

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
September 16, 2011

Present: Rita Schiesser, Algoma; Brian Kopetsky, Michael Nitz, Tasha Saecker, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Stephanie Weber, Florence; Susan O’Leary Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Sue Grosshuesch, Kewaunee; Beth Carpenter, Kimberly/Little Chute; Pam Ellingson, Lakewood; Becky DeCloux, Lena; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Joan Denis, Oconto Falls; Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Kristie Wilson, Shawano; Becca Berger, Linda Streyle, Tracy Vreeke, Sturgeon Bay; Peg Burington, Waupaca

1. Call to order

The meeting came to order at 9:35am at the Appleton Public Library.

2. [Minutes of the July 15, 2011](#)

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 DPI (Wisconsin Department of Public Instruction) has made some changes to the requirements for librarian re-certification. The 10 hours of required CE hours in technology-related training can now be fulfilled through ILS training. Our system training on the new ILS - Sierra will count towards this requirement.
- The schedule for next year’s meetings is as follows: Jan 20, Mar 23 (Mar 16 is PLA), May 18, Jul 20, Sep 21, and Nov 16.
- Other announcements
 - Tasha from Appleton reported on the RFID implementation and related projects at Appleton. The new 3M self-check machines and gates are now in place and all materials have been RFID tagged by volunteers. The book tags work perfectly. Staff discovered media items have extra metal in their discs that conflict with RFID readers. The entire process was very staff intensive and it took longer to set up the gates and machines than expected. Staff are currently training patrons to use the new self-check machines. While they are simple to operate, patrons may feel intimidated by the new machines. Tasha offered to demonstrate the new equipment during the break. The automated material handling system is scheduled to be installed the last week of September.

- Peg from Waupaca has brought a box of new books written by Fox Cities Festival author - Holly Kennedy. Please take a copy of each book and add them to your library collection.
- Charles' last day working for OWLS is today. If you have any cataloging questions, please continue sending them to the owlsnethelp list. All of the catalogers monitor this list and will be able to answer your questions. Please continue to use the cataloging tool. OWLS will be working on hiring a new cataloging assistant as soon as possible.
- Sally left OWLS at the end of August. We will be replacing her position with two half-time employees. The job listings are posted on the website.
- Jennifer Thiele from Marinette has been selected to receive a scholarship to earn a PhD. Her focus will be studying literacy in jail populations. Congratulations, Jennifer!

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

- Circulation update
 - After the power outage that occurred on Friday, Sept 5, OWLS determined there were some things we could have done to help the situation go smoother. A UPS (uninterruptible power source) supplied power to the servers for approximately half an hour. It took OWLS over 10 minutes to shut down the Millennium server because many libraries were still logged into Millennium. We are working on developing a process to notify libraries when we have no power to our computers. The power came back on late Friday night. We were lucky as many Appleton residents were without power until Monday. Joan from Oconto Falls asked if OWLS has looked into getting a generator to handle emergency power outages. There may be grants available to help with the costs. Appleton investigated this a while back and didn't think the roof of the building would support the weight of a generator. OWLS will explore this topic further. Many library staff reported it was quiet and much cleaning was done that day!
 - Gerri called everyone from home Friday afternoon, and discovered that very few libraries could find their OWLSnet emergency contact list. We have created a new OWLS contact list and will try to send out an updated list every year. Please take as many copies of this list as you want.
 - The offline circ process went well for most libraries using it during the power outage. Please remember to keep the current offline document in a handy place at your library. If your library loses Internet access, you won't be able to print out a fresh copy of the documentation. If you need a new or additional copies, let Laura know. We're happy to help you test offline circ in advance, so your staff feel comfortable using it when necessary.
 - An Itype was added to accommodate the addition of Blu-Ray discs to our system. It is Itype 83. Itype 83 may be used for all fiction and non-fiction Blu-Ray items immediately. An updated Itype list can be found at <http://www.owlsnet.info/circ/Itypes.pdf>. OWLS will change the I-type code in all items attached to Blu-Ray bib records in our system.
 - Just a reminder to check your hold shelves for orphaned items. These are items that are on your hold shelves with expired holds. All libraries should have hold shelf slips that print out the expiration date of the hold. Please go through your hold shelves regularly and check the expiration dates, make sure expired holds have been pulled and moved along to the next patron.
 - Would any libraries be interested in receiving a weekly weeding email from OWLS? Inspired by the [Awful Library Books blog](#), we've run across some items in our system that are outdated and should be discarded. A number of libraries were interested, so OWLS staff will work on this. The email will contain a casual weeding tip. Weeding submissions from

member libraries are welcomed! To send a suggestion, or subscribe to the list, please contact Bradley at OWLS.

- NetLibrary books can be found in Ebsco Magazines through EbscoHost. Are member libraries OK with removing NetLibrary books from the InfoSoup catalog? Most of the books are outdated and nothing new has been added since 2006. Several open sources offer a better and easier connection to books in the collection. Many of the NetLibrary books are academic and patrons using Research tools on the InfoSoup home page will be able to find these books in EbscoHost. We may want to revisit e-books in this collection as Ebsco moves into the e-book realm in the future. **The group agreed to remove the NetLibrary records from InfoSoup.**
- Our discard process is not working as well as it could be. When we originally set up the discard process, we tried our best to minimize the number of items that were accidentally discarded. Because of this, the system is somewhat complicated and items that staff intend to discard aren't always coded correctly. So now, we have a lot of items in our system that *perhaps* should be discarded. These items are in "discard limbo." There are two ways we could fix the process. One, we could make it easier to discard. There would be fewer steps to discard an item but it would be easier to make a mistake and code something as discard that hasn't actually been discarded. Two, we could keep the process as is and OWLS could send out a monthly report of things that didn't get discarded properly. The first monthly report will be long but then after that it should be shorter. Libraries could monitor the report and then decide if simplifying the discard process is necessary. **The group agreed that OWLS should create a monthly report of items that can't be discarded.**
- Project Updates

Dave is in the process of replacing routers in 14 member libraries. The new routers will be able to handle more bandwidth when it becomes available. The older routers are being removed from the larger libraries and moved to the smaller libraries, increase their bandwidth capacity. Eventually, every library will have an updated router. Dave is also working on an automatic process to update Windows on all staff and public computers in member libraries. So far, 24 libraries are currently using this process and it is working almost perfectly.
- InfoSoup Development update
 - The big book collection has been split up and big books are now available for circulation in member libraries. The delivery problems are still unknown as big books are just beginning to circulate within our system. OWLS is working on creating a big book icon for InfoSoup. Many libraries have big bags to circulate the big books but it may not be necessary to use a bag for every book. Most big books can easily fit on top of the other items in a delivery tub. OWLS has purchased extra bags. If your library needs any bags, please contact Evan. *Note: The big book icon has been created.*
 - We have plenty of E-commerce bookmarks. If you need any, please let Evan know and he will send more to your library.
 - The Books R Us blog has been converted into a public blog. InfoSoup patrons and staff can post reviews on this blog. Evan sent out an email to the AAC list earlier this week outlining the process. For patrons to add a review, all they need to do is click on the **add a book review** link or icon at the top of the right hand column. Patron reviews are moderated and will be added as soon as possible. Staff can post reviews directly in any of the book blogs by clicking on the staff login link <http://read.infosoup.org/user> at the very bottom of any blog page. Evan will look into adding a share button to the blog page; blog posts can be shared via email or other social media. There are no word clouds in Book R Us but Evan can add

these or a list of reviews by libraries. Encore is on our wish list but it is expensive, so until we get the funding for it, the book blogs help to create a social OPAC for our patrons and staff. If you have any questions about the book blogs, logging in, adding reviews, tagging, etc...please let Evan know.

- Earlier, Evan was experimenting with the Novelist display in InfoSoup. Unfortunately, NoveList doesn't display or work well in Internet Explorer. Still, some find it very useful, so Evan will look into adding it to the InfoSoup home page. Beth from Kimberly/Little Chute commented it is a wonderful source to find books in a series. Note: Evan has added a link in InfoSoup to NoveList. See the September 23 [Network News](#) for details.
- Are we interested in investigating Ecommerce donations for e-books? The Ecommerce product from Innovative has a donation feature, but we feel it would be much too complicated to allow patrons to donate to individual libraries. (It's plenty complicated as it is.) Setting it up to be used for donations for OWLSnet ebooks might be a solution; we wouldn't have to divvy up the donations. We'd probably be able to add a donation button to individual library websites as well as placing it on InfoSoup.

Ebook readers may be motivated to give because they will know their donations will purchase more ebooks. We may be able to add a genre request option in the comment field for patrons who want to designate how they want their donation spent. If we decide to use Ecommerce to accept donations for e-books, we then would have to decide if it is used for an OWLSnet collection or a statewide collection through WPLC (Wisconsin Public Library Consortium.) There are pros and cons to both options.

Some libraries have already heard from patrons who'd like to donate ebooks. Other libraries are concerned that ebook donations could take away from their own fund-raising efforts. Some libraries were unsure if it would meet the needs of their patrons. There was some interest in exploring this issue further, but since interest wasn't strong, we'll wait to look into it again until after other projects have been completed. Eventually, we'll have more information on the state wide buying pool and its impact. In the meantime, libraries can still accept patron donations for the WPLC collection.

- Ebooks
 - **The majority of the e-books in Ebsco magazines are downloadable.** If they are downloadable, it is noted in the record. The download works like Overdrive downloads.
- Overdrive Advantage Program for systems
 - Our primary digital media vendor, OverDrive, has created a plan called the OverDrive Advantage Program that will allow individual WPLC library systems to purchase copies of Overdrive titles to be used exclusively for their local library patrons. Up until now, there has only been the statewide collection and an Overdrive Advantage Program for individual libraries. Four library systems in Wisconsin our state have already started using this program. Evan was surprised that WPLC allowed systems to join this program without notifying statewide systems. He thought they were negotiating to see if it could be a possibility. If OWLS and NFLS decide to join, it may be more complicated because of the way the OWLSnet system is set up. As the program is currently structured, NFLS and OWLS libraries would have two separate contracts.

Building a local collection may lower some of the demand on the statewide collection. It also might be easier for libraries to donate to a system program rather than the

statewide program. They would also have more control over the content. While there is a one million dollar budget for audiobooks and e-books for the state, libraries differ in how they think the state collection money should be spent. Some prefer to add new titles, while others would prefer additional copies of existing titles.

WPLC and WILS are working with OverDrive to help them learn about library needs, since they haven't traditionally been a library vendor. Overdrive Advantage may be confusing product for our patrons. They will have to log in first to see what copies are available for them. If a NELS patron couldn't check out an OWLS book, or vice versa, it may cause frustration. Using OverDrive Advantage may also conflict with the system service requirement. We're also exploring the possibility of an OWLSnet Advantage Program (instead of two separate system programs). There is a significant up-front cost to participate in Overdrive Advantage. Appleton has already budgeted money for this program. Do we want to participate? Libraries should look at their budgets and determine if there is any money available for ebooks. Evan will have more details and an OWLSnet quote in a couple of weeks. Many libraries may not want to do this at all. It may work well for pocket projects such as Fox Cities Reads and enhance programming. We have seen the holds ratio reduced with the addition of ebooks but haven't seen a difference with audiobooks.

- OWLSnet is considering subscribing to Recorded Books One Click audiobooks next year. There are 2000 titles in the core collection and 30 new titles are added every month. This is an annual subscription and the cost is reasonable. Usage statistics are available but their accuracy is based on how complete and accurately patrons record their user information at the site. Titles are exclusive to Recorded Books and are not available on OverDrive. Oshkosh Public and Brown County libraries are currently using this service. Evan will send out a [list of titles](#). OverDrive is close to supporting Kindle compatibility. We should know something around Thanksgiving.
- Project Updates
 - The online patron registration product has not been installed yet, although it has been ordered. Gerri will work on this project once the product has been installed.
 - Shoutbomb work is completed. OWLS will work on getting the documentation created for Shoutbomb and then it will be released to patrons.

6. Decision – consensus decision or vote

- No consensus decisions or votes to be made at this time.

7. Ideas submitted for discussion

- No ideas submitted for discussion.

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

- No issues for future meetings were discussed.

9. Adjournment

- Meeting adjourned at 12:00pm.