

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
August 18, 2006

Present: Rita Schiesser, Algoma; Kris Kipping, Vicki Lenz, Meg Shriver, Martin Swenson, Mary VanLieshout, Appleton; Val Husom, Black Creek; Kathy Mitchell, Clintonville; Mary Seggelink, Florence; Kay Rankel, Gillett; Robyn Grove, Iola; Susan Grosshuesch, Kewaunee; Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Ellen Connor, Manawa; Lisa Hein, Marion; Tim Dirks, Marinette; Ann Hunt, New London; Terrie Howe, NFLS; Peg Murphy, Oconto; Joan Denis, Oconto Falls; Evan Bend, Beth Carpenter, Patty Hankey, Emily Koss, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Lori Amerson, Kim Klerner, Seymour; Sharrie Schweitzer, Shawano; Joe Clabots, Sturgeon Bay; Maggie Waggoner, Suring/Kaukauna; Peg Burington, Ruth Hoppe, Waupaca; Lucie Erickson, Weyauwega.

1. Call to Order
 - The meeting came to order at 9:36 a.m.
 - Maggie Waggoner was introduced as the new director of Kaukauna. She will be leaving Suring next week and taking over at Kaukauna the following week.
 - All attendees introduced themselves. Emily Koss, the new Circulation Specialist, was introduced.
2. Minutes of the June 16, 2006 Meeting
 - The minutes were accepted as distributed.
3. Announcements
 - There were no announcements from the libraries.
4. Old Items
 - BCN Conversion
 - All the libraries have been converted to the BCN Network with only a few problems.
 - The Kimberly Library had connectivity problems for several weeks, but those have now been resolved.
 - OWLS was also experiencing a bandwidth issue from our office out to the libraries, but we were able to increase that bandwidth so the problem has been resolved.
 - Some libraries are also experiencing bandwidth issues between their library and the OWLS office. The main symptom may be a slowdown in Millennium – occasionally the Millennium client has shut down because of this. The cases of slowdown do not appear to be related at all to the Millennium server, rather in all cases we've seen, these have been Network related issues. If your library is experiencing a significant slowdown in Millennium, please let Dave or Patty know and we can check your current bandwidth usage. If it is spiking, it may be necessary to decrease your patron Internet traffic in order to continue to use Millennium effectively.
 - OWLS is now planning to partition the network at each library into three segments. One segment will be for staff, a second for library public internet PCs and the third will be for wireless. This will keep each segment separate from the other and protect and manage each segment so that staff has the bandwidth they need. A form will be available this fall to fill out to begin the process. Money is in the 2007 budget for the switches, but not all libraries will be able to make the change in 2007. OWLS would prefer that libraries purchase

commercial grade wireless equipment, but understands the cost is much higher than the consumer grade equipment. If your library is planning to offer wireless, you will also want to think about people needing to plug their laptops into electrical outlets.

- In anticipation of the future availability of wireless Internet in the libraries, the OWLS board has approved a new Network Connections policy. The revised policy allows people to connect their personal computer devices to OWLSnet network at libraries that have received prior permission. The new policy will be posted on OWLSweb.

5. New Items

- Collection Agency.
 - Several libraries have expressed interest in using a collection agency for their billed items. The Kimberly/Little Chute library board has voted to begin using a Collection Agency. The library was concerned that library staff and the local police department were spending too much time trying to recover billed materials. They have been looking into using Unique Management Services, a collection agency which only works with libraries. However, the KIM-LIT Board asked OWLS to investigate being the liaison with Unique.
 - A discussion took place on what methods other libraries used to get back billed items, and many libraries used different techniques.
 - Nancy Britten from the Neenah Public library talked about her library's experience using Unique Management Services. In the past she spent about 5 days a month on overdues and billed items. Since the change she spends only about 5 minutes a week on these items. She reported they are getting a lot more materials back and that people who used to be habitually late are much better about returning their items. There is nothing Nancy dislikes about the service.
 - Nancy demonstrated the Unique website and all of the information that is available. Each patron has an account, and you can see exactly when they were contacted and how much money they owe. Libraries also receive reports of the total material and cash recovered for the month.
 - Patrons are only sent to Unique if they owe more than \$25 and have at least one billed item. Unique gets a list of these patrons once a week after their items are 45 days overdue. Unique gives the patron a contact at the library for more information. If a phone number or address has changed and the collection agency finds the new address or phone number they give this to the library.
 - Specific types of patrons can be excluded from being sent to Unique such as teacher cards or homebound cards. Patrons under 18 are sent to Unique, but they won't be reported to a credit agency. It's also possible to choose individual patrons to not be sent over. If a patron would like to make partial payments for a predetermined time it's possible to set up parameters so that Unique will give them a certain amount of time to pay before they start to contact them again.
 - Winnefox libraries are paying a fixed rate of \$8.95 per borrower to use Unique and each person is charged \$15 if they are sent to Unique. Unique is different from other collection agencies, because it focuses on recovering items, rather than cash. In the case of consortium where some libraries may not use Unique, Unique works to recover all items from the person, not just those from the libraries who use Unique. If a patron does not respond, eventually, they will be reported to a credit agency, which is the end of the process.
 - Neenah had to add a budget line for Unique's fees. However, Unique guarantees that their service will be revenue neutral (it will not cost the library anything to use their services).
 - Nancy reported that their library actually received a lot of good press for using the service. Positive results were reported in a study of people's reactions to being contacted by Unique.

- How does this work in their consortium? Neenah is one of only 7 libraries in the Winnefox system that have signed up with Unique, but that has caused no problem within the system. If a patron has multiple items checked out, the account is assigned to the library with the first item listed. If the first item is from Menasha the account is assigned to them, or if it's from Neenah it is assigned to Neenah, etc.
 - It seemed most libraries were very interested in this service. OWLS will put together an information packet for libraries seeking approval to participate from their boards.
 - **AAC decided that OWLS should contact Unique and bring a proposal back to AAC.**
- Scheduling additional AAC meetings
 - January 19, March 16, May 18, September 21, and November 9 were proposed, continuing to switch between Appleton and Green Bay.
 - **The dates were approved as proposed.**
- Planning Process for OWLSnet
 - We have spent over two years on focusing most of our energy on the migration. The end is in sight! What next? Rick handed out a proposal for an OWLSnet planning process. He proposes that we engage in a planning process to determine short term priorities, review our decision making process, identify needed policies and procedures, and assess member needs.
 - We need a committee representative of libraries in OWLSnet, and the process needs to provide ways to gather from libraries not represented on the committee, e.g., open meetings, surveys, dissemination of all committee documents. Rick will solicit volunteers, and he and Mark will appointment the committee.
- Should we give priority to local holds?
 - It's been a long time since we've discussed the possibility of structuring our holds in a different way.
 - Innovative offers a feature called Local holds priority which would give priority to holds placed for pickup at the owning library. All holds for pickup at a library that owns an item would be filled before the item would travel. Implementing this feature might help holds fill faster and items travel less.
 - There would be advantages and disadvantages to implementing this change. Some libraries wondered if this could help prevent items from being lost in transit. If delivery costs become unaffordable, local hold preference may become necessary to cut down on items in transit. Milwaukee has implemented this – and OWLS was asked to contact them to find out more about how this affected their holds.
 - **OWLS will look into this more and report back to the libraries.**
- InfoSoup Development and PR
 - InfoSoup needs to be a dynamic tool to keep it vital and help keep libraries out in front of patrons. A development plan is in process, but a draft isn't ready yet. Here are some preliminary ideas: implement spell check, create an InfoSoup toolbar (works with Firefox and IE), add book lists and pathfinders, link enhanced content to various search pages, add more local resources, add patron reviews, implement E-commerce (which would allow patrons to pay online), create blogs, etc. A plan will be disseminated soon.
 - More people would like to see opportunities for staff training on InfoSoup. One up and coming option is OPAL (Online Programming for All Libraries.) This program provides training through the web. OWLS has signed up, and Beth is learning the software to find out its capabilities. In order to participate verbally, you'll need speakers and a microphone.
 - PR committee has plenty of ideas for InfoSoup.
 - Beth talked about some of their ideas which started with an evaluation of what has already been done (bags, brochures, bookmarks). They would like to get bags for

national library week each year. There is a need for brochures for new patrons.

Everyone loves the bookmarks as well, and libraries may need more of them.

- The Committee will not push InfoSoup during National Library Week in order to avoid competing with local library promotions.
- Quite a few ideas have been talked about for future projects such as targeting people in the community that are currently not using the library. Some examples are large businesses, daycares, the Spanish speaking community, and teachers. Other ideas included table top tents in restaurants, getting the media more involved, coordinating an InfoSoup Reads (or Watches) community read, provide online training via OPAL.
- The committee plans to add a welcome back to school message on InfoSoup and e-mail FVLC and NEWIL libraries to welcome everyone back to school. Some kind of promotion will be planned for January since that is normally a quiet time. Teen Tech week is in March, and something will be considered for that. There will also be preplanning for participation in SLP 2007 and Library Card Signup Month 2007.
- Anyone with any ideas can send an email to InfoSoup@mail.owls.lib.wi.us.
- Millennium Release 2006
 - The timeline of events can be seen on the Upgrading to Release 2006 handout. Essentially, we've taken down the Geac server and are working on re-creating this as the Innovative Test & Training server.
 - We hope to have Release 2006 installed some time in October and WebPacPro some time in November.
 - We need have Release 2006 installed by the end of the year because in January of 2007 ISBN 13 takes affect, and there are additional features to handle this in this release.
 - The hold alert report will be available along with release 2006, although it will be installed in a "custom environment" which has the potential to be a bit flaky. OWLS is looking for a few volunteers to operate in the custom environment. We aren't sure what problems this may cause with the system so libraries will need to call with any problems they see. Lakewood, New London, Weyauwega, Black Creek, Sturgeon Bay, Clintonville and Iola volunteered to be test libraries. If your library is interested, please contact Gerri.
- Tech services Users Group
 - Holly previously sent out an email inquiring about a new tech services user group. Libraries responded positively so Holly will email the Tech services e-mail list to set up a date for a user group meeting.
- Proposal for new registration card
 - A while ago libraries asked for more information on the patron registration card. Gerri couldn't find a way to fit this on the existing 3X5 card, so handed out a mockup of what a new larger (4x6) card would look like. No one was interested in a larger card, but a few people suggested that some of the information could be removed from the smaller card. A few people will make suggestions on how to change the current cards and send them to Gerri, and we'll attempt to create a new card from these suggestions.
- Workflow issues
 - Database cleanup
 - The too long in transit and search shelves before billing reports are getting longer and longer. It's possible that some libraries may not be working these reports, or aren't sure what to do with items when they've been listed for a long time and can't be found. A few libraries reported a lack of time during the summer to look at these reports.
 - OWLS proposed automatically cleaning up some of these items in order to free up the libraries from having to do so. Libraries could still do this if they wanted to, but OWLS would make the change for those items that weren't updated after a certain amount of

inactivity. We still recommend that if something can't be found, that item's status be changed to missing.

- **AAC agreed that OWLS should change the status of items listed on the Too Long in Transit report for at least 3 months to Missing. Items that have been Missing for 6 months will be deleted from the database.** Items that will be deleted will follow the normal discard procedure. Libraries who currently receive lists of their items being discarded will continue to receive these, even those items being automatically deleted by OWLS.
- Items with the collection and status set to discard are deleted, but quite a few libraries have items that only have discard for the collection. A list of items with collection discard but not status discard was passed out to each library. OWLS will not delete the items unless the status is discard. Items that have the status of lost and paid are currently not being deleted as well, although OWLS is working on a procedure for this.
- Holly mentioned that if a barcode is accidentally assigned to two items, setting one of the records to discard will not fix the situation. Please call Holly to delete the duplicate barcode if this situation arises.
- Items set to Item use 3 do not get deleted (or suppressed) immediately. Michael usually does it daily, but sometimes there is a delay – such as when Michael goes on vacation. OWLS will work on making sure this is done at those times.
- Book club holds
 - Currently e-mails for book club holds are being sent to many different email lists, but it would be simpler if one list be chosen.
 - **AAC agreed that book club holds notifications should be sent to the AAC list.**
 - If any libraries need to add extra members to the list they can contact Patty to do so.
- What should the process be for introducing new policies that impact other libraries?
 - As an example, the group discussed using Dskins and charging for lost or replacement skins. There was a discussion on what to do with items that require extra steps from other libraries (e.g., adding a fine on for a missing skin). Gerri proposed if you implement a procedure or change that will affect another library you post it on the AAC list. Can your library choose not enforce those rules (e.g., collecting for losing a skin or not rewinding a video)?
 - **The discussion of this issue will now be moved to the AAC list.**
- Multivolume consistency.
 - This discussion will be moved to the next meeting since it will likely be a lively discussion!
- Messages on other's items.
 - Is it OK to put messages on other's items? Some libraries think this is an okay thing to do while other libraries do not. Is there really a need to add messages when you can use a problem item slip? Each library can decide for itself whether or not to add messages onto other libraries' items.
- Damaged items procedure.
 - The new damaged items procedures handout was distributed. Please remember that if you check out a already damaged item, then check it back in, you've lost the patron history for the person who may have damaged an item. Please do not check damaged items out to patrons.
 - Libraries agreed that damaged jewel cases on CD's may be checked out to patrons because they are damaged so frequently.
 - While the procedure for getting a damaged item back to the owning library is not short, OWLS staff spent quite a bit of time researching this and we believe this is the simplest

option. One change will be made to the document handed out at the meeting – the request to not check out damaged items. Please let OWLS know if you find any problems with these procedures.

- Once you've finished repairing an item, simply check it in to clear the repair status.
- The importance of Itypes.
 - Gerri went over the importance of Itypes for the system. These are used to set the loan rule (loan periods, fines, etc) and for statistics on checkouts. There are some areas where Itypes are not being assigned correctly. For example, in some cases, nonfiction DVD's are being assigned to a fiction DVD Itype. When these are incorrect, they have the capacity to affect everyone's statistics. Please keep a list of Itypes close by and be very careful which Itypes you are assigning.
 - The Itype doesn't have to match the location code, and in many cases, it won't. The Itype represents what the item is, the location code represents where the item is.
 - Please note that some items didn't transfer perfectly from Geac so you may not even realize your Itypes are wrong. If you have suspicions, we can run reports that target suspected problem areas. If you're looking for problems, you might want to start with CDs. Since music CDs and Audiobooks on CD weren't coded consistently in Geac, they tend to be problem areas for everyone.

6. Other business

- Holly, Gerri and Emily are working on a work flow class in October.
- The Circ advisory group meets September 14th and is the same day as the grass roots meeting for NFLS librarians. A request to change the date will be posted to the circ list.
- Every Wednesday Black Creek has a huge community room available for use if any of our groups are interested in meeting there.

7. Adjournment

The meeting was adjourned at 2:53 pm.