

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
July 20th, 2018

Present: Cathy Kolbeck, Algoma; Beth Carpenter, Michael Nitz, Colleen Rortvedt, Tasha Saecker, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann (online), Rebecca Lin, Door County; Stephanie Weber (online), Florence; Susan O'Leary-Frick (online), Fremont; Allie Krause, Hortonville; Steve Thiry, Kim/Lit; Nicole Lowery, Lakewood; Amy Peterson (online), Lena; Ellen Connor, Manawa; Joanne Finnell, Jennifer Thiele, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; Tracy Vreeke, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Dave Bacon, Evan Bend, Chad Glamann, Liz Kauth, Molly Lawlor, Amanda Lee, Bradley Shipps, OWLS; Elizabeth Timmins, Seymour; Shay Foxenberg (online), Shiocton; Jill Trochta, Suring; Peg Burington, Waupaca; Kelly Kneisler (online), Weyauwega

1. Call to Order and Introductions

The meeting came to order at 11:32am at the Appleton Public Library.

2. Minutes of the May 18th, 2018 meeting were approved.

3. AAC ground rules were reviewed with a reminder to state name before speaking for the online attendees.

4. Announcements – No new announcements

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

6. Decisions – consensus decision or vote

None at this time

7. Ideas submitted for discussion

None at this time

8. Discussion

Samarbeid Update

- Bradley began the meeting with a brief overview of the ILS Exploration, Samarbeid. The OWLS committee members are: Ann Hunt, Peg Burington, Steve Thiry, Kristin Laufenberg, Joan Denis, and Kristie Hauer. The committee plans on having a recommendation by January 2019. They have held 5 meetings so far, to which they've covered mostly guiding principles and values topics. These principles and values include:
 - Customer service first
 - Fair representation for all libraries
 - Balance local control and equity of resource sharing
 - Strong communication between member libraries
 - Cost effectiveness—merger should not increase library fees

The likely benefits of merging include:

- customer service
- larger shared collections
- relationships

The likely foreseen challenges would be:

- technology
- compromise
- bridging differences – finding a new way to work together

- There will be a small library summit held online in early September. There were some handouts present comparing OWLSnet and WALS libraries and grouping libraries in OWLS, Nicolet, and Winnefox so libraries could reach out and talk to a library in another system similar in size. Elizabeth from SEY asked if Bradley could go over the 3 variables used to match libraries by size. The 3 variables considered were: population, circulation, and collection size.
- At this time, the OWLS Samarbeid committee came to the front of the room to give their input from the past meeting held July 18th.

Samarbeid Committee Q&A

- Peg began the discussion with a brief overview of how the past meeting went. She expressed the concerns from smaller libraries that they may be “swallowed up” by such a large consortium. Peg asked that the smaller OWLS libraries speak up and reach out to the smaller WALS libraries to express their thoughts on how the merge between OWLS and NFLS affected them.
- Tracy asked for an overview of differences in collection development, policies and resource sharing. Steve brought up how they have a “Lucky Day” collection, or browsing collection, that is only accessible to their patrons for a set amount of time. And that they have local item holds. Discussion would benefit from standardizing our vocabulary for said collections. Peg added that WALS fills their local holds first and then these items go to the system to circulate. That if items have the same policy, they will circulate throughout the system more quickly. The committee feels each system could agree to standardize the circulation periods for high demand holds. Some Winnefox and Nicolet libraries only have delivery 3 days a week. This is outside the scope of the committee to address, but it is a concern for a large consortium sharing resources. Winnefox felt they could address this concern for WALS libraries.
- Rebecca B. (online) commented that as a former small library director, she loves the idea of being a large consortium and sharing services. Kristie added that libraries in Winnefox are more autonomous and that there’s not as much of a consensus; which is a cultural difference when being compared to OWLSnet. Ann mentioned the concerns of Winnefox libraries that they would have to merge to meet all our policies and procedures.

- Joan included that the small libraries in Winnefox appear to have a big voice. She doesn't know much about how Neenah, Ripon, and Oshkosh feel, though.
- Peg moved onto governance. She mentioned that if a merger happened, voting would be handled with: one library, one vote and a weighted vote. Small Winnefox libraries are uncomfortable with a weighted voting system but feel that it is important to have a voting system. Peg also added that the two systems are more alike than we thought. Bradley mentioned that this would be a good opportunity to go over what is good about OWLSnet and what is bad. What is working and what isn't and could possibly be changed. OWLSnet libraries should be talking with Winnefox libraries about this.
- Tasha asked what are some components of the Winnefox model that the committee would take or like to incorporate? Peg and Steve said they like the "Lucky Day" collection.
- Bradley commented that if we were to merge, we would not be bringing all our OWLSnet procedures along with us. We would have to establish new procedures in the context of the larger group and maybe a new platform. OWLSnet and WALS librarians would have to find common ground in making those decisions together.
- Ellen asked if the two systems would keep their delivery; if it would stay the same? Steve said the committee hasn't gotten that far in discussions. And Bradley added that delivery would be out of scope for the committee.
- Ellen then asked if the ILS would be chosen by the new governance. Steve stated that the governance would have to be in place first, before any decisions could be made.
- Joan commented that it is a large committee, therefore there are lots of opinions. It does slow us down, but it's very important everyone is heard.
- Another issue the committee talked about at the meetings involved who would have ownership or be responsible for making decisions for merged ILS. Bradley explained that we can start the ILS exploration process before governance is in place, if we have a clear preference we can ask for the libraries' blessing. We could run a tech committee parallel for exploration of ILS.
- Peg commented she attended the Sirsi User Group Meeting, and all ILSes will do what we want, and there is a possibility for a cost saving, because as a bigger consortium we may have leverage. Bradley followed up with the fact that OWLSnet has two Sierra servers going out of maintenance in 2020, therefore, whether we merge or not, OWLSnet still needs to explore ILS options.
- Shay brought up that training on a new ILS for staff will affect customer service. Bradley reassured there would be training for staff, the first couple years may be a bumpy road, but we will get through it.

- Ellen asked how it would be best to reach out to the WALS libraries without being too forward. Bradley encouraged small libraries to participate in the summit. Steve suggested to be genuine while working on building the relationships.
- Peg shared that WALS prefers face to face meetings because that's how relationships are built, and they fear losing that comradery. Bradley reassured the group that there would still be meetings quarterly and annually. Due to such a large group, annual meetings would be in person, but quarterly meetings may have an online option.
- Colleen shared how impressed she is that the committee has chosen to keep meeting. She encourages the idea of bringing in a third-party facilitator to ask the questions. Additionally, that we have a lot to learn, especially from Neenah who has a high circ level for their community and collection size. Bradley is in favor of getting a facilitator, others in the room agreed. It's not too late to do, because we are moving into a new phase of the process. It's more credible if written by someone not involved with either consortium. Kristin stated it would help build trust to have an outside facilitator and would provide consistency. Bradley noted that it was requested that we put this on the next Samarbeid meeting agenda.
- Ellen, commenting on Colleen's words, made mention of when OWLSnet started the conversation of patron's placing their own holds, Neenah's director told us "we are crazy, you need to do this, you'll love it, it will save you so much time." Peg added that we also consulted with WALS before we went with a collection agency as well.
- Bradley closed by stating part of the challenge is communication. Be proactive and if there's missing information, reach out. All current documents and minutes are located on the Samarbeid website. The committee scope is the only document that has been formally adopted. The rest are drafts and records of progress we have made thus far.

9. Adjournment

- Meeting adjourned at 12:45 am.