

**OWLSnet  
Administrative Advisory Committee Meeting  
Outagamie Waupaca Library System  
September 18, 2015**

**Present:** Michael Nitz, Tasha Saecker, Paula Wright, Appleton; Jackie Rammer, Black Creek; Jamie Hein, Clintonville; Stephanie Weber, Florence; Susan O’Leary-Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Elizabeth Fuller, Tony Wieczorek, Kaukauna; Sue Grosshuesch, Kewaunee; Beth Carpenter, Kimberly/Little Chute; Nicole Lowery, Lakewood; Amy Peterson, Lena; Lyn Hokenstad, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; John Kronenburg, NFLS; Kristin Laufenberg, 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; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Angie Jandourek, Shiocton; Becca Berger, Chris Milton, Tracy Vreeke, Sturgeon Bay; Amanda Burns, Suring; Peg Burington, 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 May 15, 2015 AAC meeting](#)

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

- Please don’t forget to sign-in on the AAC Sign-In sheet to have your attendance recorded in the meeting minutes.
- There have been some staff changes at OWLS. Gerri has accepted the position of Director and Bradley has accepted the position of Assistant Director. Congratulations, Gerri and Bradley! Further changes include elimination of the Automation Services Manager position. Evan will be the lead on ILS and software issues while Bradley will be handling administration pieces such as policies and procedures. If you are unsure of who can answer your question, send an email to the OWLSnetHelp list. You can also contact Patty or Laura and they will point you to the correct person. Gerri is still available for questions too. OWLS may be hiring another person in the future.
- Bradley announced that Wisconsin is now a service hub for the DPLA (Digital Public Library of America.) Participation will require dedicating metadata from the InfoSoup Memory project to the public domain. Harvesting by DPLA is slated for early 2016. Please contact Bradley with any questions.

- Bradley announced some upcoming CE workshops. There is an ADA workshop on October 21 and a NEWIL Super Symposium on October 20.
- The next AAC is on November 13. It is earlier in the month than usual.
- Patty announced that she is working on getting receipt paper that is phenol or BPA-free from our vendor. There are currently alternative paper products that contain other materials that are phenol free. While the alternatives are 100% safe, the image quality isn't so good yet. We will continue to investigate to find the best product for the libraries.

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

Sierra/Circulation

- We have been looking closely at the Sierra 2.0 upgrade. A high percentage of failed upgrades have been noted by other libraries. When this happens, the Sierra client has to be uninstalled and then re-installed, which would be a difficult and time consuming process for our libraries. Since Innovative cannot service many of our open calls because of the current version we are using, we will probably install the upgrade sometime this year. There will most likely be some issues with the upgrade; however, there are new features being offered too. There should be some fixes to things that are now broken. Downtime may be approximately one hour and we will give libraries plenty of notice before we upgrade. It is the first full upgrade since we moved to Sierra. A new Sierra application server has been purchased and we will be replacing the old one soon. Innovative advises us there should be no downtime for the server upgrade. [Update: It turns out that there will be indeed about two hours of downtime for the server upgrade.] In order to help us troubleshoot potential problems, we will schedule the upgrade and server replacement at separate times.
- Sierra in the Wild allows OWLS and NFLS libraries to connect to the network from outside the library, allowing staff to bring a specially configured laptop to off-site locations and use Sierra securely. Dave demonstrated how to use Sierra in the Wild on Shawano's new laptop. First, library staff will log in to BitLocker with a pin code. Then they will connect to the VPN and lastly to Sierra. Staff should disconnect in the reverse order when they are finished. In order to protect the laptop and data, staff should logout and shut down the laptop whenever it is unattended. The laptops are encrypted with BitLocker software. The process doesn't work on some older laptops. Please contact Dave for computer specifications in order to verify compatibility. Libraries may not need to buy a new computer but they should be able to run Windows 10 Pro at least. Julie from OWLS and John from NFLS can give you quotes on compatible laptops, if you are interested. Please read, sign and keep a copy of the Sierra in the Wild agreement with the laptop. Contact Bradley if you have any questions about the procedures. It is fine for libraries to use more than one laptop at a time. Please contact OWLS before you use Sierra in the Wild We have a limited number of licenses and must track usage.. Contact Dave if you would like to set up a laptop.
- Everyone should have a copy of the new slip for media damage. Thanks to Waupaca for the original slip. The media damage slip is designed to be inserted into audiobook and DVD cases and used by patrons to note damage to an item. Lyn from Manawa asked if we could simplify the text on the slip by removing the care tip '*To remove from the case, press button on the hub at the center of the disc*'. The group agreed. Bradley asked what color staff would like the slips printed on. The group consented that anything bright would be good. If you are interested in ordering damage slips for your library, please send an email to the OWLSnetHelp list.

- Gerri was pleased to find lots of libraries working the No Circ in 5 Years report and discarding items from the system. We would like to send the report out once a year. Since the first one was sent out earlier this summer, would libraries like us to run it again this year? The group suggested we send it out every November and would like to have it run again this November.
- Gerri created an open orders report for libraries using acquisitions. It is an automated report that contains open orders. It should help staff stay on top of their open orders and help prepare for the end of the year fiscal close.
- We have a supply of new InfoSoup cards that are made with Teslin, a paper-based material. Patrons should be able to write anywhere on the back of the card. Appleton is currently the only library using the new type of card at this time. We will fill requests with the older cards first and then switch over to the new cards.
- The cataloging backlog is currently at six weeks, meaning that there are no requests older than six weeks. The cataloging team will continue to work diligently to maintain this goal.

#### Encore/InfoSoup update

- Encore was officially released to the public on Monday, September 14. There have been some issues with the new catalog display on some catalog stations in the library. Some of the problems involve XP computers running IE 8. Modern coding is not working on these computers. Because of this, we have kept the old InfoSoup page in place for now but are planning to redesign it. Also, some patrons are unable to log out of their accounts while using the cataloging stations. This seems to be happening on Windows 7 computers running I.E. 11. Milwaukee experienced a similar problem with the display and found that their public web browser works with Chrome. (note: we have subsequently updated Windows 7 catalog stations to use the Chrome version of public web browser.) To solve some of the design issues with IE 8, we suggest that the catalog stations use Encore (search.infosoup.org) as the home page, rather than the main InfoSoup page ([www.infosoup.org](http://www.infosoup.org)). This suggestion was agreed to. Dave, Julie, and John will begin work to change the starting page on catalog stations. (note: since done).

Patrons were initially experiencing problems with viewing checked out items and holds. A patron would log in to view checked out items and holds and the number of items were not displaying properly. The patron would click on the holds tab to try to load the data but it wouldn't load. It is now fixed.

On catalog stations, be aware that a patron's search history in Encore will be listed under *Recent Searches*. If patrons login first, their *Recent Searches* will be cleared when they logout. On catalog stations, Recent Searches will also be cleared with the browser restarts, either by timing out or by clicking the x in the top right corner.

Search parameters in a basic search are not retained by default. When a patron performs an advanced search, the parameters are retained.

Some patrons are reporting that their web browser is not asking to remember their InfoSoup login information. The browser will only remember one password per domain. If it is already

saved it won't ask again. Further information about this problem, and how to fix it in some browsers, is posted on the OWLSnet home page. Under *Encore*, see "New InfoSoup Login Page – Remembering Login Information." We have added a 'remember my card' checkbox that when selected, will remember the patron's barcode but not the password.

Encore does not contain the saved search feature. If patrons would like to use this feature, they will have to use it in the classic InfoSoup. We could add a tab in Encore that would link patrons to the classic InfoSoup but it may create more confusion especially for patrons unfamiliar with saved searches. Should we add a tab that would take them to the classic InfoSoup or ask staff to show their patrons the saved searches feature in the classic version if there are questions? Peg from Waupaca asked if there is a way to determine how many patrons use saved searches. We are unsure but we will investigate and see if we can get statistics before we revisit this issue. Also, the "Limit to titles which aren't in My Reading History" feature is not an option in Encore. If patrons wish to use this feature, they will have to use it in classic InfoSoup version.

Innovative is actively working to develop Encore. Eventually, they will be adding patron accounts in Encore. Please let OWLS know some of the most important things you would like to see in Encore so we can pass your ideas along to Innovative. We will begin sharing tagging ideas when we have the bugs worked out. There are some help videos posted already. We will post more help documents as we get beyond early troubleshooting. Evan asked the group how they would like him to make decisions about broken things in Encore. He will consult with the Encore committee about all fixes that change functionality. Should he bring these changes to AAC as recommendations or is it acceptable if he posts them to the AAC listserv and then makes the change? The group agreed the latter would be fine.

Many of the libraries' web pages link to classic InfoSoup. There are lots of links to change. Evan will change the OWLS' library links. NFLS libraries should contact their webmasters to update the links. NFLS uses a 3rd party provider for webpage maintenance. There has been a lack of response from the 3<sup>rd</sup> party provider so John will look into it. The new link information is posted on the [OWLSnet page](#) under Encore. Please continue to let OWLS know when patrons have problems with Encore. We can troubleshoot better if you provide details. Evan will post Encore issues on Network News and Encore FAQ page.

#### WPLC/Overdrive update

Is everyone on the WPLC list serve? OverDrive magazines are coming soon. There will be 87 titles added. The OverDrive Selection committee looked at the most popular titles in their libraries, compared their lists and purchased what was popular and available, based on the money budgeted for e-magazines. Staff can find the Title List and Supporting Documentation in the September 18 Network News post/[OverDrive Magazine Update](#). WPLC will be adding the OverDrive magazines on October 1.

## SAM 10 Upgrade

We will be upgrading from SAM 9 to SAM 10 soon. Our customized statistical reports are not working. Dave talked to Comprise about the reports. He should be able to get some statistics by checking the old SAM 9 server and combining that data with SAM 10 data. OWLS' goal is to have all SAM computers upgraded to SAM 10 by the end of the year. Dave would like to begin the upgrade project in mid-October.

## Windows 10

OWLS is in the process of upgrading the OWLS office computers to Windows 10. OWLS staff are the first testers. We are being cautious because it is important that Sierra, ESET and other software be compatible with Windows 10. SAM 9 is not compatible. Our goal is to upgrade to SAM 10 and upgrade Sierra before we upgrade to Windows 10. The goal is to have everyone upgraded to Windows 10 before the end of August 2016. If you are buying a new computer, please check with Dave or Julie first.

## OWLSnet fees committee seeking volunteers

Gerri is looking for volunteers for the OWLSnet fees committee. Committee members will be looking at the fee structure in determining OWLSnet membership fees. She would like volunteers from both OWLS and NFLS libraries and is making a special appeal to smaller libraries. Please let Gerri know if you are interested. Committee meetings may be online and in person.

### 6. Decision – consensus decision or vote

- No decisions at this time.

### 7. Ideas submitted for discussion

- When library staff find damaged materials arriving to fill holds, they should not check the item in to fill the hold but send the item back to the owning library. Gerri suggested that staff unpacking tubs may not know how to handle damaged materials. Tasha from Appleton stated that since items are checked in with their automated material handler, there is no way for them to detect damaged materials. Please contact Appleton if they are involved. They have a fund to pay for damaged materials. Libraries should always contact the owning library before billing an item. The owning library will verify the replacement and make the appropriate adjustments, if necessary. Joan from Oconto Falls asked that directors remind their staff to look at materials before checking them in. If you need a refresher on how to handle damaged materials, please see the [Damaged Materials document](#) posted on the [OWLSnet Circulation page](#).
- Gerri asked staff to work the [Unknown Holdshelf report](#) posted on the [OWLSnet homepage](#). If you find an item listed on the report, please check it in and move it on.
- There was a request for a giant-sized InfoSoup card. Does anyone have any of these promotional giant-sized InfoSoup cards in their library? Is there interest in getting a quote for

more of these? The group was interested in obtaining a quote.

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

- Should we display an on order note in InfoSoup when there are copies on order for a title? A while back we decided at an AAC meeting not to display this information. Since it would only display for acquisition libraries, some non-acquisition libraries felt it could cause difficulties with patrons if they didn't see a copy on order for their library. In the new catalog, Evan has found a way to hide the detailed order information. If there are copies on order, the patron will see only the on order note. Additional information would be available for staff to see if their library has it on order. **The group agreed that we should display an on order note in InfoSoup.**
- Currently, we order barcodes on a quarterly schedule and the cost has increased. There is a new pricing structure and the price has increased for all types of orders. In the past, we have been asked by staff to place emergency orders between scheduled orders. Under the new pricing structure, there is a large increase in cost if we order off schedule and the minimum amount we must order is 5000 barcodes. We could also reduce our overall costs by changing to a twice a year ordering schedule. This would be less expensive than our quarterly schedule. However, for special or interim orders (those not part of our scheduled order), there is still quite an increase per barcode. We would like to keep with our current vendor because provide excellent service and keep track of barcode numbers for us. **The group agreed to continue with our quarterly barcode ordering schedule and asked that an explicit note be added to the order form regarding the additional cost for ordering off the quarterly schedule.**
- Do libraries still use laminates for cards? Many people responded that they still use laminates for patron cards.
- The group discussed dates for 2016 AAC meetings. AAC meetings for 2016 are January 15, March 18 (meeting at Suring,) May 20, July 15, September 16 and November 18 (meeting at Kaukauna.)

#### 9. Adjournment

- Meeting adjourned at 12:10 am.

\*\*AAC After Party to follow. Attendance is optional. The subject is APL Spine Labels demo.