

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
March 20, 2015**

Present: Melody Hanson, Adriana McCleer, Michael Nitz, Appleton; Jackie Rammer, Black Creek; Jamie Hein, Clintonville; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Tony Wieczorek, Kaukauna; Beth Carpenter, Kimberly/Little Chute; Nicole Lowery, Lakewood; Amy Peterson, Lena; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; 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; Kristie Hauer, Shawano; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Amanda Burns, Suring; Peg Burington, Dominic Frandrup, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order
The meeting came to order at 9:30am at the Appleton Public Library.
2. [Minutes of the January 16, 2015](#)
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
 - SLP materials for OWLS libraries are in the graphic arts room in the OWLS office. Please pick up your materials before you leave today.
 - Waupaca staff brought Culver coloring contest materials for the OWLS libraries. They are in the back of the room.
 - Bradley announced some of the upcoming spring CE events; a school age (elementary) webinar in April and a social engineering workshop in May. Check out the [OWLSnet CE page](#) for more upcoming workshops and details. Bradley also announced that there is a CE scholarship available for the upcoming WAPL conference in May.
 - Beth encouraged the group to participate in the upcoming [Fox Cities Book Festival](#) events, April 20 -26.
5. Information – to be presented by OWLS and OWLSnet member library staff

Sierra/Circulation
 - The group reviewed the draft procedure document for Sierra in the Wild. Sierra in the Wild requires the use of Bitlocker, currently only available with Windows 8. While OWLS does not support Windows 8, we now know that Windows 10 is due to be released late summer of 2015, and Microsoft will provide a free upgrade for all Windows 7 and 8 operating systems. We don't

have the requirements for Windows 10 yet, but recommend that libraries check the [Windows 10 System Requirements](#). OWLS will also post a document outlining the PC specifications for running Windows 10, once they are released. Do the libraries want OWLS to wait until Windows 10 is released before moving forward with this project? OWLS recommends proceeding with Sierra in the Wild. The contribution amounts have been verified and we will send out invoices soon. Let Gerri know if and when you want to get started. Someone asked if there may be problems running Sierra on Windows 10. We can test; however, the last couple of Windows upgrades have been seamless for Sierra. If we wait until August to begin implementation, it may not be ready in time for the school year. Beth from Kimberly/Little Chute commented that she will wait because she doesn't want to deal with Windows 8; however, it makes sense to get things in place so it will be ready to go when the libraries are ready. OWLS will proceed with the setup and libraries can let us know when they are ready to use it.

- OWLS staff have created a new report, Items on the Holdshelf. The report contains all items with a status of 'on holdshelf' but have no attached item hold. We ran a couple of test reports and found it contained approximately 70-80 items each time. We ask that staff look for everything on this report regardless of owning location. The report will be posted monthly on the [OWLSnet Online Reports page](#). Copies of the report were distributed. Please look over the formatting and contact Gerri with any editing suggestions.
- The Encore server has arrived. Dell put the operating system on a wrong drive initially but it is fixed now. Next week, Dave will be working with Innovative to get the software on the server. OWLS staff should be able to post an Encore timeline soon. There are lots of things that have to happen before we can go 'live.'

Ideally, early next week we will be making decisions on some Encore enhanced content. Contract dates with our current vendors have complicated the decision making process. Because of the extra services we receive through BookLetters, such as newsletters and widgets, we will keep our BookLetters contract through the end of the year. BookLetters has a product for similar titles but many libraries are not thrilled with their service. We were leaning towards LibraryThing but it is more expensive than BookLetters and Novelist. Our LibraryThing contract ends on April 1. Novelist Select offers a very similar product to Library Thing and it costs less than BookLetters and LibraryThing combined so it may be a good alternative for us.

We will also need to decide on the Encore Synergy content for the next three years, including the default article database when searching in InfoSoup. Ebsco offers mashups of databases in one combined search; we can choose which databases we would like combined in a mashup. We like three possibilities: Health, Homework help and the MasterFile Premier databases. Article results will be included in the listing when patrons perform searches. The display will include all materials and also have the option to limit the search to a material type. Someone asked if the Wisconsin Council on Library and Network Development (COLAND) is working towards a state-wide system plan for a discovery layer. This is something on their roadmap, but there isn't any current funding for a study. We've signed a contract for 3 years for Encore. The advantage to this subscription model is that we can look again in 3 years and choose to recommit to Encore or do something else. We will have more information to share as we move forward with Encore. Our catalog will retain the InfoSoup name. If you would like to share additional thoughts with Evan, he will be available to talk after today's meeting.

- Our InfoSoup card supply is getting low and we are obtaining new quotes from six different vendors. We are looking at cards made of our current PVC material and also cards made with

Teslin, a newer, paper-based material. Teslin cards don't require the signature panels that our current cards do because there is no ink smearing with Teslin cards. Teslin cards are heat resistant, sturdy and may cost less, depending on the quantity that we order. Patty passed out samples of both types of cards. We will be placing an order in May so there is time to make the decision at the next AAC meeting. Someone asked if we could look at cards with the barcode preprinted on the card. Our process works well and it may be more problematic if we changed our process. Someone asked if we could get a quote for key cards. Overall, key cards are not very popular among our libraries so it may not make sense to obtain a quote. Some libraries commented that they cut the regular cards in half to make their own key cards. The card made of Teslin should be fine for cutting and even hole punching. Anne from New London asked about the ability for patrons to store their barcode on a phone and use their phone to check items out. That type of process involves security and technology issues and would be a different type of discussion. We can investigate this technology further. We may want to change the design on our library cards if it changes in Encore.

- It's IUG enhancement time again. If you are interested in providing feedback about Sierra enhancements, contact Laura for the list of enhancement requests. In order to get our vote in on time, OWLS asks that you send your feedback to us by March 23. Please send Laura an email if you are interested in reviewing the 2015 enhancements.
- The next upgrade, Sierra 2.0, is now in general release. When we upgrade to this release, it will require some downtime for us. Gerri shared some of the new features that libraries may find interesting. In Acquisitions, there will be a confirmation message after fiscal close is completed. SkyRiver will allow for post-search limiting. In Circulation, libraries will have the ability to mark damaged materials as damaged instead of lost. Staff will be alerted when a patron's account is ready to expire. Sierra will provide a running total count of items checked in. The data library will be expanded allowing for more template options. Print templates will be available for due date slips and financial reports. Staff will have the ability to enter an explanation when they make a fine adjustment. We will have the ability to disable the auto-fill for birthdate in the patron record. When items with Lib Use Only are checked in, the status will revert to Lib Use Only. In InfoSoup, patrons will be able to renew their items as long as there are enough available copies to fill existing holds. All of these features should be in the new release. The implementation of Encore, the new server replacement (from SUN to Linux) and SLP all affect the timing of upgrading to the new release. Should we wait? Dominic asked if there may be a timeline that makes more sense than another. We won't be replacing the server and upgrading Sierra at the same time. If we did both at the same time, it could be very problematic for troubleshooting issues. Becca asked that the new releases not be implemented from June through September. It may be possible we could upgrade in early May. Gerri will investigate further to see if we can upgrade sooner rather than later. Gerri will keep the group updated.
- Shoutbomb has developed some new features that libraries may be interested in implementing. We can activate a hold reminder that would be sent to patrons a specified number of days before their hold expires. We propose implementing this feature and setting it up to go out four days before a patron's hold is about to expire. Shoutbomb can also send out a notice 'x' number of days before a patron's card is about to expire. We would like to send this out one week before the patron's card expires. They also offer a feature would inform the patron when a text message delivery fails. This failure would most likely occur when a patron's phone service provider has changed and the patron didn't inform Shoutbomb of the change. Shoutbomb staff have automated the process and will use a different method to contact the patron, asking them to take steps to resolve the problem. If, after three or four attempts to

contact the patron, the patron doesn't respond to Shoutbomb, the account will be set to inactive and eventually deleted from Shoutbomb. Additionally, Shoutbomb has created a workaround solution for patrons who are using phones and or service providers that don't allow them to text to email. Text to email is doable with most popular phones and services, but Republic Wireless doesn't offer this, and some phones from other providers are also unable to text to an email address. If you have a patron who is using a phone or provider that doesn't offer text to email, you can point them to the text messaging form in InfoSoup. The form will allow them to select their service provider. If their service provider isn't listed, please contact Evan.

WPLC/Overdrive updates

- The WPLC digital buying committee met to discuss the results of the digital collections survey recently sent to patrons and libraries. They received over 3000 responses with 1000 of those responses indicating they would be willing to provide additional feedback in the future. While WPLC members expected to hear complaints about the large hold queues on e-materials, they were pleasantly surprised there weren't many complaints in this area.
- The digital buying committee also discussed the noticeable lack of available audiobooks. Audiobook circulation is increasing at the same time some audiobook publishers are no longer making their titles available to OverDrive. As a result, patrons may see viewer bestsellers in the audiobook collection. In the last couple of years, the percent of the buying pool going toward audiobooks has decreased in order to help meet the increased demand for eBooks. Based on high circulation and survey results indicating interest in spending more on audiobooks, the digital buying committee will recommend to the WPLC Steering Committee that we increase the percent of the buying pool going toward audiobooks.
- The WPLC digital magazine workgroup has recommended that we do a pilot project with OverDrive's Magazine collection in 2016. While there are still questions about the OverDrive platform, it was the only magazine collection that could be managed within the current WPLC budget. The committee also looked at Zinio, Flipster, and PressReader. For additional information or questions about this, see the WPLC Digital Magazine Workgroup recommendations at https://www.owlsnet.org/system/files/owlsnet/Digital_Magazine_Recommendation.pdf or contact Evan.

Website update

- The new website on the new server almost complete. Please let Evan know of any problems you encounter.

Wireless bandwidth updating

- OWLS has limited wireless connections in the libraries to 50% of the maximum bandwidth. The purpose of the change was to prevent one patron from using up all the bandwidth in a library. There have been no reported problems associated with this change and no libraries have had any concerns. No one had any questions or comments.

E-rate update

- E-rate discounts have changed. Previously e-rates were used to provide discounts on library telephone service. This year, e-rate discounts will be offer on library broadband and WiFi costs. Libraries requesting e-rate discounts will be required to implement filtering on their library computers following the Children’s Internet Protection Act (CIPA) policies. It is unclear whether individual libraries can apply or if all libraries in a network are required to use filters in order to receive the e-rate discount. While DPI has encouraged all systems to apply, OWLS and NFLS have not applied for these discounts yet. The discount amount is still unknown and the cost associated with filtering the computers may make the savings not very worthwhile. It is too late to receive any broadband discounts for 2015 but should OWLSnet pursue e-rate discounts for next year? CIPA guidelines require filtering images that are obscene and harmful to minors. Most filters may have to over filter in order to meet these guidelines. WiFi may be required to be filtered also. Gerri will continue talking to DPI. If you have any thoughts, please let Gerri know.

Android PC update

- Dave has been testing devices that could be used to provide a dedicated catalog in the library. Recently, he was testing a device called a DT box. While the software worked fine with the DT box, the device was lacking processing power and memory. He continued the search to find a device that would be considered mainstream and meet the processing power requirements for a dedicated catalog. He looked at a cube with an Android OS; however, it was somewhat pricey and had problems with the video display. Dave has been working with a Raspberry Pi on some personal projects and thinks it could be used for our dedicated catalogs. Raspberry PI is considered very mainstream and Android OS is currently being developed for it. When it is ready to go, Dave will be testing at Waupaca. If anyone else is interested in testing, please let Dave know. We may have more information at the next AAC meeting.

6. Decision – consensus decision or vote

- **Should OWLSnet increase the maximum number of holds per patron from 15 to 25? The group voted and the measure passed.** The vote allows libraries to increase the maximum number of holds, but does not require that libraries do so. Please contact Laura if you would like to increase the number of holds per patron at your library. Someone asked if the change in holds would increase the delivery load. It is possible that this will increase delivery volume.

7. Ideas submitted for discussion

- Beth asked staff to call the owning library before sending patrons over to check out materials. Patrons may show up at a library expecting a book to be available and then be disappointed to find it is no longer available on the shelf. If staff call ahead, material can be placed on hold for the patron and be ready when the patron arrives.

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

- None

9. Adjournment

Meeting adjourned at 12:00 pm.