OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
May 18, 2012

Present: Rita Schiesser, Algoma; Michael Nitz, Colleen Rortvedt**,** Paula Wright, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Stephanie Weber, Florence; Susan O'Leary Frick, Fremont; Carolyn Habeck, Hortonville; Lisa Bauer, Robyn Grove, Iola; Spencer Heise, Maggie Waggoner, Kaukauna; Susan Grosshuesch, Kewaunee; Corrine Herro, Kimberly; Pam Ellingson, Lakewood; Becky DeCloux, Lena; Jennifer Thiele, Marinette; Ann Hunt, New London; Mark Merrifield, NFLS; Cherie Bartha, Joan Denis, Oconto Falls; Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, Bradley Shipps, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Kristie Wilson, Shawano; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Dominic Frandrup, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order
   The meeting came to order at 9:30am at the Kimberly Public Library.

2. [Minutes of the March 23, 2012 meeting](#)
   The minutes of the meeting were accepted as distributed.

3. AAC ground rules
   Rick 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
   - Thank you to the Kimberly Public Library for hosting this meeting!
   - The cataloging/technical services department has completed indexing 6000 scores. If you add a score to Millennium, look at the bib and verify the content matches what is on your score. If not, please let cataloging know.
   - Michael at Appleton asked if any other libraries are interested in manning an InfoSoup booth at the Pride Alive event in Green Bay on July 14. Please let Michael know if you are interested.
   - Maggie will be leaving the directorship at the Kaukauna library and beginning as new director for the New Glarus Public Library on June 1. Congratulations, Maggie!
   - Sue at Scandinavia announced they are having a fish boil fundraiser on Sunday, June 10 from 5 - 8pm.

5. Information – to be presented by OWLS and OWLSnet member library staff
   - Circulation update
     - Millennium has the capability to checkout materials on an hourly basis. Are we interested in applying hourly checkout loan periods to any of our materials? It could be complicated to set up as it requires adding new loan rules. Would it be useful to set these up for circulating

laptops and other equipment? We wouldn't be able to send out special overdue notices when an item was late but we could assign late fines to equipment. Some libraries already use a manual system for hourly checkouts, and they are happy with their in-house solution. There wasn't much interest from the group so for the moment, we will not be setting up loan rules for hourly checkouts.

- InfoSoup update
  - Evan is closer to getting the Book in a Series link into the catalog. It will only show up on the full record page and will allow patrons to view and/or print a short title list.

  - By June 1, the SLP (Summer Library Program) page will be up and running. The page will be a low key page this year and will be mainly a place for reviews and other related links.

  - The new website for Overdrive went live a couple of weeks ago. There were a few glitches, but the bugs have been fixed and the page should be loading quicker now. There was also a mobile login issue that caused users to have to scroll down quite a bit to find their library name. This has been fixed. Overdrive has added system names to the top of the library name options, so users can use either the system name or their library name when they log in. Please also note that the Overdrive website has a section for trending titles and a section for recommended reads. These titles are compiled from select publishers that work with Overdrive. They don't necessarily reflect all trending and recommended titles.

    WPLC (Wisconsin Public Library Consortium) had a board meeting and discussed the WIN (Want It Now) product for Overdrive. The WIN program displays a title list to patrons. Patrons can then choose to buy a title for their personal collection or choose to make a purchase recommendation to the consortium. Patrons cannot choose to buy a title for the consortium. When a patron chooses to purchase a title using "Buy it Now", the patron is directed to an online bookseller's website. After the patron makes a purchase, Overdrive credits a portion of the book sale back to WPLC.

    WIN also offers a Librarian Likes and a Read-a-Likes service – but these are not titles selected by librarians. These features are advertisements and many believe are not appropriate to appear on Overdrive. The ads are used by Overdrive as a selling point to publishers in hopes of getting more content available on Overdrive. WIN is being sold as a package, so it is an all or nothing deal.

    One librarian commented that most people using Overdrive have e-readers and already know how to buy ebooks. Offering this service may send the message that it is easier to buy a book than it is to borrow a book from the library. Evan has tried to generate discussion at WPLC meetings and has also encouraged board members to get feedback from their member libraries about the WIN program. This is an important issue: if libraries start allowing advertisers on library sites, libraries could lose control of content. Anne commented that the selection committee hasn't even discussed WIN yet. With more than 380 Wisconsin libraries funding Overdrive, financial contributors should have more input and a bigger voice about the content on Overdrive. Each system gets one vote but if member libraries offered feedback, it could be powerful and WPLC might listen. Evan will post an email to the AAC list with more information about WIN including WPLC contacts to email your feedback. Evan asked about a potential conflict with allowing companies to advertise on Overdrive since it is funded with LSTA grant money, but has not received a

response back from WPLC yet. There will be a vote on Tuesday. Please send your comments in before the vote. **Update since the meeting**: The WPLC Board voted unanimously against moving forward with the WIN program. There was widespread agreement that advertising on the Overdrive site was not acceptable.

To date, WPLC has committed $700,000 to purchase materials in Overdrive. $300,000 was set aside to purchase digital materials at a later date. It was thought that some of the money would go towards purchasing more audiobooks. However, ebooks continue to gain in popularity, and audiobooks remain much more expensive than ebooks. Ebook usage has surpassed audiobooks and it continues to increase.

OWLSnet librarians involved with WPLC expressed some frustration with the process. Kristie from Shawano stated we have a good state model in Wisconsin but maybe moved forward too fast without doing the investigative footwork first, in regards to purchasing and providing services. The group needs to step back, evaluate and make adjustments.

Brilliance and Penguin are no longer in the audiobook publishing arena. They have decided to not sell to libraries. OWLSnet libraries are getting backlist audiobook titles from OneClickdigital Audiobooks. We have a trial subscription for one year and could potentially purchase more titles if we renew our subscription.

- InfoSoup Memory – does your library have WWI items?
  WHO (Wisconsin Heritage Online) the group that harvests our metadata is looking for World War I items. The World War I centennial is in 2014 and WHO is looking to have a statewide exhibit of WWI items. It is OK to go into your communities and take pictures of memorials, exhibits, etc. for submissions. If you have any WWI items, please contact Bradley and she can help you get started.

- Project Updates
  - Online patron registration is now live! The libraries are currently testing this product. You can access the online patron registration form under My Library on the InfoSoup front page. Patrons have found the feature and are using it. There are about 12 legitimate online patron registrations in our system to date. Gerri has been getting lots of questions from library staff regarding the online patron registration. Most of the questions involve library policy and these can vary greatly from library to library. It may be useful to discuss policies and procedures at the next AAC meeting after most of the libraries are using online patron registration. Some libraries are possibly reevaluating patron registration policy and a discussion may be helpful. Sturgeon Bay reports that the online patron registration product works great! Shawano asked if we could change the name of the link to maybe something like" Get Library Card Here" so patrons can find it easier. We decided to not promote online patron registration until the libraries are ready. It may be more helpful to have the online patron registration link posted on your library website as this is where many of your potential patrons may begin. Approximately 5 or 6 libraries have installed the digital signature units. There are two steps to the process, first let OWLS know and we will enable the feature for your login. Then, each unit should be installed. Appleton reports they will be going live with the online patron registration on June 1. Appleton will also be updating older patron accounts with digital signatures as they expire. OWLS has created a laminated paper label of the text in the agreement that you can attach to the digital signature unit. Please let us know if you want any of these labels. Anyone interested in purchasing more

digital signature units? Let Gerri know, she will place an order in a couple of weeks.

- Dave has upgraded approximately 6 libraries to the new latest version of SAM. It has been a huge project and problematic as there are some unresolved functionality issues. Comprise is working with Dave to resolve the issues. Some of the features are not working properly so the project is on hold until the issues are resolved.

- The OWLSnet Wireless Statistics Report has changed since the wireless login authentication page was removed. The wireless login page was also used for statistical purposes and allowed us to track usage differently. You will find the numbers have gone up. However, the things we are now counting have changed significantly so comparing the new statistics to last month's statistics will not be a valid measure. Time is no longer counted and users' devices are counted only one time per day, regardless of how many times they have connected to the wireless network. We now count short wireless connections, such as someone walking past the library with a mobile device. Keep in mind; we have provided the patron with better wireless service and this is an unintended consequence of doing just that. Sturgeon Bay commented thank you.

- Gerri shared with the group the new features included in Millennium Next and Sierra. Sierra is still in beta testing. We will not go live with Sierra until it is stable and works well.

6. OWLSnet planning
   - The last OWLSnet plan covered the years 2007 – 2010 and we are overdue in creating a new plan. Much of the delay was because of the work on a new system agreement.   In 2010, OWLS and NFLS met to create a new system agreement. Initially, neither system board approved the new agreement. However, the system boards worked together and approved a new system agreement in late 2011. Now it is time to develop a planning process and create a new OWLSnet plan. We should evaluate the last plan and create a planning process that will introduce new goals and objectives into the new plan. The six main goals from the previous plan were:
     - provide OWLSnet services to OWLS and NFLS libraries
     - optimize the governance and operation of OWLSnet
     - develop services
     - resource sharing
     - training and assistance
     - study and planning

   We achieved most of our objectives from the last plan. The things that remain are to start a new plan, develop a new director orientation process, and create an equipment replacement schedule (in the OWLS office.)

   There are a couple of different methods we could use to create a new plan. One option would be to use committees, as we did with the ILS migration. In this option, we would have multiple committees comprised of library staff members. These various committees would report on select topics to the group. Another option would be to have AAC act as a committee of the whole from the beginning. The group would brainstorm issues together and identify the topics we would like to add to the plan. OWLS staff would prepare background papers on those topics to be discussed at subsequent AAC meetings. The results of the discussion would be the plan. OWLS would post information so those not in attendance have the opportunity to be informed. Because we would be discussing issues at our regular meetings, no extra meetings would be

required. The group agreed that having AAC act as a committee of the whole would be the best approach.

We should have time to work on these issues during AAC meetings at this time (since we don't have any big projects going on right now.) Depending on the number of issues, we may be able to get through a couple of topics during one meeting. A good target date would be March 2013. This date works well with the state technology and resource sharing plan deadline of July 2013. A question was raised about the DPI task force that will be appointed to look at system requirements. The findings may ultimately affect the OWLSnet plan; however, there is still no reason to delay planning. There were no objections from the group to begin planning in this manner. Rick asked the group to begin to brainstorm ideas. The following topics were submitted:

- Fees and fee structures and finance. How can we be sustainable given the current economic climate? A few years ago, we changed the fee structure from a pay a per terminal fee share to a flat fee, but this should be re-evaluated.
- Ebooks and emedia. Some systems are using their own platforms for digital media. Should OWLSnet be looking into this also?
- Staff technology and OWLSnet competency standards.
- Resource sharing inequities.
- AAC composition and function.
- Revisiting policies we may need or need to be changed, both OWLSnet and local. Important to look at how local library policies affect other libraries. Is standardization possible in some areas? We have a wide range of opinions among the OWLSnet libraries.
- Discovery layer or social OPAC. This would be intended to replace our OPAC and would include robust, integrated library searching, with tag clouds and faceted searching. Most discovery layers are also designed to increase usage of online databases.
- Hardware infrastructure. Local, central, infrastructure. There are concerns about equipment in libraries; some PCs are 9 and 10 years old. Technology overview. Where are we and where do we need to go?
- Delivery. Do our current delivery methods meet the needs of the consortium to provide timely, efficient service? Do we look at alternative vendors? Right now we are using Waltco. Review the methods we use, vendor costs and services.
- Staff/Director orientation.
- Local content curation.
- Content acquisition/ILL requests.
- Technical Services, including alternative cataloging services such as SkyRiver.
- RFID. Consider tagging entire collection?

Each library was given 8 votes. To place any way they wanted to. We'll be repeating this exercise at future meetings. Staff technology and OWLSnet competency standards rated the highest with 14 votes, Hardware infrastructure and Fees/fee structures/finance followed closely with 13 votes. OWLS will work on the background information and then we will have more discussion. (**Update**: An OWLSnet Planning page has been created, and all planning documents will be posted on this page. http://www.owlsnet.info/planning/2012/default.asp)

7. Decision – consensus decision or vote
   - None

8. Ideas submitted for discussion
   - There are some DVD "manufactured on demand" titles in our system. These are DVDs that are designed to play only on DVD players and may not play in DVD recorders or PCs. Amazon offers this format for some of their older titles. Our bib records have notes to indicate they are on demand titles but they still may be difficult to identify. At the next AAC meeting, Gerri will bring samples of this DVD format and a current title list of all DVDs on demand in InfoSoup.

   - Some of the libraries add patron's driver license numbers into patron accounts. Many municipalities use this number to obtain current address information for collection purposes. Is there a concern with collecting this information? The only concerns OWLS staff have regarding this practice is patron privacy. It was decided that libraries may continue to do this, but there is no obligation for libraries to collection this information.

9. Discussion – discussion of issues that may be up for decision at future meetings
   - No issues for future meetings were discussed.

10. Adjournment
    - Meeting adjourned at 12:21pm.