OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
March 17, 2017

Present: Amanda Burns, Algoma; Michael Nitz, Tasha Saecker, Beth Carpenter, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Linda Streyle, Laura Kayacan, Door County; Stephanie Weber, Florence; Rachel Martens, Hortonville; Amy Peterson, Lena; Jennifer Thiele, Marinette; Trinitie Wilke, Le Ann Hopp, Marion; Ann Hunt, New London; Mark Merrifield, NFLS; Kristin Laufenberg, Oconto; Wanda Boivin, Oneida; Dave Bacon, Evan Bend, Patty Hankey, Molly Lawlor, Gerri Moeller, Bradley Shipps, Amanda Lee, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Angie Jandourek, Shiocton; Dominic Frandrup, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to Order and Introductions
    The meeting came to order at 9:37am at the Appleton Public Library.

2. Minutes of the Jan 20th, 2017 Meeting were approved.

3. AAC ground rules were reviewed.

4. Announcements
    - Bradley announced upcoming CE events at OWLS and NFLS
    - Angela will be leaving KIM-LIT and Steve Thiry will be starting at the end of March as director.
    - Trinitie Wilke will be leaving Marion and Le Ann Hopp will become the new director in May.

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

Sierra/Circulation

- Sierra 3.0
  Evan sent out possible dates to upgrade to 3.0. Evan will be at the IUG conference in April and will report back on any potential issues with 3.0.

- Collection Agency Update
  22 libraries have sent patron accounts, representing about $70,000 owed by patrons.

  If a patron meets the collection agency report criteria, but is not appearing on your collection agency report, check to see if they have fines from before the template start date. If you waive those old fines, the patron should appear on the next report. Libraries can ask OWLS for a list of patrons who meet the criteria but have not been sent to the collection agency.

  In order to appear on the collection agency report, a patron must have at least one item checked out. Patrons who only have bills for Lost items will not appear. OWLS recommends allowing items to go through the regular overdue and billing process rather than marking items lost EXCEPT when you are following an established OWLSnet procedure, such as Damaged

Materials with Holds. If you need to force a patron account to collection for this reason, contact OWLS.

If the $10 collection agency fee is paid at a library other than the patron's home agency, it will appear on the monthly Bills Paid (by owning or transacting library) report.

Bradley asked for feedback from participating libraries. Appleton and Clintonville reported good results. Others have not received anything back yet.

- Annual Patron Purge
  Molly ran the annual patron purge on Monday, March 13th. 11,118 patron accounts that have been expired for more than 3 years were deleted. Contact Molly if you would like a copy of the list for your library.

- ILL cards being used for local schools
  There are a number of patron accounts with the Ptype 30 (ILL) that have been issued to schools within OWLSnet municipalities. Schools within OWLSnet – those who pick items up at your library – should have Institution cards (Ptype 7) rather than ILL cards. Circs are not counted for ILL cards.

- Reminder: Internal cards not for personal use
  OWLS has received a few complaints recently about misuse of Internal cards. Ptype 8 should be used for internal library locations, such as technical services, and checkouts should be work related. Per the Patron Registration procedure, "Items used for employee's personal use should be checked out on Employee cards, not Internal cards."

- Internet only cards
  Internet only cards are those that are only eligible to use the Internet. Patrons may not have both a regular card and an Internet only card because only one card may be issued per person. If your library is using these, please remember:
    o Give the card a regular expiration date;
    o These accounts are not for visitors; that would violate our database Terms of Service;
    o Signatures are optional; and
    o Tell staff not to override the checkout restriction; the library will be responsible for charges.

- Procedure for items damaged by Waltco
  As a result of winter weather, we have had an unusual number of items damaged in transit. When this happens, please contact your system. OWLS and NFLS have separate contracts with Waltco, and both systems have procedures for requesting reimbursement from Waltco. OWLS libraries should contact Molly, and NFLS libraries should contact Holly. Mark mentioned NFLS is expediting their current procedure for a new procedure in which they send their items in bulk shipments.

Encore/InfoSoup Update

- Shoutbomb update
  Shoutbomb is having a problem reading the sign up form on the InfoSoup web site. The sign up requests are going through but there is a delay in how long it takes to process. For most patrons, signing up by phone is the preferred method. The web form still works, but it might take longer before the patron account is active with Shoutbomb. We are working on a solution to this delay.

  Evan has created User Reports and Activity Reports that can be found on the stats page of OWLSnet.

- Hoopla
  Hoopla is only available to patrons of subscribing libraries. A few patrons have asked to change their home agency to gain access. Make sure you are following the Home Agency policy and the Patron Registration procedures. Patron blocks are assigned by home agency and renewals performed online are also assigned to libraries by home agency.

- Zinio
  As of the end of January, all OWLSnet libraries' stats for Zinio are available on the stats page. Numbers are expected to rise. If a patron has difficulty logging in to OneClick or Zinio, they may have duplicate accounts. Contact Evan. Jennifer described a problem accessing OnePlay. Tasha and Amy informed the group that users must follow the steps as presented or it will not work. Once patrons sign up, they will need to download the OnePlay app. They need to then sign into the app, rather than through the OnePlay web site (where they first signed up).

Technology Update

- Email
  OWLS's in-house email server must be retired. There is a meeting next week to begin the planning process of moving to domain based email. Waupaca volunteered to beta test the new email solution when the project reaches that point. Consider ideas for your library domain. It does not have to be the same as your library website, but libraries will need to purchase the domain. Mark mentioned that NFLS has many domain names held in reserve and could run tests if needed. Dominic asked whether libraries would still have access to the global address book. OWLS staff will be looking into options that will allow for this feature.

- Routers
  The OWLS board has approved the funds to purchase new routers for libraries. There are currently 14 libraries with newer routers and therefore those won't be replaced, but all others will be. Libraries should be hearing from OWLS within the next 1-3 months for replacement. When replacing, libraries should only be down for about 15 minutes.

Reconfiguring of the agenda – Discussion on OWLSnet Fees Committee Proposal

6. Discussion

- Gerri went over the OWLSnet Fees FAQ she prepared in response to questions from the last AAC meeting. Libraries made no additional comments. AAC will vote on the current proposal at the May meeting.

Technology (continued…)

- Filtering update
  OWLS continues to gather information on filtering, and we now have an iBoss filtering appliance on loan for testing. CIPA compliance requires filtering of images, and libraries must have an Internet Safety policy that meets CIPA requirements and must hold a public meeting to review the policy. Libraries can filter at the lowest level if wanted, and also need to be aware of over filtering. Contact Bradley for a link to the webinar recording from January. Ann asked how much money this would generate. It is unknown at this time; any savings are likely to accrue over time, not in the first year. Tasha added that with category 2 funding, this could cover a lot of new building costs.

- PLSR update
  Beth reviewed recent developments, focusing on Topic Teams. These teams were established to make decisions and are broken into four Topic Teams: Defining the Help Center, Refining and Defining Consulting and Continuing Education, Regions, and Resource Sharing. The first four teams will be presenting their findings at WAPL. The Steering Committee will be meeting Monday, March 20th at 1 pm.

7. Decisions – consensus decision or vote

   Increase the number of renewals allowed from 2 to 3.

   There were not enough libraries present to pass this resolution during the meeting. Once emailed votes were tallied, it passed.

8. Ideas submitted for discussion

- Gender inclusive patron registration
  Appleton would like to change the way we collect gender information in patron records to be more inclusive. We could add options to the form, or we could remove the gender field entirely. Initial comments were in favor of a change. A few libraries stated that they don't use the gender data, that it isn't useful to them. Dominic proposed eliminating the gender field. Many were in agreement and Bradley announced this topic would be up for discussion and voted on at the May AAC meeting.

- Library cards on phones

  New London and Appleton requested a discussion of the use of library cards on phones. APL will be launching their own Boopsie app, which includes this feature. Most of the barcode scanners currently in use at member libraries cannot read screens. 3M self-check stations can. Libraries asked how much an app or scanner would cost; Ann believes roughly $80-$100 for a scanner.

  The decision whether to support barcodes on phones should be made at the library level, and OWLS will not be recommending, purchasing, or supporting apps for this purpose. OWLS will help libraries identify and purchase a compatible scanner upon request. OWLS asks that this group consider the policy perspective, specifically does this opportunity introduce any potential new risks that affect all of the libraries? Amy at Lena shared that her patrons take a picture of their actual card and the library manually punches in the number. Amanda at Algoma says they also use card pictures on phones and verify by asking middle initial and address.

9. Adjournment

- Meeting adjourned at 11:46 am.