

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
September 19, 2014

Present: Rita Schiesser, Algoma; Michael Nitz, Tasha Saecker, Paula Wright, Appleton; Stephanie Weber, Florence; Susan O’Leary Frick, Ann Stearns, Fremont; Carolyn Habeck, Hortonville; Ashley Thiem-Menning, Kaukauna; Beth Carpenter, Kimberly/Little Chute; Lyn Hokenstad, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Mark Merrifield, NFLS; Joan Denis, Oconto Falls; Wanda Boivin, Oneida; Evan Bend, Patty Hankey, Laura Jandacek, Gerri Moeller, Anne Paterson, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Becca Berger, Linda Streyle, Sturgeon Bay; Peg Burington, Ruth Hoppe, Waupaca; Kristi Pennebecker, Weyauwega; Leslie Hill, Wittenberg

1. Call to order

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

2. [Minutes of the May 16, 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

- Walter is attending the new director’s boot camp in Stevens Point, so Evan will be helping out with the meeting today.
- The November AAC meeting will be at the new Hortonville library. Carolyn stated there should be no problems with parking as there are plenty of parking spaces. She invites all of us to arrive early for a tour, either self-guided or led by Carolyn. She will send driving directions to be included with the November agenda.
- OWLS has created a new report for libraries to review and work. The report contains items which have had a processing, repair or temporary closed status for longer than six months. The report will be distributed today. OWLS staff will re-run it every six months and send it out in an email. If you notice any problems, find the format isn’t quite right or would like additional fields added, please let Gerri know.
- Little Chute announces they are celebrating their 20th anniversary on November 1. Beth from Kimberly/Little Chute invites everyone to stop by, check out the windmill and celebrate with them.
- OWLS received four DVDs (individual and sets) from the NFLS office. There are no library stamps or other identifying marks on any of the DVDs. The titles are The Visitor, Ladykillers, Justified,

2nd season and a six movie Fantasy/Action pack. Please let OWLS know if these DVDs belong to your library so we can get them back to you.

- Evan has placed Shoutbomb cards on the back table for libraries to take.

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

- Sierra/Circulation

- The next Sierra upgrade has been problematic for other libraries so we are delaying it a bit. Once the existing issue in the new release is resolved, Gerri will schedule the upgrade. There are currently six open calls with Innovative that should be resolved with this new upgrade. Library staff may not see any changes but it should fix many administrative (behind the scenes) problems. Gerri will look through the documentation and try to find changes that libraries might see. We have to be on the new release in order to use Encore (Innovative's Discovery Layer.) OWLS would like to perform the upgrade in October most likely on a Tuesday. There will be no downtime; however, the first time a library logs in after the upgrade, it may take longer because of new jar files. Gerri will give the libraries plenty of notice before the upgrade. While we don't expect anything to be broken as a result of the upgrade, it may break something so be prepared. Innovative is working on an upgrade with enhancements next: we will keep you posted.
- The 'Sierra in the Wild' (a.k.a. using Sierra outside the library) project has been delayed. The encryption software we were planning to use is no longer being distributed. We could use BitLocker, but that requires Windows 8.1 Pro, which OWLS does not currently support. It's hard to know exactly where we'll end up, so please talk to Gerri before purchasing a laptop for using Sierra outside the library. Windows 8.1 Pro works with Sierra but may not work with other software. There is still work to be done with the VPN software. Dave has been super busy with Meraki access point installations and the Fiber to Library project. Both of these projects will be ending this fall so he should be able to work on the VPN issue soon.
- Laura reported that there are far fewer stale (or older) holds in the system overall. Libraries seem to be working the [Stale Holds report](#), posted on the owlsweb page and it is making a difference. Thanks for all of your hard work!

- Cataloging

OWLS staff continue to tweak the SkyRiver process to meet our cataloging needs. Ellen from Manawa and Kristi from Weyauwega commented that they really like SkyRiver and the ability to download a bib record and attach an item all in the same day. OWLS is no longer deleting cataloging requests from our database. OWLS will retain these requests for statistics and to get additional data from them. After libraries have received their records, they should mark active or available records as complete. See the training document titled [Marking Cataloging Requests As Complete](#) for instructions. This document and other cataloging training documents can be found on the OWLSnet Cataloging page under Training Documents.

Anne talked about cataloging tips that will help staff identify the proper record to use when adding items to Sierra. Staff should always log in to OWLSweb. This will allow staff access to all of the training documents and videos that are available. There are

older handouts referencing OCLC and Millennium that may still be useful posted here also.

Staff should begin their search by scanning the ISBN into Sierra. The bulleted information in the document, [Areas to Check in OCLC/SkyRiver Records](#) may be helpful when staff are choosing bib records. In particular, the acceptable variances information is important:

- The page numbers in bibliographic (bib) records can be plus or minus 3 pages
- DVD/CD playing time can be plus or minus 5 minutes
- The size of the item can be plus or minus 2 cm

Rebound materials can make it difficult to choose the correct bib record match. When an item is rebound, usually the soft cover book has been rebound with a hard cover or library binding and the ISBNs don't match. If the ISBN at the back of the book doesn't have a good match, look for an ISBN near or on the title page. There is often a good record for the original soft cover book. If the size is the same, go ahead and attach your record and let OWLS know about the additional ISBN, and the name of the rebinding company (Scholastic, etc.). Cataloging staff will then add the additional ISBN into the bib record.

Anne also talked about the information needed to make a cataloging request for an item that is not in Sierra or Skyriver.

- If the book has Roman numerals or illustrations within the text, make a note of these in your cataloging request to OWLS.
 - When you find an item in Amazon, scroll down to the product details for more information. Make sure this matches your item.
 - When determining the correct number of pages, the last page is the last one with print.
 - If Amazon lists different dimensions in a record that matches your ISBN, let OWLS know. If the book is wider than it is tall (which often occurs in children's books) cataloging staff will need to know both dimensions.
 - Please include the UPC for media record requests.
 - Also, make a note of the media type such as Blu-ray, etc. Some Amazon records may include more than one media type in a single record display.
 - Look at the language in the description – Amazon has records in multiple languages.
- WPLC/Overdrive update
WPLC contains a board of representatives and a steering committee. The board of representatives is comprised of a representative from each system. Evan and Mark represent our systems. They make system contributions and finalize budget decisions. The Digital Library Steering Committee focuses on digital content and buying decisions. Our steering committees representatives are Beth Carpenter from Kimberly/Little Chute and Kristin Stoeger from Oconto. A replacement for Kristin will be needed shortly so if anyone from NFLS is interested, please let Mark know.

The steering committee is considering adding the Buy It Now feature to the WPLC digital library site in order to allow patrons access to Simon and Schuster titles. If that

happens, the Buy It Now icon would appear in all book titles in OverDrive giving patrons the ability to purchase a digital copy for their personal device. A small percentage of each purchase would go to the library – either to WPLC or to our system advantage account. To purchase a digital copy, patrons would click on the Buy it Now icon which would send them to the vendor's website to make their purchase. You can see this at the [King County Library System](#). This is likely how it would look - we have no control over the display or the wording of the icon. The real advantage to adding this is the ability to purchase Simon and Schuster titles. This publisher has a lot of quality nonfiction titles, which is an area that our WPLC collection is weak in. If we choose not to add this feature, we won't have access to digital copies of Simon and Schuster titles.

Peg from Waupaca commented that she feels their patrons would be confused by the feature and that it would require staff to educate their patrons. Joan from Oconto Falls said that it might be confusing for customers and also commented that it may not be a good thing to take patrons away from our website. Someone commented that possibly we could influence the behavior of this publisher by not allowing the Buy It Now feature on our OverDrive site. It was believed that it wouldn't have any negative effect on Simon and Schuster. Ashley from Kaukauna commented that adding Buy It Now may be a good thing. If we get the proceeds, we can increase the content of our digital collection. She knows patrons are already purchasing their own copies because of the long hold queues on many popular titles. There aren't a lot of nonfiction titles in OverDrive and this would be good for the collection. Tasha from Appleton commented that her first reaction was to dig her heels in against adding Buy It Now, but in order to have access to nonfiction titles, it may be necessary to add it. If we choose to have the proceeds credited to our system, we would know how often the feature is being used by our patrons. Beth stated that the steering committee will make a recommendation to WPLC based on the feedback she gets today.

Beth also wanted to know if libraries are getting requests from patrons for digital material in other languages. Some libraries commented that they are receiving requests for Spanish materials.

Beth talked about the high number of holds in OverDrive and asked if anyone had any thoughts on how to address this issue. For many of the less expensive titles, once a certain number of holds is reached, more copies are purchased. With the more expensive titles, there is a limit on how many copies WPLC will purchase. Would it cause problems if we adopted a short loan checkout period, such as one week? Becca from Sturgeon Bay commented that she thought short loan checkouts are a bad idea. Someone suggested we use a short loan period of two weeks, matching the short loan checkout period on our hard copies. There may be additional ways to address high hold numbers. If you have any ideas on this issue, please send your thoughts to Beth Carpenter at Kimberly/ Little Chute or WPLC. Kristi from Weyauwega asked if a patron could buy a title for their personal device and then transfer the title to WPLC. This isn't the business model that vendors use. A patron could donate money to the library asking that a particular title be purchased. Then, the library could purchase the title and put a hold on the title for the patron, making them the first patron on the hold list.

There is a new OverDrive app that will allow patrons to bookmark their place on all of the devices they use. New users will no longer have to set-up a separate Adobe ID account to download OverDrive materials. They can just create an account in the new

OverDrive app. Someone asked if existing users have to delete their old app. When you go into your old OverDrive account you will be prompted to create a new OverDrive account and there should be no need to delete the old app.

OneClickDigital has a new app also. It is a big improvement over the old one as patrons can search for materials within the app. Evan will update the information on the OneClickDigital page. It is necessary to delete the old OneClickDigital app and get the new app called 'eAudio Player'.

- OWLSnet website update
We have almost finished moving all of the information over to the new OWLSnet website. The information on our website comes from many different servers so it has been a long project. There is a master password chart coming soon also. While it may appear that we are making things more difficult for staff, the new website offers flexibility that the old site didn't, making it possible to customize homepages for staff. If you are interested, please let Evan know what OWLSnet resources you currently use the most and he can customize an OWLSnet homepage for you.
- OWLSnet training/proficiencies
OWLS staff received a lot of good feedback regarding the Skyriver training video. We plan on developing more training videos in the future. If you have questions about the content in the video, please contact Anne or Gerri. If you have feedback about training, please contact Bradley. Because some people prefer a written document, there will always be a written training document to go along with the video. The information that Anne presented earlier regarding cataloging might be a good training piece for the next video. Someone commented that new staff might find it helpful to have video but paper copies are useful also. Please continue to give us your feedback and other suggestions for training formats and topics.
- Meraki wireless controllers and wireless statistics
Meraki access points have been updated for Door County and Dave expects the entire replacement wireless access point project to be finished by the end of the month. Dave has been working on gathering statistics for the new access points. Our old stats were unreliable and contained bad data that were difficult to fix. OWLS plans to capture statistics for the last quarter of 2014 from the Meraki access points and extrapolate backwards in order to provide wireless statistics for the annual report this year. Going forward, we should have good wireless statistics and will be able to compare same statistics, Meraki to Meraki. Because there is no centralized reporting station for Meraki statistics, we are not sure if OWLS will be able to run and post wireless statistics for all of the libraries. Libraries may have to run their own reports. We'll know more about this by the next AAC meeting.
- Fiber to libraries
The Fiber to libraries project is moving along and is on schedule. All libraries should be upgraded by the end of October.
- New OWLSnet network switch
Dave replaced the OWLSnet network switch last weekend. The switch allows more traffic through OWLSnet. Libraries may see an improvement in access during busy times.

The new switch allows 100% more traffic to flow through the OWLSnet network.

6. Decision – consensus decision or vote

- Encore or BiblioCommons: [Making the Discovery Layer choice](#)

Because there are several people leaving before lunch, Gerri changed the order of the meeting and we discussed the Discovery Layer decision early. To provide some background for the decision: Last December, the group started discussing Discovery Layer options. In May 2014, the group agreed to increase OWLSnet fees to purchase a Discovery Layer in 2015. The decision today will be choosing between Encore and BiblioCommons. Gerri received lots of proxy votes because of the lack of attendance, which may also make a full discussion difficult to attain today. With so many people missing, Gerri would like to know if we should discuss this today. Should we conduct a straw poll? Should we vote by consensus? The discussion or vote will proceed today however the group feels it should. Beth from Kimberly/Little Chute suggested we have a straw poll first to determine if more discussion is needed. Gerri polled the group to determine if anyone thought BiblioCommons was the best option. No one thought BiblioCommons was the best option. Gerri then proposed that OWLSnet libraries choose Encore as their Discovery Layer. **The group agreed, by consensus, to choose Encore for our Discovery Layer.** The next step will be to get a final quote. Our sales representative said he would honor the original quote he gave us. It will actually be slightly lower than he quoted us. The price for optional data harvesting has gone down also. Gerri will try to negotiate a lower price with Innovative for the data harvesting. This is something we're very interested in, as the data harvesting piece would allow us to search an OAI-compliant database, such as the InfoSoup Memory project.

We hope to sign the contract for Encore in January 2015 and go live with the product by next summer. Before we go forward with Encore, OWLS will need to purchase a server for Encore. We will also have to replace the Sierra application server in 2015. We'll also be looking into enhanced content vendors. The current vendors we use for book covers and reviews may no longer be an option for us using Encore. We may utilize the Discovery Layer committee to determine the best vendor for enhanced content.

The general implementation plan is to first roll out Encore internally, so staff can see it and become comfortable with it. Later we'll offer it to the public as an alternative to the traditional catalog. Eventually, we will make it our primary interface, and offer our current web catalog as an alternative. Finally, we'll remove the link to the old web catalog, and only offer Encore as our catalog.

7. Ideas submitted for discussion

- The group agreed to the following dates for the 2015 AAC meetings: January 16, March 20, May 15, July 17, September 18 and November 13. The meeting space at Appleton is not available on November 20th so the group agreed to push the date up to November 13th.
- Should we have a potluck for the last AAC meeting this year on November 21? There is a catering kitchen attached to the meeting space in Hortonville and a potluck lunch would work well there. The group was in favor this idea so OWLS will create a sign-up sheet and email it to the listserve.

- What a hoot! awards were presented to a few library staff members. OWLS staff would like to encourage libraries to recognize staff at other libraries who go above and beyond the usual by performing exceptional tasks, helping other libraries or just being generally terrific. Some of the awards presented today were silly and some were serious. The purpose of the award is to encourage others but also have some fun. If there is someone you like to nominate to receive a What a hoot! Award, please submit their name and a brief description of their accomplishment to Gerri or Laura at OWLS before the next AAC meeting.

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

- None

9. Adjournment

- Meeting adjourned at 11:40am.