

**OWLSnet  
Administrative Advisory Committee Meeting  
Outagamie Waupaca Library System  
March 16<sup>th</sup>, 2018**

**Present:** Cathy Kolbeck, Algoma; Michael Nitz, Tasha Saecker, Beth Carpenter, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Tina Kakuske, Linda Streyle, Rebecca Buchmann, Rebecca Lin, Door County; Stephanie Weber, Florence; Ann Stearns (online), Fremont; Kay Rankel (online), Gillett; Allie Krause, Hortonville; Robyn Grove, Iola (online); Tony Wieczorek, Kaukauna; Carol Petrina, Kewaunee; Steve Thiry, Kim/Lit; Nicole Lowery, Lakewood; Amy Peterson, Lena; Ellen Connor (online), Manawa; Jennifer Thiele, Joanne Finnell, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; Tracy Vreeke, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Dave Bacon, Evan Bend, Molly Lawlor, Bradley Shipps, Amanda Lee, John Wisneski, Chad Glamann, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Shay Foxenberg, Shiocton; Peg Burington, Waupaca; Kristi Pennebecker, Kelly Kneisler, Weyauwega

1. Call to Order and Introductions

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

2. Minutes of the [January 19<sup>th</sup>, 2018](#) meeting were amended and approved.

3. AAC ground rules were reviewed.

4. Announcements

- Amanda introduced Allie Krause from HPL, and Rebecca Buchmann and Rebecca Lin from STR.
- Bradley announced upcoming CE events

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

- OWLSnet membership agreements  
Bradley informed the group that membership agreements expire at the end of the year, and that we should be proactive about renewals.
- Emergency/After Hours Support  
Evan and Chad created a new infographic for contact information in emergencies and after hours. This was emailed out to the libraries. Please only contact on weekends if an emergency, such as the Internet or your only circulation computer is not working or OverDrive is down system-wide.

Sierra/Circulation

- Sierra upgrade  
OWLS upgraded to Sierra 3.4 last week, and, overall, went smoothly. One of the tweaks made was a delay in paging holds so the pickup location had time to fulfill the holds before sending the hold to another library. It was unclear at this time if this is actually a new feature or something we already have Sierra set up to do. Also of note were usability tweaks for the offline

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circ client. OWLS has not noticed anything different, so if libraries do notice anything, good or bad, please let OWLS know.

The file size issue of importing invoices via FTP for acquisition users has been resolved, too. There was also a new collection agency/fines data enhancement that OWLS will wait until the next update to see how it's working for other libraries to gather more information.

- Children's neighborhoods update  
OWLS staff have been working with Clintonville on the children's neighborhoods and preliminary tests show that they are working how expected. The paging lists look good and labels are working for them as well.
- Notices with bounced emails  
Evan informed the group that it is believed the major issue has been identified and fixed, but there is a chance other issues may still arise from our switch to Outlook. If a patron contacts you about not getting notices, or if you experience an unusually high number of undeliverable messages, you can contact Evan. There is a "Patron not getting notices" documents posted on the OWLSnet homepage (under "InfoSoup Things"). From OWLS' end, only so much can be seen, such as the email has been sent but we don't know if it was received/opened by patron. Joanne from Marinette mentioned that when these issues arise for her patrons, she uses this opportunity to promote Shoutbomb instead.
- Collection agency update from Seymour  
Elizabeth from Seymour wanted to share a story of how a large number of items were returned to her library due to the collection agency process. A total of 58 books from multiple libraries, 3+ years overdue came back. Elizabeth wanted to reiterate that Unique is working. Eva from Black Creek said her library is using Unique, and she has seen materials returned to her library because other libraries are using it. Peg from Waupaca added that they are happy and have had a great deal of success with Unique, and that the more libraries who use it the better the results will be. Peg also told the group that if they have any questions regarding Unique and the process, to call her or those libraries using the service.

#### Encore/InfoSoup Update

- Encore upgrade 4.7  
Evan told the group that the latest upgrade was a success with mostly performance improvements. The issue with Encore and mobile Encore sometimes not showing the local item first when inside a library has been fixed.
- Ancestry.com on catalog computers  
Libraries have been getting an error message "URL not permitted" when trying to access Ancestry.com. If this happens at your library, keep clicking "OK" until it lets you use the site. The configuration has been adjusted but this message will still come up occasionally. OWLS has been able to move this issue from major pain to minor annoyance.

- InfoSoup handouts

Evan hopes to produce more marketing documents and handouts for the libraries. He asked if there were any interest in print/video resources for additional InfoSoup help to let him know. A few in the room seem interested in a RBDigital webinar training. Evan will work on getting that before summer, April or early May.

Peg from Waupaca asked about costs for Hoopla. Evan informed the group that libraries manage this on their own. Tina from Door said they have been using it for a year and that they budgeted about \$3000-\$4000 dollars into it, which quickly ran out. They have received a huge response from their patrons and find it very beneficial to them. Evan added that Hoopla can give accurate cost estimates based on library size and demographics.

#### Cataloging update

- Amanda welcomed John Wisneski as the new cataloger for OWLS. He has been learning quickly.

#### WPLC/OverDrive update

- BiblioBoard

The contract has been approved and OWLS will be getting more information from WILS. This is a self-publishing platform that allows independent authors to publish their work. Evan went through Minnesota's version of BiblioBoard and LAPL's version as an example of what OWLS would have. DPI is very interested in this and would help with costs for the first year; WPLC would pay the rest.

- "Get a Library Card" feature

This has been tabled to the next joint meeting with WPLC and Steering Committee. At this time there are too many unknowns.

- OverDrive support

There were a couple of different issues with OverDrive recently, one was with the new firewall set-up and one with our backup Domain Name Server. These issues caused user to get a "Library server message - An unexpected error has occurred" error message. These issues have been corrected. We put out a brief OverDrive troubleshooting guide but are working on updating that. If there are issues with OverDrive on the weekends, OverDrive does have some weekend support. Some libraries have logins for OverDrive support and can open tickets with them. If contacting OverDrive because no one can login, make sure to check the box that asks if it is affecting everyone. On weekends and evenings, you can also contact Evan using the number on the OWLSnet after hours support chart. This would be in cases were OverDrive is down for everyone. For regular OverDrive support or login issues only affecting one user, OWLS libraries should contact Evan and NFLS libraries can contact Laura at Door County via email or office phone. Libraries with their own support logins can also contact OverDrive directly.

- Libby/Amazon

Last AAC Evan told the group he would investigate the Libby question regarding downloading from Amazon. Libby has currently submitted a request to Amazon to support the app. It currently can be downloaded to the Kindle through other means, but if it is not done through the Amazon store it may void the Kindle Fire's warranty.

Tracy Vreeke wanted to inform the group that Governor Walker signed Assembly Bill 572 into law (Act 142) at Florence County Library, expanding eligibility for the TEACH grants to public libraries or library systems in rural areas.

Bradley also wanted to add that when you have the microphone to speak, please say who you are first, for those listening online through GoToMeeting.

### Technology Update

- Outlook

Evan talked about the Self-Service Password Reset (SSPR) and that OWLS will no longer be keeping track of passwords for email accounts. When we create a new email account, we will provide a temporary password which the user has to change. Microsoft has the ability for users to reset their own password if they forget. Evan asked if libraries would like him to a) send these instructions out to the director's list, b) not do anything, or c) send out to everyone with an Office account. These instructions will have a password reset link for users. Users will need to link their account to a cell phone number or separate email address for verification to reset their Outlook password. When logging in, please make sure it is you in the top right corner. Evan will send the instruction to OWLSnet Directors and they can decide if they want their staff to set this up.

Peg mentioned open records laws and keeping emails. Evan informed her that currently he and Dave can reset passwords and could do so for library staff when staff leave.

- OWLSweb website updates

Evan talked about Microsoft groups and how they keep an archive. But this is hard for those who are outside the organization such as Appleton and Kaukauna. Evan would like to create a mailing list called "OWLSnet Updates" in order to create a group to replace Network News. ThunderBird used to archive the old Network News emails, but Outlook does not. Users outside would still get emails and Evan could create a separate user login to access archives if libraries not on our network would like. Elizabeth asked if "Network News" would be no more then and what she should tell staff if so. Evan reassured that staff will still get the email; it is the same concept or idea as Network News, it will just now be called OWLSnet Updates.

The OWLSnet Directory can now be accessed from inside a library without needing to login. Evan is trying to make most of the OWLS and OWLSnet website available without needing to

login (from within a library). Staff using the Catalog request form will continue to need a login for now.

- Network News

Dave mentioned that some public computers are acting as if someone came and unplugged the network connection. If this is the case at your library, please let Dave know. Dave is already aware of a few libraries who have had this issue. The first and best solution, now, is to reboot the computer.

Our antivirus has been renewed for another 2 years. Most computers have been set up with the most current version and can typically handle automatic updates, but Dave, Julie and John are working to update those computers that need to be updated manually.

#### PLSR update

Kristie went over the most recent meetings held in February and how they heard half of the work groups. They also reviewed applications for CRC's for the summit this summer. Work group reports will be available April 2<sup>nd</sup>. At this time, models are becoming more concrete and multiple staff from OWLSnet are participating.

#### DL # in Sierra

A lot of libraries are adding DL #'s into patron records and find it useful. A fair number of libraries have asked OWLS to remove this information from Sierra because they are concerned about the security risk. Those who are keeping it are typically those who are not using the collection agency and find this information useful to share with their local police as well as using it to identify duplicate library cards. Others are collecting this on their paper registration but not entering it into Sierra. Amanda said she has noticed that those entering the DL# into Sierra are not doing so in a standardized way. Bradley asked Amanda to explain why OWLS was looking at DL#s. Amanda reminded the group of the data breach that occurred last year with another library system in the state. Because drivers' license numbers are considered sensitive personal data when combined with full names, a data breach would require notifying all OWLS patrons by mail, which would be costly and time-consuming. It would also be bad publicity for the libraries, and due to the deadline for notification, we may have to send letters before we are certain that data was compromised. She asks that if you see a DL# in a record, to make it more identifiable by adding "DL#" before it so that OWLS staff can locate these accounts more efficiently. If patrons are switching agencies to your location, it would be best to contact the other library and inform them you are removing this data or add it to the update form (blue form). Amanda is still compiling data and the information libraries have shared with her. This will come up again in the future and appears OWLS may create a field in Sierra dedicated to this information to easily search it. OWLS's preference would be to remove DL#s from the database.

#### Meeting Format Committee update

Evan informed the group that there wasn't much of an update. There was no disagreement from the last meeting, that there should be an online option provided for those who cannot attend meetings in person. Today's meeting option is better than last meeting. We are currently using GoToMeeting with a "microphone-on-a-stick" and sound board. Those listening online agreed it was working better than previously. It has been suggested that OWLS get minutes out sooner, within a week, and send out updates with sufficient time before the following meeting. OWLS staff will continue to look for ways to provide accessibility and information to OWLS members for AAC meetings.

#### ILS Merger Exploration Committee

Bradley began the conversation by introducing the committee's public website and announcing the upcoming meeting on March 21. She encourages libraries to participate and provide feedback. There are 12 committee members between OWLSnet and WAALS, with Steve Thiry as the co-chair. Steve encouraged members to look over the documents on the website and check back as more information is added. The committee would like feedback as to what kind of relationship members would like to have with Winnefox. Tracy told the group to reach out at any time, to give thoughts, concerns, questions, etc. to the committee or system. There are two email addresses that can be used for contacting the committee and system staff; one is for contacting the whole committee of 12 and the other is for contacting just the OWLSnet committee. The first meeting between the systems will be hosted by OWLS at the Appleton Public Library. Please contact Bradley if you plan to attend.

#### 6. Decisions – consensus decision or vote

#### 7. Ideas submitted for discussion

- Raising the \$5 fine limit to \$10 – policy?

Tasha was curious as to why this is being submitted for discussion. Steve feels that it would provide better service to patrons and that he's flexible, just floating the idea. Tina was curious as to why or when the fine limit was initially set. Amanda mentioned that it is brought up in past AAC minutes but no concrete evidence as to where and when it was put into place. Sue from Scandinavia added that by having earlier conversations with patrons, you create more manageable situations for people. Eva from Black Creek asked if it would be possible for Sierra to distinguish between blocks, such as Internet use. Bradley told the group that there is a setting in SAM that can be turned on or off per local choice. This is the setting that would block users from using the Internet. Joan from Oconto Falls was curious if we can allow for computer use with fines, if there is a way to allow ebook use with fines? Bradley was unsure of this but was leaning towards not being able to accommodate this. SAM has a block setting that can be turned on or off, but OverDrive just reads Sierra data for patron blocks, so she is unaware of a way to make this happen.

Peg shared that patrons don't like to be surprised with \$5, so wouldn't they be unpleasantly surprised when they're told they have \$10 in fines? She believes in the best practice of informing patrons at checkout where they stand with fines, so that when it does reach \$5, it doesn't come as a surprise. The group seems to agree that patrons are given plenty of notice with overdue notices that are sent out and preliminary awareness from staff. Shay and her staff like to print out a copy of patron fines so not to break any confidentiality by announcing fines out loud. Joanne from Marinette encourages responsibility of returning materials. She says DVD's are \$1/day and if a patron has 10 late DVDs, then they are restricted from using the library. Amanda asked if this topic should be brought to discussion for the next AAC meeting. Peg asked if they could bring this back to their staff first and then come back to it. Members are encouraged to speak with their staff about this topic and OWLS will look into a way to allow patrons to check out ebooks even if they have fines.

## 8. Discussion

- Amnesty for fines

Amanda began the conversation with a PowerPoint of ideas as to what a system-wide Amnesty for Fines could possibly look like in order to get discussion started. This would apply to all libraries in OWLSnet, be advertised on InfoSoup, require patrons to bring something in: food, pet supplies, hygiene items, etc., in order to have fines waived. Libraries could partner with local organizations in which all items would go to them; this would only apply to fines, not bills; other libraries' fines could be waived if this was a system-wide initiative. Ideas for when this could take place are: National Library Week (April 8-14), September is Library Card Sign-Up month, or Banned Books Week is September 24-30.

Steve shared that he feels this would provide an opportunity for all users with a "checkered" past. He likes the idea of amnesty but doesn't think part of the library's mission is to decide what's worth a \$1 or not; or to promote donations for something in return. He mentioned looking into La Crosse who went fine free. Eva agreed with Steve on items being brought in as "donations" and maybe make this a local decision. Kristin from Oconto said that they do amnesty during National Library Week and that it's about creating publicity for her library and getting people in the door. Her patrons have been very respectful of the rules. Kristie thinks this should be a local decision and not spending time discussing it at AAC. Ann from New London added that it doesn't have to be tied to food or any items, just have an amnesty week. Or go fine free.

Bradley mentioned that this doesn't have to happen at the system-level; it was proposed with the idea that a system-wide amnesty could be publicized in InfoSoup. Tracy suggested maybe publicizing generically on InfoSoup that it's amnesty week but to see local library for details. Sue likes this idea of locally deciding. Ann added, though, that if it's system-wide, it can't be individual. There was much conversation regarding this topic and it was decided that this should be a local decision and to table a system-wide effort.

- Locally Controlled Collections

Amanda began with the definitions created by committee members of local holds, “Lucky Day” collections, and library use only. She then moved into the survey results. After, Tracy went over her slides from the original PowerPoint shared at January’s meeting; how other systems/libraries are doing “Lucky Day” collections, common factors and the feedback from those libraries. Bradley brought up that some participants of the survey felt that they couldn’t specifically express their thoughts with certain questions. She encouraged the group to express their thoughts now.

Kristi from Weyauwega thinks that this is good for larger libraries but not for smaller. She would have to get two copies of everything and one less for her regular collection; not “pro” Luck Day. Tracy added that one small library she spoke with, handed their Lucky Day collection over to their Friends group. This allowed for the Friends to sell “extra” books during the book sale to add to funds for future purchases. Steve thinks there are options for creativity, which are relatively unknown as to what we could do or couldn’t do. He informed the group that the information the committee collects is a tool to present to individual boards for increasing collection funds for local residents. Sue admitted that when she took the survey she had a negative mindset and that she likes the hold list; patrons anticipate it. Bradley read aloud an emailed response from Ellen at Manawa due to her absence. Ellen is against the Lucky Day collection. Kristen asked if she could hear from those smaller libraries who said no and why they think it would be a bad idea from a system/community perspective. Joanne asked of a library would be required to purchase more than one and will there be a status update for item in Sierra. OWLS doesn’t know what this would look like yet. Tasha from Appleton mentioned there has been a lot of discussion within Appleton regarding this and that they do not agree. Administration is very excited, but Michael is not because he feels it is inequitable to other libraries in the system. Tasha was asked why the administration is in favor. She replied that it would generate excitement and more foot traffic; if not then patrons will go to other libraries that do offer the service.

Peg said that AAC will never come to an agreement on this. Bradley added that in order to do this, OWLS would have to change policy and make a recommendation to the board. AAC would have to come to a decision and then vote to “allow” this to happen within the system. It doesn’t mean everyone would have to partake. It is policy that is holding this back, not technology.

Elizabeth added that there are a lot of ways to generate excitement within the library, such as suggesting a book to a patron. Bradley mentioned that OWLS does not know what costs would be for this, how it would look in Sierra or the catalog. This would work best if we had a guinea pig to test it out. Eva said her choice would be no because it doesn’t make sense for her library and patrons. But she doesn’t have a problem with others making this choice for their community. Joan said she would participate due to the fact of knowing her patrons’ reading habits and not thinking it will shorten the holds list. Lucky Day items would get items out to

patrons sooner. Ann is against it but would probably do it. Bradley wanted to know about those who were “unsure” on the survey, why they were. What information would they need to know to frame additional questions? Steve said that there needs to be a way to collect the data to fully understand; that the data received from other libraries is inconclusive and there are a lot of factors to consider. He says that equity is different for each library.

Evan added that he has no vote in the matter. But the WISCAT stats show that OWLSnet members are HUGE lenders throughout the state. Our collection is strong. Bradley and Kristin asked for questions, comments, suggestions for the committee as where to go from here to make members feel confident in their vote. The group decided that there should be a vote at May’s meeting. Bradley ended with the committee will meet and come up with recommendations as to how this could look if the vote comes out as “yes” in May.

#### 9. Adjournment

- Meeting adjourned at 1:10 pm