

**OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
(Online – GoToMeeting) July 16, 2021**

Present: Cathy Kolbeck, Algoma; Nicole Casner, Tasha Saeker, Appleton; Rachel Hitt, Black Creek; Jamie Hein, Clintonville; Rebecca Buchmann, Linda Streyle, Shauwn Rosendale, Dawn Taylor, Tina Kakuske, Door County; Stephanie Weber, Florence; Shannon Stoner, Gillett; Robyn Grove, Iola; Angela Schneider, Kaukauna; Amy Peterson, Lena; Ellen Connor, Manawa; LeAnn Hopp, Marion; Ann Hunt, New London; Lori Baumgart, John Kronenburg, Hannah Zima, Holly Handt, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Kim Cackowski, Oneida; Amanda Lee, Bradley Shipp, Liz Kauth, Molly Komp, Evan Bend, Dave Bacon, Chad Glamann, OWLS; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano County; Shay Foxenberg; Shiocton; Peg Burington, Waupaca; Kelly Kneisler, Weyauwega

1. Call to Order and Introductions

The meeting was called to order at 9:30 AM and Amanda went through roll call.

2. AAC Ground Rules & online meeting etiquette

3. Minutes of the May 21, 2021, AAC meeting were approved.

4. Announcements

- a. Amanda announced we're considering a hybrid option for the September AAC. She needs to know how many people are interested in attending in person so we can find an appropriate space. She asked those present to participate in a poll asking if they would likely attend an in-person meeting. The results from the poll were 10 for YES and 15 for NO. She then asked if there were any libraries who may be able to host a meeting with 15-20 people in attendance. Kaukauna and Waupaca may be able to host the November meeting.
- b. If you'd like to start back up with UMS, please contact Molly. She's been trying to check the InfoSoup Bounce Back Plan spreadsheet to see if libraries have changed their answers to that question from "no" to "yes," but we know not everyone is using the document for that reason. We need to let TLC and UMS know if you'd like to resume collections.

5. InfoSec Participation Report

It has been a full year of using InfoSec training. OWLSnet has improved its participation rating, which is a good trend. OWLSnet has a 60% completion rate. If there are libraries with stale email accounts, meaning staff that have left but haven't had their email address deactivated, please let OWLS know so the email can be removed from the database. The phishing rate is less than 1% and the average grade overall is a B. There are 2 more years on this contract, so please stay with it to get the most out of it. Please encourage your staff to complete the trainings.

Peg asked if libraries could get a list of the email accounts associated with their library so they can look verify they are current. Is there is a way to get access to their employee data? Bradley will send the email list. In terms of the data, she hasn't figured that out yet, but she will see what is possible.

Ellen mentioned that they delete a lot of the phishing test emails without even looking at/reporting it. Does that affect their score? Bradley answered that is exactly what we want them to do—it doesn't count against them.

Le Ann asked if new employees are automatically added to this list? Bradley confirmed that if libraries have sent in a request for a new email, then that staff has been added. That is part of the steps when creating a new email account.

6. Recruit Volunteers for an OWLSnet Fee Structure Review Committee

It has been five years since the current fee structure has been written. At that time, it was recommended that the fee structure be reviewed every three to five years. Now, OWLS would like to form a new committee with a variety of libraries to represent the system and decide if the structure is still fair and/or if adjustments need to be made. The work of the new committee won't be as intense as the last committee since it's not starting from scratch this time. Bradley expects 2-3 meetings that will be held online. The timeline for the committee would be August to December of this year. OWLS would like to have a recommendation for AAC at the January 2022 meeting. This will be applied to the 2023 fees.

Tasha (APL), Tina (DCL), Steph (FLO), Angela (KAU), Kristin (OCO), Kristie (SCL), and Peg (WAU) volunteered for the committee.

7. Mobile Printing Update

Libraries have been noticing an issue for the past 2-3 months where mobile printing isn't working through the app or website. Dave has been working with the vendor TBS to resolve this issue. TBS has identified the issues and fixed them. Dave has noticed that the response time when a document is sent to staff portal has greatly improved. TBS is planning on applying additional fixes to mobile printing over the next 1-3 weeks. If there are any questions or staff run into issues, please call or email Dave.

8. BiblioCommons Update

Right now, there are two issues stopping us from moving forward with implementation:

1. Some bibs are not updating within the BC catalog when the records are updated in CARL. TLC and BiblioCommons are still working on this.

2. Hold information is not displaying correctly on the search results page. BiblioCommons engineers are looking into it, but have not fixed it yet.

Once these issues are fixed then OWLS will do a day or two of testing and then move forward with the public preview before announcing an official go-live date. It could be 2 weeks before OWLS knows if the issues are fixed.

Evan reminded AAC that he sent a document about creating staff accounts and encourages libraries to do so now. Let Evan know if you have any questions about requesting staff accounts.

Evan is trying to update the default new titles page that comes with BC. This should be ready sometime next week for people to look at.

Lori asked, when helping libraries with websites, if they want a book list published, can she do that or would the library staff? Evan responded that anyone can create lists and link to them. If wanting them to be recognized a certain way, then you'd have to work with the libraries to set up a shared account to make shared lists and determine how they want it viewed. Then a link can be created to that goes to that list.

9. Recommend 2021 System Development Funds be Used for Authority Control

A survey was sent out in May to prioritize proposed uses for the 2021 system development funds. Here is a quick breakdown of each of those priorities:

OverDrive Advantage purchases ranked high on the list, but since May additional LSTA funds have been allocated to OverDrive, so OWLSnet removed it as a development priority for this year. OWLSnet already budgeted \$5,000 and additional purchases may be made at the end of the year if other budget lines are underspent.

The current address verification product only applies to new registrations, not renewals. A product that can verify addresses upon renewal is coming out of beta shortly, so OWLSnet recommends revisiting address verification in 2022 or 2023 when it can be applied it more broadly.

A web-based reporting interface/data dashboard is being integrated into CARL this year. OWLSnet is very interested in this development and keeping a close eye on it; however, do not want to be the first to implement it. OWLSnet recommends letting another library do the integration first and revisit in 2022.

Inclusion and remote operation projects may possibly be funded from other budget lines.

Tablets for library staff to use CARL Connect in the stacks was dismissed based on low priority.

LSTA sparsity funds for delivery have freed up NFLS and OWLS system funds to pay for the Homework Lab hotspot contract extension, so it is no longer being considered.

OWLSnet recommends the 2021 system development funds go toward authority control. OWLSnet believes this will allow patrons and staff to find and identify the materials they want more easily. A cleaner database means the online search experience is more accurate and provides more related results. This is a time-intensive endeavor to try to do manually, so OWLSnet thinks outsourcing is a worthwhile expense that will benefit both patrons and library staff who use our catalog.

With that said, Bradley went over filtering details before libraries decide what the funds should be spent on. Filtering was ranked number 6 out of the list, but because of the timeliness around federal funds, OWLS thought it would be good to go over the analysis of filtering. OWLSnet understands that most libraries don't want to spend money on this; libraries are willing to filter if it is in the best interest of the system, but it isn't a high priority locally. Amanda sent out a document to the AAC list going over the numbers and breakdowns for administrative costs, IBOSS client costs, pros, cons, and if the system would break even or not. Please refer to this document for more details. OWLS focused on the IBOSS client because it includes a client for filtering mobile devices and is flexible enough for libraries to manage their own filtering needs.

If this is an option libraries are interested in, we would need to move quickly for pricing purposes. To take advantage of discounts in 2022, libraries would need to begin the E-rate process this fall and move quickly to get board approval and policy adoptions. If you would like to know what your discount rate for filtering would be, please email Bradley. Filtering wouldn't be an outrageous service to add even though it was low priority for most libraries. While a new hire would be required to handle the administration of filtering, but it is not out of the question since systems are getting an increase in state funding.

Ann and Ellen were interested in Appleton's experience with filtering and how much it costs. Tasha replied that Appleton has been filtering for years now and decided to become CIPA compliant for a building project—they will make any money back on cabling along in their building project. Bradley pointed out filtering and becoming CIPA compliant makes sense if you are doing a building project. When asked about reports Appleton receives from their filter, Tasha said they are notified when someone is trying to access obscenity and child pornography, which are the two things they filter for. Appleton has caught two people breaking this rule and are very comfortable keeping it in place as it is. Appleton pays \$3,500 a year and use Untangle. Peg mentioned that some hotspot wireless providers will filter at no charge. Tasha answered that they filter more than they wanted, so libraries should check what hot spots filter for and what sort of control you'd have over it.

The group agreed to move forward with authority control for 2021. Some thought this was a better option because it directly affects the patron experience.

It was also decided to keep filtering on the table for next year. Bradley will bring filtering back to AAC in September. If libraries want apply for E-rate discounts in 2022, then they will still need to begin the process this fall.

10. Adjourn

The meeting adjourned at 10:47AM.