

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
July 13, 2007

Present: Rita Schiesser, Algoma; Kathy Beck, Brian Kopetsky, Vicki Lenz, Michael Nitz, Meg Shriner, Mary Swenson, Appleton; Kathy Mitchell, Clintonville; Susan O'Leary, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Robyn Grove, Iola; Maggie Waggoner, Kaukauna; Susan Grosshuesch, Kathy Decker, Kewaunee; Karen Vandenberg, Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Ellen Connor, Manawa; Tim Dirks, Sandra Hipke, Marinette; Ann Hunt, New London; Mark Merrifield, Terrie Howe, NFLS; Peg Murphy, Oconto; Joan Denis, Oconto Falls; Brooke Beltran, Lou Williams, Oneida; Beth Carpenter, Patty Hankey, Evan Bend, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Elizabeth Timmins, Seymour; Becky Rickel, Shiocton; Becca Berger, Joe Clabots, Linda Streyle, Sturgeon Bay; Peg Burington, Ruth Hoppe, Waupaca; Maria Hertel, Weyauwega.

1. Call to order

The Meeting came to order at 9:40 a.m. at the Appleton Public library.
All attendees introduced themselves.

2. Minutes of the May 11, 2007 AAC meeting

- a. Dominic & Peg from WAU should be added to those present at the May AAC meeting.[Note: the May AAC meeting minutes were changed to reflect this.]

3. Announcements

- Val at Black Creek had a new grandchild.
- Revision of patron privacy language: The incident in Neenah has legislators pushing for a revision to allow libraries to turn surveillance tapes over to authorities if a crime has been committed. Unfortunately, this doesn't address our concerns about retrieving overdue materials. Barbara Wentzel reported that her library board has asked legislators to broaden the legislation to include releasing records in order to obtain materials – quite a few legislators from the area are in favor of this change.
- The OWLS board approved changes to bylaws and approved voting procedures agreed upon at the last AAC meeting.
- Next meeting location will be in Appleton, Sept. 21, 2007.
- OWLSnet.info – OWLSnet finally has its own domain! All of the information has been moved to www.owlsnet.info/ The new domain should make it much easier to find information and navigate the site.
 - One change is the padlock icon that indicates secure content. If you forget how to access the secure content, you can click on the padlock. This will bring you to an InfoSoup login screen. Logging in with your employee InfoSoup Barcode and PIN will bring up information about viewing secure content.
- OWLS & NFLS are working on a multi-system LSTA grant to assist non-English speakers with learning English using "Rosetta Stone" software. It will be in the literacy category. OWLSnet member library staff were very supportive of the idea. Mark is looking into incorporating Learn-a-Test for NFLS into the grant.

- The OWLS and NFLS Technology plans were accepted by the state. OWLS & NFLS plans were given commendations from the state for being very thorough.
- Planning related announcement: Mark Merrifield and Rick Krumwiede met June 7th with Mary Ryan at Brown County Library. This was done because the support for Brown County's current automation system is ending and they're looking at options. OWLSnet is willing to explore the possibility of Brown Co. joining OWLSnet. There is also the possibility of including Brown Co. in the acquisition of PC management software.

4. Information

- Committee & users group updates
 - The next Circ/Works/TechTalks meeting is scheduled for Aug. 7th in Appleton. Kathy Decker asked that updates for past meetings be available to those who haven't yet been involved. Minutes will be posted on the Circ/Cataloging pages in the future. At the next meeting Holly will cover the cataloging tool. This will be an important meeting to attend.
 - PC Management Committee update: Pam Ellingson, Dominic Frandrup, Sara Kopesky, Linda Streyle and 2 from Brown County Library staff members will make up the committee. Gerri encouraged people to pass on information about their PC Management needs to any of the committee members. Cybrarian, EnvisionWare, SAM, Pharos are the systems being explored. The first meeting will be Friday July 20th at 9:15 in the small meeting room at the NFLS office.
- OWLSnet Contact list: The bylaws state that an official OWLSnet contact be specified. Because of the change to the voting process, if a library needs to be polled, the contact or optional alternate will be contacted to represent the library. A handout designating the contact and alternate was distributed.
- Wireless Update: OWLS has been working with libraries, on a case by case basis, to install wireless Internet access. In 2008, LSTA funding will be available for wireless installations. In the next couple of weeks, OWLSnet staff will survey all libraries to see if they are interested in participating in a group LSTA grant for wireless connections. Systems will apply on behalf of libraries for LSTA funding.
 - While every library's individual needs are evaluated, there are two basic types of wireless installation available - professional and consumer.
 - Most of libraries have selected the professional installation which includes the site survey, cabling, professional hardware, etc. This has cost approximately \$1600 per access point. In addition, OWLSnet provides a \$500 - \$700 switch.
 - Smaller libraries may want to consider a consumer installation if the cost for a professional installation would keep them from offering wireless. The cost averages \$250 for an access point. Libraries would have to pay for required cabling, and OWLS provides a \$500 switch.
 - The consumer level installation does not offer the level of support that the professional level installation provides. Consumer level equipment can drop a signal often compared with professional unit. WAU had a consumer grade router. At least once/day they went down until professional grade was installed. KAU has a professional level and has never had wireless problems. OCF went with consumer grade but their square footage is far less than many libraries.
 - Mark pointed out that E-rate reimbursement could be used for any wireless costs beyond those covered by the LSTA grant. .

- Bandwidth continues to be a problem for most OWLSnet libraries. Rick has reported to DPI that 35 of 50 libraries have bandwidth issues. It is hoped that the state budget will include funds for greater bandwidth. OWLSnet intends to include funds for more bandwidth in OWLSnet budget in case it is not included in the state budget.
- InfoSoup development update
 - Evan demonstrated two new pages devoted to local history on InfoSoup, i.e., Local History @ Your Library and Digital Collections @ Your Library. This was a way to bring together information to highlight local history. (Indexes and state digital resources are not always easy to find so a browsing collection was created, done both by county and city.) We also wanted to highlight local history and digital content owned or produced by member libraries. If any of your local history sources are missing, please let Evan know.

Information from other organizations in the area is also gathered together here as well as subscription databases and digital projects in full text or full image done through the state and locally. These collections were highlighted to make them more easily accessible by patrons.

- Acquisitions:
 - Acquisitions Camp will be Aug. 28th. There are currently four libraries participating (Waupaca, Kaukauna, Kimberly-Little Chute and Seymour) with room for at least one more library. If your library is interested in implementing acquisitions in 2008, it would be a good idea to attend camp in order to have the module set up by November. We'd recommend that you run a dual acquisitions system from then until the end of the year, so the beginning of the year can be completely live with the new system. Ann Hunt and Appleton staff will come and demonstrate purchasing materials. There will also be a hands-on component in the pm.
- Circulation
 - Just a reminder that according to OWLSnet policy and procedures, all items (except for those on the exception list) must be fully available for resource sharing, and can't be held out for local browsing.
 - The results of the Too Long in Transit study were announced. While there were initially a lot of concerns that many items were being lost in transit, and that those items represented mainly popular DVDs and videos, the results did not show this. Most of the items on the too long in transit list do eventually show up. Looking at the items as a whole and at those items that appear to be actually be lost, they seem to be quite representative of the items that are transported. There was no pattern to the types of items; old and new, adult and children's, and all formats are represented. There were no strong patterns in the libraries involved either. There did seem to be more Door County libraries involved than you would expect, but it wasn't a particularly strong pattern.

It does not look like these items are being stolen. There was not a higher percentage of videos and new items. It does look like some of the items are on the list because of mistakes. It also appears that some libraries are not

working these reports. It's very possible that some of these items are simply sitting on hold shelves, never having been removed when the hold shelf was cleared.

The total number of items that appear to be lost is about 1/25 of a percent of all of the items being moved, with an average cost of \$100 per library per year.

The group agreed that the too long in transit message can be deleted. (Patty will work on doing this – libraries do not have to delete these.) The libraries will get a list of those items that appear to be lost so that they can be replaced. The libraries agreed that this issue is now closed.

- The “Should be Short Loan” report represents items that have more than 2 holds, and otherwise fulfill the criteria for a high demand item, i.e., more holds than copies available on the shelf. The report does a pretty good job with this, but can't distinguish between checked out items and items on the shelf, so book club holds may show up when they shouldn't.

The report is currently sorted by the number of holds, in order to put the most popular titles at the beginning of the list. Libraries asked for this to be sorted by library – they feel it will be more likely to be worked. We will make this change as soon as possible. This report is now located on the online reports page of owlsnet.info.

- Self-check @ Sturgeon Bay...Linda Streyle says everyone loves it. Sturgeon Bay is using the Millennium self-check software because they don't have a security system, and items don't need de-sensitization. They purchased their own PC, touchscreen monitor, scanner and receipt printer. If an item checks out it will print a receipt. If there are fines, the patron will not be able to check out. The self-check blocks on fines and bills, expired cards, and limits on borrowing. The only difficulty is that sometimes patrons do confuse the library barcode with the ISBN.

Millennium self-check is much less expensive than other self-check options. License is one-time per unit and a library needs to purchase equipment. You also would need a piece of furniture to place it on. Upgrades are covered under the license.

- The OWLSnet Daily Staff Procedures & FAQs handout is available on OWLSnet.info. Brochures for InfoSoup help are also available on OWLSnet.info.
- High Demand Holds for all? Many libraries have had the High Demand Holds module turned on. This allows them to see titles where the holds exceed the items by a percentage (set by the library.) The libraries agreed to turn this on for all libraries. Peg B says it's a nice tool to use for collection development. OWLS will work on an instruction sheet for downloading the report to a spreadsheet.

- Emily's last day was on Wednesday. Rick asked people to be kind to Gerri and Patty while searching for Emily's replacement.
5. Decision – consensus decision or vote: Rick reminded people that decisions, whether made by consensus or vote, carry the same weight and must be adhered to by all OWLSnet members.

- OWLSnet plan
The planning committee met for several months. AAC needs to accept or modify the plan in order for it to be sent for approval to OWLS board. Peg Murphy thanked the committee and said the plan was a good one. A typographical error was pointed out that will be corrected. Maggie also thought it was a good plan and deserved a vote. All present approved the plan – Rick will take it to the OWLS board for approval.
- Billing libraries for long overdue items
Rick and Gerri recommend # 3 for two reasons. (#3 states: Libraries no longer bill for items checked out by patrons of other libraries, or at other libraries.) The data handed out at the last meeting show that no library gains a great deal of benefit from the practice, yet billing other libraries is very time consuming. Also, because of changes in the system, it will be difficult to agree on whether the lending library or the home agency library should be billed.

Some libraries stated that their boards may be concerned about the financial implications of this decision. Consequently, if #3 is the choice of the group it may need to be revisited on annual basis.

If #3 isn't chosen, it isn't clear which direction to go next because it is questionable whether billing should be based on home agency or checkout agency. The reason that this has become an issue is because libraries don't follow a consistent practice when it comes to billing other libraries. There was an interest in exploring options so that all libraries could do the same thing.

Billed items cannot be deleted in order to run credible statistics annually. Any net bill option requires leaving billing information in the database for a year. The information can be suppressed but must be left in the database. This will require staff vigilance, as library staff will need to make sure they don't mark these items for deletion.

Most support has been spoken for #3 and the vote was called.

Following a roll call vote, the vote was declared inconclusive. (In order to pass, the vote must garner 2/3 of the member libraries and 2/3 of the fee shares.) In accordance with the bylaws, absentees will be polled for their votes. [The final results show that the vote did not pass.]

- Circulating nonfiction videos for 4 weeks
Since the last meeting, a report was run, and many, many titles have both fiction and nonfiction itypes attached to them. Because there are so many errors, it's impossible to successfully implement a circulation policy that distinguishes between fiction and nonfiction videos.

At a previous meeting, the issue of having different circulation periods for nonfiction

videos was discussed, and there are no easy answers. Any decision is going to have to be a compromise. At the previous meeting, libraries decided that the status quo was not acceptable. Libraries agreed that fiction and nonfiction videos should be treated the same so options 1, 2, 3 were eliminated. Preference for option #5 was stated, and consensus was achieved. **It was agreed that all libraries will now circulate all videos for one week with 2 renewals.** This will take affect on Monday.

- Harry Potter and the Deathly Hallows

Since patrons are going to want the latest Harry Potter as soon as possible, if libraries were willing to add their items Friday night, Gerri could check them in in order, so fewer copies would end up on the van. This would be a great customer service and public relations event. There was A LOT of discussion about the benefits of making HP & the DH available to patrons right away. Many felt, however, that there were too many difficulties so Gerri will not implement this proposal.

6. Discussion – discussion of issues

- Employee patron type

The new OWLSnet.info provides an opportunity to make access to secure information easier by using InfoSoup account logins. For this to work effectively, the staff ptype needs to be restricted to active employees only.

Many former and retired staff, children of staff, board members, etc. have an employee patron type. This was done to grant no-fine status to certain patrons, but it also means that those patrons have those priveleges at all OWLSnet libraries. **It was agreed that the employee Ptype should be used only by current (active) employees, and that OWLSnet staff may change the ptype if these are assigned incorrectly.** Because this is new, Gerri will generate a list of all of the patrons with employee ptypes and send them to the member libraries. Ptypes won't be corrected until the libraries have had a chance to make the change themselves.

- Proposal for OWLSnet to clear the holdshelf once a week.

Last week, when the holdshelf was accidentally cleared for the system, we discovered that libraries are not all clearing the holdshelf every day. It is an official OWLSnet procedure that the holdshelf be cleared, but this is very difficult for OWLS to monitor. If libraries don't clear their holdshelves, materials can sit in limbo for extended periods.

The AAC agreed that OWLS will clear the entire holdshelf every Wednesday at 4PM. If libraries have already cleared it, there will be almost nothing on the list. Information about items that are on the list will be sent to the appropriate agency.

- Proposals – changing loan periods for audio CDs and tapes

Several proposals were made about changing loan periods.

- Several libraries have complained that music CDs and tapes check out too long. Gerri proposed these be changed to 14 days with 1 renewal (like magazines and CD-ROMs). An alternate proposal was made for 1 week with 2 renewals (like videos and DVDs.) Either of these would eliminate the need to make CDs short loan.

- Appleton would like to propose that everything renew twice.
A couple of people expressed the opinion that the loan rules are still too complicated, and it would make sense for them to be simpler and more consistent. Decisions will be made at the next meeting.
- Proposal: Should we change the patron home agency policy?
Some patrons have figured out which libraries have higher checkout thresholds. Vicki Lenz feels that standardizing rules would be better so that patrons do not go “shopping” for a home agency. Still, it makes sense to attempt to change the patron home agency policy, as home agency is still important to libraries. **The AAC agreed to the modification of the Patron Home Agency Policy as suggested.**
- Appleton is concerned that patrons can check out items, no matter how many other items are overdue. APL proposes putting implementing patron blocks at the 2nd overdue notice.
- Prizes were distributed for those dedicated people staying to the end of the meeting.

The meeting was adjourned at 2:30 pm.