **Adult patrons with juvenile Ptype procedure**
A monthly, quarterly, or annual procedure is needed to address the problem. Of the suggested options, the group preferred inserting a pop-up message to notify staff to re-register patrons who are over 18. The group did not want OWLS to change patrons' expiration dates.
- **Collection agency update**
Our two pilot libraries have begun the process for collections. If there are no issues with the November reports, then OWLS will set up more libraries in December, and the remainder in January. Once set up, libraries will run their own weekly collection reports and receive monthly reports from Unique. Teri Lynn Bullock is our customer service contact at Unique. When emailing Teri Lynn, always include the name of your library. Please continue working on your lists of patrons whose home agency and library location do not match.
- **Items with too many renewals**
We have discovered a number of items with too many renewals checked out to patrons and to staff. Please review the renewal policy (max 2 renewals) with staff. If staff needs to keep an item indefinitely, please update the status as local use only or use an internal card. OWLS will be monitoring these renewals on a monthly basis, and contacting libraries about problem items. Ann suggested that we discuss increasing the 2 renewal limit at a future AAC meeting, and other libraries agreed.
- **Renewing with holds when items are available**
The Innovative feature OWLS tested a few months ago was initially thought to allow patrons to renew items when there is a hold on the title if there are more available copies than existing title- or volume-level holds. Unfortunately, this feature did not function how initially thought. The feature was turned off due to this and at this point, there is no way to receive the desired patron feature without creating potential problems with staff overrides. There are more details available here: http://www.owlsnet.org/sites/default/files/aac/renewal_with_holds.pdf

Encore/InfoSoup update

- **Zinio**
OWLS is still finalizing the funding partnership for Zinio, but we are still on target to launch Zinio Magazines for all InfoSoup libraries in January. Patrons will need to download the Zinio app. And, as of now, there will be "pseudo" statistics available to libraries on Zinio use; Evan will look more into that.

10:30am interruption for the presentation of the OWLSnet Fees Committee proposal

OWLSnet Fees Committee

The Proposed OWLSnet Fee Structure Revision Background Paper, dated Nov 11, 2016, was distributed and presented by the fees committee. The proposed formula includes a base fee of \$3,600 per location and three variables: circulation, physical items added, and extrapolated service population. There are also credits and surcharges.

Kristi asked why net loan credits are not included. Committee members explained that libraries do not understand the reasons behind net borrower/lender status well enough to base fees on it. No one raised serious objections to the proposed fee structure. Gerri asked libraries to send questions or comments on the proposal to any member of the fees committee. In order to be implemented in 2018, this would need to be on the agenda for a decision by March 2017.

Encore/InfoSoup update (continued...)

- “My patron isn’t getting their email notices”
When patrons mention not getting messages, libraries should first:
 - Confirm that OWLS has the correct email in Sierra
 - Ask if they are getting some messages but not others
 - Make sure they check their spam and junk folders, etc.

If a library wants OWLS to follow up, email OWLSnet help or call Evan with the following information:

- Patron card number
- Is the patron not getting any notices or just not some
- What notices did the patron not get; if item is known, this is helpful
- Provide a likely date range when the notice should have been sent
- If item is still on hold, take a screen shot of the item record if possible

Mail log files can be used to determine if notices were sent to patrons on a specific day and time and whether the message was successfully delivered to the patron’s email provider. If there is a record of the message being sent, OWLS can share this with the library and in turn, with the patron. If there is no record in the log, OWLS would need enough information to open a ticket with Innovative. Other suggestions for libraries include:

- Adding a second email address to the Sierra email field
- Patrons with smart phones, suggest signing up for Shoutbomb
- Recommend having patrons check their InfoSoup account once a week

Additional details are provided at: <http://www.owlsnet.org/sites/default/files/aac/patron-email-notices.pdf>

- Receipt Templates
Evan has been working with Clintonville on custom library receipt templates. This option will be available to all libraries soon.
- Hoopla Records in InfoSoup
Starting December 1st, Appleton and Door County will be going live with Hoopla. Hoopla's pricing structure is not compatible with a system-level subscription. Hoopla will only be available to those patrons whose home agency matches a subscribing library. OWLS is working with Appleton to create catalog records that will clearly indicate who will be able to check out the items. For now, those libraries subscribing to Hoopla will go live without MARC records.

WPLC/OverDrive update

- Launch of the new OverDrive website has caused problems. OverDrive will be updating the app sometime in January, which will hopefully solve many of the issues. If patrons are having trouble getting to the site through their app, suggest trying to visit OverDrive by getting to the site through their web browser or possibly checking out the item in Encore.

Technology update

- Managing Windows updates through Deep Freeze
Dave is configuring public library computers to install Windows updates automatically through Deep Freeze on a regular schedule. Twenty-four libraries have been set up so far. Before turning on public computers in the morning after a scheduled update, please look for any green lights that indicate that the computer is still on and updates are still in progress. Pressing the power button would interrupt the update.
- SAM reboot option
SAM can be set up to automatically reboot the computer after a session ends. This provides additional security and is very easy to set up. If there are any questions or interest in setting up, contact Dave.
- Public Library System Redesign (PLSR) update
Kristie from Shawano informed the group that PLSR is now in phase 2 and will be until March 2017. Phase 2 consists of groups presenting concepts for community input and feedback. There are Q&A sessions coming up; the next will be Dec. 13th. If anyone is interested, there is need for survey panelists. More information can be found on the website.

6. Decisions – consensus decision or vote

Resource Sharing

- The group agreed by consensus to add the following bullet to the Resource Sharing: List of Exceptions:

The OWLSnet Administrative Advisory Committee has agreed that member libraries are not required to lend the following materials to other member libraries:

Items with many pieces (excluding multi-disk DVD and CD sets)

7. Ideas submitted for discussion

8. Discussion

- OWLSnet Fees Committee Proposal discussion held at 10:30am

9. Adjournment

- Meeting adjourned at 12:00 pm.