OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
September 24, 2010

Present: Rita Schiesser, Algoma**;** Brian Kopetsky, Vicki Lenz, Colleen Rortvedt, Appleton; Rebecca Buchmann, Black Creek; Kathy Mitchell, Clintonville; Mary Seggelink, Florence; Lisa Bauer, Robyn Grove, Iola; Maggie Waggoner, Kaukauna; Susan Grosshuesch, Kewaunee; Beth Carpenter, Kimberly/Little Chute; Pam Ellingson, Lakewood; Becky DeCloux, Lena; Lyn Hokenstad, Manawa; Trinitie Wilke, Marion; Jennifer Thiele, Marinette; Ann Hunt, New London; Peg Murphy, Michael Murphy, Oconto; Joan Denis, Oconto Falls; Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Kristie Wilson, Shawano; Becca Berger, Chris Milton, Linda Streyle, Sturgeon Bay; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

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

2. Minutes of the July 16, 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
   - Michael Murphy is the new assistant director at Oconto. Congratulations, Michael!
   - Becky DeCloux is the new director at Lena. Welcome, Becky!
   - Rick asked everyone to sign their TEACH WI letter of agency documents that are used for E-rate purposes.
   - The Waupaca Book Festival will be held Oct 1 & 2.
   - Oconto Falls will be hosting a Thursday night program series about the stories of Oconto County.
   - Manawa will be hosting a concert with author Michael Perry's band on Sunday, Oct 10 at 2pm as part of Manawa library's centennial celebration.
   - Clintonville's Friends of the Library group will be celebrating their 25th anniversary on Saturday, Sept 25.

5. Information from OWLS and OWLSnet staff
   - Committee and user group update
     o The Teacher Card procedures and application are finalized and we are ready to implement teacher cards. Does anyone have any comments or problems with the documents? **The group agreed to implement this process and make adjustments as we go along, if necessary.** If your library will be using teacher cards, please contact the OWLS office first. We will need a day or two for each library to set up the process in Millennium. The Teacher Card procedure and Teacher Card application are posted on the OWLSnet website.

- Circulation update
  - At the last AAC meeting, the revised Damaged/Missing Materials with Holds Procedure was distributed, to give everyone a chance to review the document before final approval. While many of the procedures will remain the same, there is a new procedure using "Check-In (Do Not Fulfill Holds) mode that allows libraries to check-in items without trapping for holds. There were no proposed corrections or modifications to this document. **The group approved the updated Damaged/Missing Materials with Holds Procedure.** The updated Damaged/Missing Materials with Holds Procedure is posted on the OWLSnet website. Please share the new procedures with all library staff.
  - OWLS is finishing up installations of spine label printers in member libraries. If anyone is still interested in purchasing and using a spine label printer, please contact Gerri. Beth from Kimberly and Little Chute thanked Gerri for the hard work and time she put in on library installations. It made a big improvement in workflow at her library.
  - The Net Library weeding project is moving along. We will be looking at usage information from the "dusty title" list that WPLC (Wisconsin Public Library Consortium) provides for most of the titles in our collection.
  - The cleaning up patron address project is pending. Rick commented that other library systems are beginning to investigate cleaning up their patron records also.
  - OWLS created and passed around a sample report of billed items that were paid for at a non-owning library. We think this report may be helpful to libraries in tracking down money they owe to other libraries as well as finding reimbursements owed to them. When a library collects money for a billed item not owned by them, the billed amount should be forwarded to the owning library. This procedure is outlined in the Payment for Lost and Billed Materials Procedures document. To aid libraries in tracking down these reimbursements, OWLS will be creating and sending this report to the libraries on a regular basis and offering an instructional webinar on the Fines Paid History module in Millennium to help staff find these items on their own.
  - Should we continue to loan materials (ILLs) to libraries outside of OWLSnet that have billed items on their accounts? There are some libraries outside of our system that have billed items on their accounts that haven't been paid. Should we stop loaning additional materials to them until their accounts are cleared up? The NFLS office hasn't been given instructions about these delinquent accounts, therefore NFLS overrides these accounts and continues to lend to these patrons. If we do nothing, the item may not be returned. Many libraries agreed that ILL borrowing libraries should be held accountable for unreturned materials. This agrees with Interlibrary Loan code, which states that the borrowing library is responsible for materials borrowed. It doesn't appear that numbers are very high, but some of the bills are quite old. Our system only generates one bill and it is possible that the bills are not getting to the correct contact person at many of the libraries. It was suggested that we send out a statement annually to the delinquent libraries in addition to the first bill. It was also suggested that we set a checkout threshold of $25.00 on ILL accounts and actively collect on accounts with bills. OWLS will put together a proposal outlining the standards we may want to adopt before the next AAC meeting for group discussion.
  - Currently, when an item filling a hold is received at the pick-up library, the patron record indicates the item is "Ready for Pickup" when it is checked in. There is a new feature in InfoSoup (Time to Holdshelf) that allows libraries to display a temporary or "not-quite-ready" for Pickup message which would give libraries time to process and/or shelve hold materials. The text is set by the pick-up library and is set to automatically change to "Ready for Pickup" after a specified number of hours. If any library would like to implement this

feature, please let Gerri know. The temporary message should be concise; there is a 21 character limit.

- o Transit slips now display the name of the library that checked the item in instead of the terminal number. It's a change, so there's always the chance of unintended consequences. Please let Gerri know if transit slips are not printing properly at your library.
- o One library noticed a sticker on some Playaways requesting that patrons ask for ear buds and batteries at the desk. Unfortunately, they didn't note exactly which library this was. We strongly encourage libraries to remove these types of stickers. They are guaranteed to cause staff and/or patron confusion when these materials circulate outside of the owning library.
- o Recent search history is now turned on in Millennium. This is very similar to recent search history for patron records, but now it's also available for item and title searches. Staff can go back to their last 5 searches in the Search/ Holds module. Simply choose File from the menu bar and then Recent Search. Call Patty if your recent search history isn't working.
- o We passed around a fairly new (only 3 previous circs) CD audiobook that was damaged and dirty and deemed non-uncirculatable because of the damage. OWLSnet procedure requires libraries to count to make sure materials are complete when returned, however procedure does not require libraries to check the condition of media when it is returned. Should libraries be checking the condition of media materials when they are returned? Disc polishers work really well on CDs but good quality machines cost more and require staff time to operate. Do the repair costs outweigh replacement costs? One thing to keep in mind is that it's likely this is a short term problem and new technology will phase out CDs. We had a lively discussion, but didn't come to any conclusions about how to best handle the problem.

- InfoSoup Development update
  - o There are no InfoSoup updates at this time.

- Project Updates
  - o The group reviewed the [August eCommerce Numbers](#) and the eCommerce disbursements report. Ecommerce was turned on August 18; 35 patrons used it during the month of August. As of today's AAC meeting, transactions amounts are four times what they were last month. Patrons have found it and are using it! It is now OK to promote and tell your patrons about eCommerce. OWLS will send a reimbursement check when your library's total reimbursements reach $10.00 or more. The amounts for bills and fines will be indicated.
  - o We have submitted two LSTA grant proposals in the category of Enhancing Use of Technology. OWLS submitted a grant for the Millennium online patron registration product and NFLS submitted a grant for a SMS (short message service (text messaging.)) There's no guarantee that we'll get either or both of them, since the fifteen total grants submitted in this category exceeded the grant money available. We should know in December if our grant requests are approved.
  - o OWLS is pleased that we can provide good statistics on SAM and wireless usage. Please note the new disclaimer on the bottom of the wireless stats report. Our wireless total amounts may be slightly elevated because many devices don't totally disconnect from the network in a prompt manner. Still, the numbers are amazing - over a month time period, system totals reached 40,000 sessions and 1,000,000 total minutes. Quite impressive!
  - o OWLS will be working with WPLC (Wisconsin Public Library Consortium) to obtain circulation statistics for our overdrive usage. There are some patron privacy concerns on their part so

we will have to work with them closely to get this information. We know that currently, Overdrive circulation represents about .2% of the system's overall circulation, so the numbers are still quite small. Even though total circulation numbers are small, there are very high wait lists for many titles. It's clear that we need more ebooks, but WPLC is struggling to find funding to increase the content in the overdrive collection. Accurate, relevant statistics are needed to justify buying more titles. Also, there are clearly some issues with the interface, although that might apply to other services as well. Recorded Books is currently offering the One-Click Audio product that may be more user-friendly and allows simultaneous checkouts of the same title.

Both Recorded Books and Overdrive are marketing their new ebook products to individual libraries, rather than to library systems. So far, in fact, they have refused to sell to library systems. In Wisconsin, however, libraries that belong to a library system are required to provide to all residents of the system, the same services, on the same terms, that they provide to local residents. The system directors discussed this at their last meeting, and they and DPI agree that local ebook collections would violate this requirement.

Apart from the legal issues of individual ebook collections, there are also practical concerns. Patrons are likely to be confused and frustrated if they can't gain access to a particular title after they have logged in because it is owned by another library. Overdrive describes their local collection as only being available *after* a patron has logged into their account in Overdrive. This makes it extremely unlikely that patrons would stumble across these books.

OWLS tries to keep abreast of new technology, and this year we are focusing on ebooks and other downloadable media. If you have questions about ebooks or downloads, or want to find ways to increase the ebook collection, please give the OWLS office a call.

- o QOS (quality of service) adjustments were made to the OWLSnet network to give Millennium circulation first priority in terms of bandwidth usage at member libraries. It doesn't seem this adjustment has significantly improved response times in Millennium. OWLS will continue to investigate the slow response time issue. It is easier to troubleshoot system problems while they occur so please contact OWLS immediately when you experience internet slowness. Some system slowness is related to underpowered computers. One member library noticed that performing computer updates on all computers at the same time can slow things down. When libraries have computer updates, not updating all computers at one time may help with slow response times.

- OWLS staff have found some libraries have relatively new staff computers that don't meet the minimum specifications for Millennium. Newer operating systems and software require more hard disk space and memory. If you will be buying a computer in the future, purchasing one with 4G RAM should be able to handle current systems, and upgrades for several years. OWLS will be updating the Millennium System Requirements document on the OWLS website.

6. Decision – consensus decision or vote
   - No consensus decisions or votes to be made at this time.
   - The schedule for next year's AAC meetings is as follows: Jan 21, Mar 18, May 13, Jul 15, Sept 16, and Nov 11. The 2011 AAC schedule will be posted on the OWLSnet AAC web page.

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

- No discussions scheduled for this meeting.

8. Other Business
   - At their next meeting, the Fox Valley Library Council is hosting a program, "Internet Use with a Library Perspective" on Friday, Oct 8 at the Scandinavia Public Library. Issues will include internet usage, children's safety issues and social media.

9. Adjournment
   - Meeting adjourned at 12:15pm.