

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
May 11, 2007

Present: Rita Schiesser, Algoma; Vicki Lenz, Michael Nitz, Appleton; Karen Dickman, Birnamwood; Carol Luepke, Bonduel; Kathy Mitchell, Clintonville; Susan O'Leary Frick, Fremont; Kay Rankel, Gillett; Susan Grosshuesch, Kewaunee; Karen Vandenberg, Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Lyn Hokenstad, Manawa; Darla Dieck, Marion; Tim Dirks, Marinette; Ann Hunt, New London; Peg Murphy, Oconto; Joan Denis, Oconto Falls; Lou Williams, Oneida; Beth Carpenter, Patty Hankey, Emily Koss, Rick Krumwiede, Charles Ledvina, Holly Ledvina, Gerri Moeller, OWLS; Sue Vater Olson, Scandinavia; Elizabeth Timmins, Seymour; Mike Hille, Sharrie Schweitzer, Shawano; Becky Rickel, Shiocton; Becca Berger, Joe Clabots, Linda Streyle, Sturgeon Bay; Peg Burington, Dominic Frandrup, Waupaca; Maria Hertel, Weyauwega; Alene Newcomb, Wittenberg.

1. Call to order

- The Meeting came to order at 9:35 a.m. at the Shawano library.
- All attendees introduced themselves.
- At the last OWLSnet Planning Committee Meeting, Rick was charged with running a more organized and efficient meeting. We will try to run meetings in a more business-like manner. Two ground rules have been established:
 - Speak only when you are recognized
 - Only one person speaks at a time

2. Minutes of the March 26, 2007 AAC meeting

- The minutes of the meeting were accepted as distributed

3. Announcements

- Scheduling a summer AAC
 - While we hadn't originally planned to have a summer AAC meeting, we would like to add one to discuss the work of the OWLSnet Planning Committee.
 - **We agreed that the next AAC meeting will be held July 13th in Appleton.**
- IUG enhancements voting - if you're a member, the voting deadline is today!
- Wireless installations in libraries. The survey from the last AAC meeting has set the direction for installations. 12 libraries have new switches and wireless installed. Other libraries who have expressed interest in wireless will start the process soon. Many libraries expressed interest in waiting until 2008 when LSTA funding would be available to help with the cost. Next year there will be funding available up to \$500 per site.
- Governor's budget: The Governor proposed an increase in state aid for library systems and funding for additional bandwidth for libraries.
- Barbara Wentzel mentioned the Little Chute Library will be closed the week of May 21-May 26. Their materials will be delivered to the Kimberly Library that week.
- Sharrie Schweitzer announced that Sally Boldig, the Shawano's children's librarian, is retiring after 34 years! Congratulations, Sally!
- Elizabeth Timmins announced that Seymour is excited to welcome a new staff member, Megan, who has her MLS.

4. Information - to be presented by OWLS and OWLSnet member library staff

- Committee and users group updates
 - OWLSnet Planning Committee update

- The last meeting of the committee focused on governance and decision making. The committee decided against changing the governance structure, and instead decided to try to improve the decision making and effectiveness of current meetings.
 - The committee decided that meetings should be held in rooms that are appropriate for the size of the group. This means AAC may need to stop meeting at Nicolet, and more meetings may need to be held in Appleton or outside places.
 - The committee would prefer that all materials for the AAC meeting go out in a packet to libraries one week before the AAC meeting is held.
 - All votes should be scheduled on the AAC agenda, which would require a bylaws change.
 - Consensus will continue to be used in meetings. Decisions made by consensus hold just as much weight as those made by a vote.
 - The committee suggested an orientation session for new directors. Since this has not been offered to current directors, these materials will be made available to all libraries.
 - The committee felt it was important that decisions made at the AAC meeting be communicated immediately to the libraries via Network News. Also, when the minutes are done, an e-mail should be sent out with a link to the AAC minutes.
 - Circ Works and Tech Talks update
 - A joint Circ Works/Tech Talks meeting was being planned for May, but there had been difficulties with the timing and location.
 - ****UPDATE:** The Circ Works/Tech Talk meeting has been postponed and is being planned for late summer.
- InfoSoup development update
 - We've been experiencing problems with slowdowns. In an attempt to fix the problem, Innovative has once again rebuilt the keyword index. The slowdown that everyone is experiencing appears to be caused by runaway processes (related to the keyword index) which consume all of our server's processing power. We don't know when the problems will be resolved, but we have asked Innovative to make it a priority. It is not known when the problem will be resolved, but we do believe it will be fixed as soon as Innovative can.
 - ****UPDATE:** The latest rebuild appears to have fixed the problem.
 - WebPacPro update schedule
 - WebPac Pro has now been installed!
 - Beth discussed all the new upgrades installed with WebPacPro. These include relevancy ranking, spell-check, and a new design for the homepage, among other things.
 - Spellcheck was installed Thursday night before the AAC meeting
 - If there is anything that doesn't look right, please let Beth know.
 - The problem we had with placing holds in InfoSoup (patrons received error messages even though the hold was going though) may be resolved. If anyone experiences this, please contact Emily or Gerri, or e-mail the Move list.
 - Should InfoSoup display orders in full record?
 - Order records currently do not display, but they show in the staging OPAC.
 - **We agreed not to display orders in InfoSoup, but to display them in staging.**

- The use of order records in the staging OPAC will be reevaluated after it has been in place for awhile to determine whether this is still an appropriate use.
 - Should InfoSoup keep users logged in whenever they authenticate?
 - We enabled this in WebPacPro because there were only positive comments about this on the InfoSoup development blog.
 - At this time users stay logged in to their account for 15 minutes, unless they manually log out
 - There were no concerns expressed about keeping users logged in at this time.
 - **We agreed to keep users logged in to InfoSoup whenever they authenticate.**
 - Please monitor this and let Beth know if any problems develop.
- Too Long in Transit Study
 - 900+ items have hit the Too Long in Transit list so far. About 35 of those items have been on the list since January. A few items have hit the list twice since the study began in January.
 - The projections that were given at the last AAC meeting about the number of items that are too long in transit were probably a bit too high. At the July AAC meeting there will be a final report on the results of the Too Long in Transit Study.
- Acquisitions update
 - Ann Hunt from New London will give a demonstration of Acquisitions after the AAC meeting.
 - Door County is in the test phase of using Acquisitions. They want to make sure that they create all the codes they will ever need, which is more work than it would be for a standalone library.
 - About 5 libraries are interested in using the Acquisitions module. Kaukauna would like to be next library to use Acquisitions. No other library is on the list to use Acquisitions during 2007. Please contact Gerri if your library is interested in using the Acquisitions module of Millennium.
- Circulation update
 - Loan rules and blocks are now published at the Millennium info page: <http://www.owlsweb.info/owlswnet/millennium.asp>
 - These lists will be updated as Shiocton was mysteriously not included.
 - UPDATE: the lists have been updated with both Shiocton and Kewaunee.
 - Patron Registration issues - postponed until the next AAC meeting
 - Patron hold self pickup at Appleton
 - Vicki Lenz reported that hold self pickup at Appleton is going well. Many patrons do like it. Their reserves are growing at 50% a year. There have been a few losses due to theft, but they were all Appleton items.
 - Some patrons with a home agency other than Appleton are picking their holds up at Appleton. This can be a problem as many libraries allow many more holds to be placed at one time than Appleton allows for their patrons.
 - Ann Hunt suggested that we should take another look at how a patron's home agency is determined. It was decided that the policy for determining a patron's home agency will be re-examined at a future AAC meeting.
- Cataloging update

- A Cataloging tool is now available to speed up cataloging of material not in the OWLSnet database.
 - Charles demonstrated the new cataloging tool, which replaces sending photocopies of new items to OWLS. This will only be used by non-OCLC libraries. Bib requests can be electronically sent directly to Charles. The data for the requests comes from Amazon.
 - When sending a bib record over, please check pagination because Amazon's pagination is often wrong.
 - This tool can be found on the Tech Services page.
 - There will be more training at Circ works/tech services meeting.
5. Discussion/Decision - discussion of issues with possible decisions by attendees
- Proposed Bylaws revision- voting
 - The proposed wording was distributed at the meeting.
 - A change in the bylaws was recommended to ensure that votes are not taken on the spur of the moment, and also to require a contact person for each library. The revision also includes a clause for emergency voting.
 - The wording in Article III Section G was changed to "distribution of information about the vote..."
 - There was a consensus of those in attendance was that the newly revised Bylaws should be recommended to the OWLS Board for approval.
 - Nonfiction videos: some libraries currently circulate these for four weeks, which is a problem with popular nonfiction videos (such as An Inconvenient Truth)
 - Two libraries currently circulate their nonfiction videos for four weeks, instead of one week. Others, including Appleton, would also like to do this, which would affect a large number of items. The reason that the libraries circulate these items for four weeks instead of one is that they shelve the items as books, or view most of them in the same category as non-fiction books – mainly how-to videos that require more than a one week checkout. In the words of one attendee, "it takes more than a week to build a cabinet."
 - As more and more nonfiction videos become popular, the problems increase. Without some staff intervention, or a change in policy or procedure, popular nonfiction videos with lots of holds checkout for four weeks at some libraries, which causes very long queues and unequal checkout periods.
 - At the moment, there are about 100-150 popular nonfiction titles. There seems to be a trend toward popular nonfiction videos, so the issue isn't likely to go away.
 - Possible solutions:
 - Continue current practice. Libraries that circ nonfiction videos for four weeks manually change the checkout period for popular nonfiction titles. There was a suggestion to include a sticker if the item is popular to alert staff to change the due date if necessary. *The AAC group decided that this solution will not work, and agreed to eliminate it as a possibility.*
 - Create a short loan category for nonfiction videos. The problem is that libraries that circ videos for seven days would have to change the videos to short loan – even though they would not see the result of the change at their library. We're having a lot of issues currently with popular items not set to short loan.
 - Everyone circs all nonfiction videos for one week. Staff can manually change the checkout to four weeks if they wish.
 - Everyone circs all nonfiction videos for four weeks. A short loan category is created.

- Create an I-type for four week videos. That would mean all libraries would circ those videos with that specific I-type for four weeks. This could cause more errors, and this is a complete departure from our I-type structure. *The AAC group decided that this solution will not work, and agreed to eliminate it as a possibility.*
 - All nonfiction videos would checkout for one week, but more renewals would be allowed so patrons can keep the item longer if desired (and there are not holds on the item). This allows the patron some control over how long they want the item.
 - All nonfiction videos circ for two weeks.
 - OWLS will work on developing a background paper, and submit it to AAC for consideration prior to the next meeting.
- PC Management; a preliminary discussion
 - The PC management survey results:
 - 37 out of 51 locations responded. Two libraries indicated they were not interested in the software, while 35 indicated they were interested. The rest did not respond.
 - The top rated features from the survey:
 1. Allow patrons to sign up without staff intervention
 2. Automatically limit patron time to library policy without staff intervention
 3. Verify OWLSnet card (which is actually essential for the rest of the features)
 4. Block patrons whose cards are delinquent or expired
 5. Be able to block patrons who owe fines or fees (many libraries were not interested in this feature).
 - We talked with seven vendors, and the solutions varied greatly. There are basic programs and advanced programs, but not many in between.
 - The basic programs offer authentication and session control and not much else.
 - The advanced programs offer many more options and pretty sophisticated management of time. Each program offers options to be set by individual sites. One way they differed: some determined usage by each individual site, while others considered usage across the network. Example: if a patron used their hour of computer usage at Kimberly, could they log on for another hour at Little Chute? The question was answered differently by different vendors.
 - The companies do provide usage statistics, although they vary greatly on what they log. What they log, they can give statistics on.
 - There is currently not enough money in the OWLSnet budget for a big project such as PC Management.
 - One option for paying for this is to come up with the startup fees by raising membership fees.
 - Another option is for each library to pay their cost of the system.
 - A third option might be for OWLS, NFLS, and library contributions to pay for the system. It's possible that OWLS and its members could come up with the cost for the OWLS libraries, and, if the service could also be provided to Brown County libraries, NFLS and its members may be able to pay for the cost for NFLS libraries. Ongoing maintenance could come out of OWLSnet budget.
 - If Brown County were to participate, two installations would likely be needed since they aren't on the OWLSnet network.

- **AAC agreed that a committee will look at the options and recommend a PC Management solution. Brown County Library will be invited to participate in this process. The systems will investigate the feasibility of paying for the software, but if costs are too high there may need to be a contribution from member libraries.**
- The following people volunteered to serve on a PC Management Committee:
 - Dominick, someone from Shawano, Linda Streyle, someone from KIM/LIT, someone from APL, Ann Hunt, Elizabeth Timmins, and someone from Brown County. Rick or Gerri will let people know who is selected to serve on the committee.
- High demand titles list - would this be useful?
 - The libraries in attendance agreed a weekly list of high demand titles would be useful to determine items that should be short loan. Since this hasn't been done before, and we may not be able to extract the exact data we need, the report may be a work-in-progress for some time. Suggestions are welcome, but please be kind!
- Billing libraries for long overdue - OWLSnet proposal
 - A handout explained in detail several options that could be chosen from.
 - **Please be ready to discuss this issue and come to a consensus at the next AAC meeting.**
- Membership fees for 2008
 - The membership fees must be set each year before July 1st. It was recommended increasing the fees 2% to maintain current programs. A 1% increase or no increase would require some cuts from what OWLSnet is currently providing.
 - **The libraries agreed that Rick should propose the 2% increase in membership fees to the OWLS Board for approval.**
 - Should the state budget impose severe limits on municipal budgets, the OWLS Board should re-evaluate the 2% increase.

6. Other business

- Barbara Wentzel asked that libraries not put barcodes over the UPC. When the barcodes are scanned it picks up the UPC as well which makes the scan invalid. OWLS can reprogram the scanners so that they only scan the item barcode, not the UPC.
- Sharrie Schweitzer asked that libraries not clean other libraries DVD's. Someone has been cleaning Shawano's DVDs, which made deep grooves in the DVD. It is unclear whether a library or a patron is doing the cleaning.

7. Adjournment

- Meeting adjourned at 2:23.