

**OWLSnet  
Administrative Advisory Committee Meeting  
Outagamie Waupaca Library System  
May 21, 2010**

**Present:** Terry Dawson, Michael Nitz, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Mary Seggelink, Florence, Susan O’Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Cody Bunk, Robyn Grove, Iola, Maggie Waggoner, Kaukauna; Michael Wilber, Keshena, Sue Grosshuesch, Kewaunee, Pam Ellingson, Lakewood; Lyn Hokenstad, Manawa; Trinitie Wilke, Marion; Sandra Hipke, Jennifer Thiele, Marinette; Ann Hunt, New London; Peg Murphy, Oconto, Joan Denis, Oconto Falls; Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Elizabeth Timmons, Seymour; Sharrie Schweitzer, Kristie Wilson, Shawano; Becca Berger, Chris Milton, Linda Streyle, Sturgeon Bay; Ann Ammerman, Suring, Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order

The meeting came to order at 9:30am at the Shawano City-County Library. Rick thanked the Shawano library for hosting the meeting, and attendees introduced themselves to each other.

2. [Minutes of the March 19, 2010](#)

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

- The NetLibrary weeding project is moving along.
- Maggie from Kaukauna passed around a petition to establish the Ethnic and Multicultural information Exchange Round Table for WLA.
- Some libraries may not be aware of all of the reports they can receive. Patty handed out two reports to libraries who don’t currently receive them. The first report is a Lost/Lost and Paid report that can be used for collection development or for clean-up purposes. The second is a Short Loan List that reports items that currently have a short loan I-type but no longer have a high demand. These items should be changed to a regular non-short loan I-type. Libraries who didn’t receive a copy of these reports in the meeting are already receiving them. If you would like to start receiving any optional [reports](#), please contact Patty.
- Terry Dawson announced that Brian Kopetsky will be the new Reference Supervisor at Appleton. Congratulations, Brian!
- Rick reported that both systems are required to update their individual technology plans by July 1st. While each system’s plan is independent, the systems try to mirror each other’s plans as much as possible. These plans are required for compliance with federal E-rate regulations and

tend to focus on “big picture” and infrastructure issues rather than specific activities. Even though both systems will be developing new technology plans, we still need to update the OWLSnet plan during the next year. Because the AAC does a good job of determining activities and setting priorities, the OWLSnet planning process is likely to focus on larger such as governance and finances.

## 5. Information from OWLS and OWLSnet staff

- Cataloging updates
  - The Blu-Ray scope is live in InfoSoup, and as of the morning of the meeting, there are 41 records in the scope. The Blu-Ray scope is not a comprehensive list of all Blu-Ray discs in the system. Items that contain both Blu-Rays and DVDs are *not* included in the scope, because they have been assigned a DVD material type. Additionally, because assigning the Blu-Ray material type is a somewhat manual process, it’s likely that we may miss some items. So we’re asking libraries to send an email to the OWLSnet help list when adding new Blu-Rays so we can make sure they are coded correctly.
  - It would be nice if a keyword search for “Blu-Ray” would include all of the Blu-ray items, but that is also not a comprehensive list. This can be changed, but would involve re-indexing the entire system, which would incur costs from Innovative. Since there aren’t currently a large number of Blu-Ray items in InfoSoup, we’re planning to hold off on the re-indexing for now.
  - Teachingbooks.net Author Programs are now available in InfoSoup. The 50 books in this collection can be found doing a keyword search for *teachingbooks.net*. The InfoSoup record displays with little information but when the item is accessed, it provides bibliographies, written interviews and mini-documentary movies about the author.
- Circulation update
  - One member library reported that some of their videogames are being returned without the corresponding manual and queried the group about how they deal with missing manuals. As always, it’s a good idea to use the green stickers to indicate when an item contains multiple parts. Libraries should check the green stickers and make sure they are verifying that patrons have returned the complete set. Libraries agreed that videogames returned without the manual are considered incomplete, and it is the check-in library’s responsibility to contact the patron for the missing piece. If a patron can’t find the manual, manuals can often be obtained online and printed at places like [replacementdocs](#), [scribd](#), and [docstoc](#), but they won’t easily fit into the game case. Some libraries have said they wouldn’t want a copy of the manual for this reason, but others said they might accept it. If your patron returns a game without the manual, and isn’t able to find it, contact the owning library to see what solution they find acceptable.
  - Spine label printers were installed at all but two of the libraries that have requested them, and the last two printers will be installed the end of June. The printer driver issue has been resolved with a third-party printer driver. In one case, a library received a ribbon that couldn’t be installed. The manufacturer has replaced the ribbon, and is working to prevent the problem from happening again. Many libraries commented on how easy the printing process is and how nice the new labels look. If your library is interested in purchasing a spine label printer, just let Gerri know.

- It's time to order more spine labels, and at least one library is interested in having a larger label, primarily to have more room for the property stamp. OWLS will be starting to stock the spine labels, but we think there is—may be enough demand to stock two different sizes (although it's ~~may be~~ too soon to tell). The labels are a custom size, with a minimum order of 12 rolls (although our prices are based on higher quantity discounts), and a new size would also incur a setup charge. While some libraries are interested in a larger size, other libraries like the current size, and aren't interested in changing. For now, OWLS will order and stock the current label.
- For the past few months, OWLS and NFLS have been investigating how it might be possible to implement Telephone Notices in OWLSnet. Because there aren't system development funds available for this project at this time, Rick was charged with exploring possible budget scenarios that could help make this more affordable for libraries. He found there may be system money available when various state projects are implemented such as Fiber to the Library. Rick also looked into discontinuing the subscriptions to Mango Languages and Biography Resource Center. While there are still many financial uncertainties with these scenarios, if it all plays out in our favor OWLSnet could likely afford to implement some type of development project next year.

Even if funds are available, there are some questions about whether we should be purchasing Telephone Notification. About 25% of OWLSnet libraries are not interested in using the telephone notification product. Rebecca from Black Creek commented that philosophically it doesn't seem appropriate to cut patron databases to make library staff jobs easier. Also, while some of the content in databases that we're considering cutting is available through the state's Badgerlink subscription, the state versions are not necessarily equivalent to the versions that we are currently offering. Due to the difficult economy, we need to be cautious when making any budgeting decisions based on state funds.

Some libraries are more interested in finding a way to send text messages to patrons. While Innovative's solution is prohibitively expensive, OWLS has explored the possibility of using a third party text message service to notify patrons of ready for pick-up holds. The services we looked at appeared to be reasonably priced. The service would piggyback on our current e-mail process so transferring data from our system would be fairly easy. There may be some problems with information privacy; possibly sensitive information would need to be stripped out. It doesn't seem likely that the Attorney General's opinion on the privacy of library records would apply, but WLA is currently trying to amend the legislation involving third party services and library records.

Rick asked the group if we should move forward with telephone notification or wait and see if funding becomes available. Based on the discussion, AAC will revisit the entire project development list in fall. Telephone notification will be one of the projects under consideration.

- InfoSoup Development update
  - The Summer Library Reading Program's newly converted Drupal website is up and running in InfoSoup. It also includes an online registration feature for patrons. If your library isn't currently set up with online registration, but would like to be, just let Evan know. Please add reviews to the Summer Library Program book review blog. Every staff member should

already have an account number for adding reviews.

- Serials and Sequels has been added to the InfoSoup Teen Reads page, and member libraries have found it very helpful. The InfoSoup Memory Project had successful spring training and will hold another one in fall for both systems.
- Project Updates
  - OWLS is changing the internet service provider for OWLSnet libraries from NTD to WiscNet, during the AAC meeting. It should not cause any interruptions in service and should not change service for OWLSnet libraries.
  - The Fiber to Library project is moving slowly. There are lots of bureaucratic issues postponing the implementation date. Environmental and historic impact statements are being required before the digging can begin. Progress updates on the project can be found at: <http://dpi.state.wi.us/pld/arrabbfunding.html>
  - Dave has been working with member libraries to replace Escan, our current antivirus software, with ESET, the new antivirus software. We're replacing Escan because of problems we've experienced, and because it's not compatible with Windows 7. Dave sends his thanks to all of the member libraries for their help in setting up the first phase of the conversion. He is currently developing an installation CD with instructions, which will uninstall Escan and install ESET on library computers.
- Millennium will be upgraded to [R2009B](#) on Tuesday, June 8 at 5:30pm. Millennium and InfoSoup will be unavailable during this time. Libraries that use Millennium Acquisitions will need to completely close out of acquisitions by noon the day of the upgrade. Acquisitions preparation information for the upgrade will be sent out and also posted on [Network News](#). There is no preparation necessary for libraries that don't use the acquisitions module. OWLS will use NetSupportNotify to let libraries know when to log off and then back on again when the upgrade is completed. The upgrade should take approximately one hour. Offline Circulation can be used at this time and OWLS will contact libraries when it is time to process their files.
- More information about R2009B is available from the [OWLSnet online manual](#).
- It's time for OWLS to set the 2011 membership fees. OWLS and NFLS proposed increasing the 2011 membership fees by 1%. We have no plans to cut any of our services and a 1% increase will help to maintain our current services to the member libraries. **Member libraries in attendance agreed this was a reasonable increase**, and they said they would prefer small fee increases to service cuts. Rick will recommend a 1% increase in 2011 fees to the OWLS Board.
- E-commerce has been installed on the staging server, and the group was able to see it in action. After the upgrade to R2009B, we will be able to switch our Ecommerce system over to PayPal Link. This allows us to move the entire transaction off of the InfoSoup server, and eliminates the need for us to pass a security audit. OWLS is recommending we go live with Ecommerce on July 1 with a soft opening. Credit card functionality is only available in InfoSoup, not in Millennium. Ecommerce will not accept debit only cards but will accept cards that can be used as both credit and debit cards. Patrons can pay any individual fines they choose, but cannot pay part of a bill or a fine. The payment happens immediately – InfoSoup receives information from the credit card processor that the fees have been paid, and immediately removes those fees from the patron's account. Patrons can print out a receipt as their confirmation, and can also receive an email receipt. While we cannot turn it on for staff training, OWLS will create some screenshots and/or a podcast to help familiarize staff with Ecommerce before we go live. We're planning to

have a fine distribution report available for July in the first half of August.

6. Decision – consensus decision or vote

- At the last AAC meeting, the group decided they would vote today on an amended version of the [Teacher Card Proposal](#). Some libraries were concerned about the proposal and mission statement. The proposal isn't in the form of an OWLSnet procedure, but will be used to develop an actual OWLSnet procedure. The procedure won't contain a mission statement, but will follow the style of other OWLSnet procedures. **At the meeting, the vote was inconclusive, but the rest of the libraries were polled, and the vote passed. AAC voted to adopt the Teacher Card Proposal.** The Teacher Card Committee will now meet and work on developing an official OWLSnet procedure (based on the proposal) and a Teacher Card application form.

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

- A member library asked us to look at moving libraries in the holds queue.
  - The holds queue controls the order in which libraries are paged for items on shelf. It doesn't take into account open hours or open days. As currently configured, the system pages libraries in this general order, all based on the hold pickup location:
    - 1 – The pickup location of the hold
    - 2 – Other libraries in the joint library or tribal library (if applicable, and in random order)
    - 3 – Other libraries in the county (in random order)
    - 4 – Libraries in adjoining counties (in random order)
    - 5 – Libraries in the same system (in random order)
    - 6 – Libraries in the other system (in random order)
  - Moving libraries in the holds queue may have little effect on lender/borrower ratios. Right after we migrated to Innovative, Waupaca was inundated with holds, so we moved them to the bottom of the priority list for Waupaca County. We recently moved them back to their original position, and Waupaca found that it had little effect on their ratios.
  - Tweaking and monitoring the holds queue would involve considerable staff time. AAC was asked if this was a priority for OWLS staff. **The group decided it was not a priority at this time.**

8. Other Business

- Door County asked that we reconsider the AAC decision not to allow orders to display in InfoSoup. Libraries may have numerous orders placed in the Acquisitions module, but patrons can't see those orders. If patrons see numerous holds on only a few copies, it may discourage them from placing holds.
- A library suggested that we revisit the \$5.00 delinquency limit for checkout and internet use. They would like to see the limit raised.
- OWLS is exploring using an address verification service that will verify addresses and municipalities in our patron records. Rick is excited about the effect it will have on correcting the municipal codes, the basis for much library funding.
- Waupaca reports they are using shorter expiration date on patron accounts and this has helped keep better track of their patrons.
- Some libraries expressed interest in having a discussion about being a welcoming environment.

9. Adjournment

- Meeting adjourned at 2:40pm.