

**OWLSnet**  
**Administrative Advisory Committee Meeting**  
**Outagamie Waupaca Library System**  
**September 20<sup>th</sup>, 2019**

Present: Cathy Kolbeck, Algoma; Michael Nitz, Tasha Saecker, Beth Carpenter, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Tina Kakuske (online), Rebecca Buchmann (online), Door County; Stephanie Weber, Florence; Natalie Snyder, Fremont; Allie Krause, Hortonville; Robyn Grove (online), Iola; Angela Schneider, Kaukauna; Carol Petrina, Kewaunee; Steve Thiry, Kimberly/Little Chute; Amy Peterson (online), Lena; Lyn Hokenstad (online), Manawa; Jennifer Thiele, Lara Lakari, Marinette; Le Ann Hopp, Marion; Tracy Vreeke, Lori Baumgart, John Kronenburg, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Kymberley Pelky (online), Oneida; Dave Bacon, Evan Bend, Amanda Lee, Chad Glamann, Bradley Shipp, Liz Kauth, Molly Komp, Liz Kauth (online), John Wisneski (online), OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Shay Foxenberg (online), Shiocton; Jill Trochta (online), Suring; Peg Burington, Waupaca; Kelly Kneisler (online), Weyauwega.

1. The meeting was called to order at 9:34 am, and introductions were made.
  - a. Welcome Natalie Snyder, the new director at Fremont.
2. The minutes of the July 19<sup>th</sup> meeting were approved.
3. The AAC ground rules were reviewed.
4. Announcements:
  - a. Molly will be going on maternity leave in November; if you have requests you know you'd like to work on please send them to Molly before November or send them to the OWLSnetHelp email.
  - b. The November AAC meeting has been moved to November 15<sup>th</sup>.
  - c. The nest has been set up with free paper stock. Please take some with you before you go.
  - d. Chad will be taking photos in the back of the room for Banned Books Week.
5. The September Staff Report was shared with AAC members prior to today's meeting. Amanda asked that AAC share the circulation information with their staff, especially the Sierra patron fines locking mechanism information and municipality information.
6. Winnefox's Response to NOW Proposal and Next Steps:

Bradley informed the group that Winnefox had not yet responded to the proposal she and Tracy sent. Either way, the response will not hinder OWLSnet's plans on selecting an ILS for 2020. Later in the meeting, Bradley let the group know that she received a response from Winnefox via email. They respectfully declined to move forward with a

merger but are willing to take time off and come back for discussion about collaboration after about a year. Tracy added that time spent over the past year was not a waste and there was value in each meeting with Winnefox. OWLSnet will move forward with their ILS selection.

7. ILS Platform Selection Committee Recommendation:

At this time there is not a recommendation. Amanda sent out an executive summary covering briefly everything the committee has looked at. A demo of CARL X has been scheduled for October 22<sup>nd</sup> and will be held at the Appleton Public Library in Meeting Room C. Please let the committee know if you have any concerns or want additional input on anything. Amanda will send out the agenda as it gets closer. Evan also booked an online demo for BiblioCommons for October 23<sup>rd</sup>.

Action Items: The committee will continue to look at ILS options and demos. A recommendation will be shared at the November 15<sup>th</sup> AAC meeting.

8. OWLSnet Directory and Email Updates:

Before Evan started, he wanted to inform the group that OWLS is running out of InfoSoup bookmarks and more will be ordered.

OWLS will be contacting the libraries to make sure after-hours contact information is still accurate. For email, we have unlimited accounts and data available to us through Microsoft. OWLS has been changing passwords on canceled accounts. We now have a more detailed procedure for canceling accounts. Libraries/municipalities are responsible for their own email retention schedules. Evan showed staff where they can locate information on emails for Office 365 on the website. The feature, "cancel account" is new on the OWLSnet homepage.

Action items: More bookmarks will be printed and OWLS will consider redesigning them. OWLS will be reviewing status of previously canceled email accounts: blocked, old, etc.

9. Review of Subscription Services to Inform Renewal Decision in November:

Evan went over each subscription OWLS currently has and options for next year. Last year OWLSnet switched from Ancestry to MyHeritage. Neither vendor provides accurate, detailed usage data. Recorded Books: OWLS had some promotional materials made for it last year. Let Chad know if you want more. Recorded Books Magazines: for what we're paying and sharing with APL, it is a win-win situation and we see no reason to change it. TumbleBooks: Outside users are still finding ways to access this database but even so, at the current costs it is still worth continuing. BookLetters: Innovative said

they wouldn't work with BookLetters but so far it has been working with the Innovative software which leads us to believe we can get BookLetters to work with any ILS or vendor. We will continue using BookLetters for another year and reevaluate next year. Newspaper Archive: this has been working well. While they mostly have the Post Crescent, it is relatively inexpensive, so we see no reason to switch. Transparent Language: The data has shown minimal use. OWLS isn't sure at this point if it should be kept or if it should be dropped.

Questions: Tracy (NFLS) asked: since A to Z is working with WiLS, would that be an avenue for OWLSnet as well? Evan said that it could be taken to WPLC for discussion. Peg (WAU) wanted to clarify that OWLSnet received MyHeritage through BadgerLink. Evan clarified that we have HeritageQuest through BadgerLink. And Kelly (WEY) wondered if HeritageQuest was enough? Bradley added that all our current databases are included in the budget for next year. Peg (WAU) wondered if there was an option for a reading program software. Evan said there have been talks at the children's group meetings and Tasha (APL) did not recommend it. APL ended up dropping it after 4 years because no one wanted to use it. Peg volunteered Waupaca to be a guinea pig for Beanstack[?] this year. Joan noticed Brown County is using Ancestry and wonders if we're driving patrons to them? Joan also asked if Recorded Books Magazine had an "add-on" option. Michael answered that the Zinio collection doesn't have a standard base group of titles; they are individual titles that the library buys. If other libraries are interested in putting money in for additional titles, he would be happy to work with you.

Action Items: A final decision will be made at the November AAC meeting regarding online subscription resources. Evan will send out a list of RB Digital Magazines that can be added to our subscription.

## 10. WPLC Updates

Evan is currently working with Brown County on splitting our OverDrive accounts and that has been going well. Evan asked WPLC how much difference the extra funds improved wait time for Bridges and Winnefox, who put in a significant amount of money for OverDrive Advantage items, but there is not enough information at this point to know. OWLSnet needs to start taking part in educating our audience; there is a huge collection and lots of opportunity. WPLC Steering Committee members have representatives from each system. Jamie Hein (CPL) is the OWLS representative and Tina Kakuske is the NFLS representative.

Questions: Lara (MRT) asked if the holds can be raised for OverDrive? Evan said that would be a question for the Steering Committee. Tina (STR) said she would be happy to

answer anyone's questions. Bradley asked the group to think about if there are other ways to spend the money currently allocated to databases. Peg (WAU) wanted to know how much money would be needed to make OverDrive better for the patrons? Tracy (NFLS) said that the Steering Committee suggested a 50% increase in funds for digital content. As a whole, NFLS was in favor but the committee ended up passing a 5% increase. Natalie wondered if there was a process in place of improving the online collection as we buy physical copies and get the digital copies? Michael said the only way to do that is to purchase through OverDrive marketplace. He added that you can through RBDigital but that only helps the RBDigital collection, not OverDrive. Online content is specific to its dedicated platform.

## 11. Time Management

Dave informed the group that everything is going well with TBS Time Management and we'll soon be offering training online via GoToMeetings. During the set-up process Dave learned that the maximum time setting is a global setting. There is a "Delay after logoff" option too, which would affect every patron per library basis.

Questions: Peg (WAU) wanted to know what other library maximum times were so the group has an idea as to what could work. Dave can send out a document with that information for the libraries. Bradley added that some libraries are already using unlimited times for public computers. A few libraries said they would be willing to work with others on a limit time while others seemed to want to stick with their current limit due to patrons who cause issues. Elizabeth (SEY) wanted clarification on whether her stats still count for SAM when she overrides for patrons. Bradley and Dave said that if you deactivate SAM, then that login does not count towards stats. With TBS, that barrier will be removed. Kelly (WEY) wanted to know if everyone was using unlimited, could libraries still bump people off if needed. Yes. And you can still use reservations. Peg (WAU) asked about using a tablet to sign up? Dave said there is a website you can access via a tablet. Steve (KIM-LIT) thinks we should honor the most common but lower time limits. Tracy (NFLS) wondered if you wanted an unlimited time as a setting, could libraries have a policy in place that shortens it? Dave said that libraries could, but then they would have to police it. Bradley added that libraries could potentially use the "Delay at Login" option for shortening their limit. This setting is a per library setting; not universal.

Action Items: Dave will look at the limitations with TBS. Dave will be testing the roll out of TBS at KIM-LIT and HPL.

Decisions: OWLSnet will start with unlimited time for testing purposes and change it as needed after AAC makes a decision at the November meeting as to what the global setting should be.

## 12. Lucky Day

Amanda shared some statistics with the group on Lucky Day thus far. The data isn't exact, but it shows that there haven't been any significant changes in the lender/borrower ratios since implementation. At this time OWLS doesn't have enough data to understand it all and the participating libraries are still figuring it out. OWLS will update the group when they know more. Amanda's recommendation is to not change the resource sharing policy language at this time. It's not affecting the resource sharing in any noticeable way with what data OWLS has. It's garnering some circulation for the libraries who have implemented it. It's a difficult project to implement, so OWLS wants to make sure we understand the implication and feasibility before taking this back to the OWLS board.

Questions: Bradley asked the those who have implemented if they could share on limitations. Peg (WAU) had her staff create a Google doc to keep track of everything and it is very challenging because it changes daily, but patrons love it. Kelly (WEY) wanted to know if those using Lucky Day express to their patrons the importance of returning to their home agency? She has received some Lucky Day items in her book drop that pop up "return at home agency" when checked in. Lucky Day items can be returned anywhere and will still get routed to their home agency. WAU will look into removing that message.

Action Items: Those using Lucky Day will keep experimenting with ratios until November. Amanda and Molly will continue to work with libraries on a procedure/policy.

**Lara from MRT** wanted to ask a question for the group on having graduated checkout limits on library cards based on patron age. This would prevent parents with blocked cards from generating new high balances on their children's cards. Some agreement in the room that this should be a discussion. Bradley suggested this could be a library by library procedure and that linking doesn't necessarily solve the issue. OWLS will work with Lara on setting something up for Marinette.

## 13. Bed Bugs

Bradley informed the group that there has been a confirmed bed bug found in a book that was in transit. Libraries on both ends of the delivery had the dogs in to check and

there was no infestation. This is going to happen at the libraries at any given time. OWLS wants to make sure that staff know what to do when it does happen. Staff should keep the bug so that the “bug guys” can investigate it to make sure it is indeed a bed bug. Policy recommends having a designated person who knows the bed bug policy. A few libraries shared that they have ovens (DR heaters) that allow them to “cook the books.” Having bed bugs isn’t a health concern, but a nuisance and a PR concern and they are expensive to get rid of. Bradley suggested minimizing the amount of travel of items that may contain bugs so they aren’t being tracked through the library, such as not moving donated books all the way through the library to a back room.

Questions: A few wanted to know how the ovens worked and how long it took to “cook the books.” Those with them said it doesn’t take long, anywhere from a minute to 5 minutes. It depends on the size of the oven. Alcohol can kill the bugs too. Natalie (FPL) wanted to know if the libraries could have more notice when this first happens. Bradley didn’t want to cause a panic among the libraries especially if there was no need.

Action Items: Training is available to the libraries if they’d like. ONE is interested in training.

#### 14. AltID

Amanda asked the group if OWLS should be adding additional information to the Patron Registration Procedure regarding AltID. Specifically, when a person’s last name changes. She wanted to know what libraries have been doing when this happens. Also, what they are doing with twins. It seemed that a few in the room have been updating the AltID when last names change. Lara (MRT) said that with twins or triplets they had a number as a suffix “1,2,2...” Sue (SCA) added that if you add that number then it wouldn’t pop up as a duplicate so you would have no way of knowing if anyone was in the system with that AltID, so that may not be the best option. Molly informed the group that during training she tells staff to add a note field for twins/triplets saying “TWIN” or “TRIPLET.” The group agreed that it would be appropriate to add this information to the Patron Registration Procedure.

Action Items: OWLS will add information to the Patron Registration Procedure about changing the AltID when a last name changes and also adding a note field for twins or triplets.

#### 15. Dementia Friendly Resources:

Amanda asked the group if anyone had ideas as to how the language for these materials should be presented or if anyone had thoughts on a good way to access this online?

Amanda and John have been working with Fox Valley Memory Project, Mariel at Marinette, and Elizabeth Timmins on inclusive language. Some suggestions they came up with are: Older adults or Aging adults (people), Older adulthood (time in life), Dementia support, Dementia capable. Lara and Mariel (MRT) suggested “memory care.” Natalie (FPL) agreed with “memory support” because it helps with those with brain damage and is consistent.

Questions: Kim (ONE) asked if the term would come up in a Sierra search? Amanda said that if it is a subject heading search, then yes it would. If you have items that fall under this category please email Cat Help so they can add the subject heading to your items.

Decisions: Memory Care was approved as a subject heading that can be added to the catalog collections.

#### 16. AAC Meeting Dates for 2020:

Dates were approved.

Additional information added at the end:

Bradley reminded everyone that they should not give patrons the phone number to OWLS without contacting us first. We will reach out to the patron if necessary. Evan said most of the time the questions we get are for OverDrive. NFLS libraries can contact Laura at Door County for OverDrive support. OWLS libraries can contact Appleton Public Library. Only after those libraries have been contacted should you contact OWLS.

#### 17. Meeting adjourned at 1:30PM.