

**OWLSnet  
Administrative Advisory Committee Meeting  
Outagamie Waupaca Library System  
Jan 18, 2008**

**Present:** Rita Schiesser, Algoma; Kathy Beck, Barb Kelly, Brian Kopetsky, Kris Kipping, Vicki Lenz, Michael Nitz, Katie Scullion, Meg Shriver, Appleton; Valerie Husom, Black Creek; Kathy Mitchell, Clintonville; Susan O'Leary-Frick, Fremont; Kay Rankel, Gillett; Carolyn Habeck, Hortonville; Maggie Waggoner, Kaukauna; Susan Grosshuesch, Michael Wilber, Keshena; Kathy Decker, Kewaunee; Barbara Wentzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Ellen Connor, Manawa; Lisa Hein, Marion; Ann Hunt, New London; Mark Merrifield, NFLS; Peg Murphy, Oconto; Joan Denis, Oconto Falls; Beth Carpenter, Patty Hankey, Rick Krumwiede, Holly Ledvina, Gerri Moeller, OWLS; Elizabeth Timmins, Seymour; Sue Vater Olsen, Scandinavia; Cassie Cummings, Sharrie Schweitzer, Shawano; Becky Rickel, Shiocton; Becca Berger, Joe Clabots, Linda Streyle, Sturgeon Bay; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega.

1. Call to order

The meeting came to order at 9:30 a.m. at the Appleton Public library. Rick thanked everyone for braving winter conditions to attend the meeting. Attendees introduced themselves.

2. Minutes of the November 9<sup>th</sup>, 2007 meeting.

The minutes of the Nov 9<sup>th</sup> meeting were approved as presented. Since the minutes were sent out, Governor Doyle has signed the Video Surveillance Law.

3. AAC ground rules

Rick reminded everyone that with such a large group it can be difficult to hear and follow the discussion. He asked everyone to help the meeting function more effectively by remembering the AAC ground rules:

- Only one person speaks at a time
- Please wait until you are recognized you speak
- If you've spoken to the issue already, please let others speak

4. Announcements

- Laura Jandacek has been hired as the new Circulation Specialist. Laura comes to OWLS with over seven years of library experience at the Appleton Public Library and Thedacare Libraries. Laura will be starting Feb 4<sup>th</sup>.
- OWLS and NFLS have received a joint LSTA grant to help local libraries work with their literacy councils. Eight libraries will receive with a laptop and Rosetta Stone software, and Tell Me More, a language learning program from Aurolog, will be available to all libraries and area residents.

5. Information from OWLS and OWLSnet staff

- PC Management Committee update
  - The PC Management demos will be held Jan 23<sup>rd</sup> and 24<sup>th</sup> in Appleton and Green Bay. Morning demos will be held in Appleton and afternoon demos in Green Bay. Envisionware demos will be held on the 23<sup>rd</sup> and SAM on the 24<sup>th</sup>.

- Attendees are asked to attend the demos from both vendors so they'll be able to compare the offerings. Morning and afternoon demos will be identical, so you can choose where you'd prefer to attend.
- After the demos, there will be an opportunity to submit feedback.
- Libraries aren't required to attend. Anyone who is interested and would like to have a say in the choice of our PC Management system, is encouraged to attend. Others are welcome to attend if they'd simply like to learn more.
- The pricing for each vendor is similar. The good news is that there are likely to be funds in the OWLSnet budget to help cover the cost.
- Tech Talk update
  - We aren't able to hold a Circ Works meeting at this time, but will be offering a Serials Refresher on Feb 13<sup>th</sup>.
  - OWLS uses the volume field in the serials record to answer the serials question on the annual report. This is also necessary to manage holds correctly.
  - However, many serials records have blank volume fields, which makes data collection difficult. Each library received a handout of all of their serial records without volume data.
- InfoSoup PR Committee update
  - The YouTube contest is continuing, although we've only received one entry so far. Only a few libraries have the contest on their homepage, and it continues for two more weeks, so there is still time to publicize this! A few libraries did receive some media coverage from the announcement of the contest.
- Annual Report Update
  - The annual report is coming along. This year, both OWLS and NFLS libraries will receive the data from Millennium in the same packet as their Annual Report information from the state. (Previously, NFLS libraries had received two separate mailings.) Serials data is looking a bit odd, perhaps because of cleanup efforts, but otherwise, things are coming together nicely. Gerri will try to get this out by the end of next week (Friday, Jan. 25<sup>th</sup>), but it may be another week.
- Circulation Update
  - Gerri cleared the holdshelf once again, and it went much better this time. Most libraries had already cleared their holdshelf, and it hadn't been a great deal of time for any of the libraries. Kudos!
  - The vote for blocking on the second overdue has failed. It wasn't a particularly close vote, so we'll consider this a dead issue.
  - Bounced emails are now being sent to library email accounts. Gerri went over the Managing Millennium bounced email messages document that was sent out last week.
  - Unfortunately, the check for \_\_\_ discs labels have not yet been ordered. The libraries requested a change – they will now be “check for \_\_\_\_\_ items” labels instead.
  - Most reports are now being emailed. We are having a recurring problem with multiple reports going to one library – however no one's data is being lost. We will continue to work on this problem. Please report any problems you experience.
  - High Demand Holds were reviewed in some detail. Items are listed here if they exceed the ratio for the bib material type. For example, if the ratio for videos is set to 5 to 1, and your library owns one copy, but has 6 holds, it will show up on the High Demand Holds list. There is one report for all libraries, and a report for each individual location. Ratios can be set separately for each library and each bib

- material type. Looking at this report, and using it to help guide purchasing decisions would be a great way for libraries to work on improving their lender/borrower ratios.
- The current loan rules were reviewed. Some slight changes have been made to the format, and several libraries have made changes to their loan rules recently. The most updated loan rules are always available from the OWLSnet circ page.
  - Just a reminder – please don't put short loan stickers on videos! Several libraries have reported videos coming through their libraries with short loan stickers. Since short loan is 2 weeks, and videos checkout for 1 week, this is leading patrons to believe that they can have the videos for 2 weeks.
  - ILL Lending and Borrowing
    - In 2007, OWLSnet libraries moved over 650,000 materials back and forth. This is a 27% increase over last year and is more than double the ILL numbers for 2003. The system imbalance has increased, although some of that is attributable to NFLS becoming the ILL hub.
    - Many libraries are also experiencing low lender/borrower ratios and we discussed a number of the reasons this might be happening.
    - Most libraries reported that they are having difficulty handling the holds volume, although while some would like some relief, others plan to re-arrange resources so that they can continue to provide this level of service.
    - A number of libraries felt the time had come to discuss becoming more consistent over the number of holds allowed, although not all libraries agreed.
    - One possibility that came up a few times is the music collection – is your library buying the music that your patrons are looking for?
    - While there was a request to manipulate the holds queue so that lower lending libraries are higher in the list, others felt that this was not a good idea.
    - Local Holds priority is still an option, but would have the negative effect of effectively abolishing the queue and may not have any real impact on delivery volumes.
    - OWLS still has not been able to come up with a reliable method for determining what materials are being borrowed from other libraries.
  - InfoSoup Development Update
    - Beth had hoped to have Patron Reviews ready by this meeting, but because OWLS is short-staffed, she needs to delay this.
  - Network Update
    - Both OWLS and NFLS have received LSTA grants to assist libraries with the cost of installing wireless Internet access. OWLS is exploring implementing a Cisco wireless controller that would give us the ability to centrally monitor, configure, and control the wireless networks in OWLSnet libraries. One advantage of this system is that patrons can be required to click on an "I agree" page before being given Internet access.
    - Dave Bacon has been in contact with the TEACH Wisconsin program and will be submitting requests for bandwidth upgrades next week. TEACH is now requiring systems to prove the need for more bandwidth so OWLS has been collecting usage data to submit.
6. Decision – consensus decision or vote
- Billing libraries for long overdue items
    - Once again, we discussed the pros and cons of billing libraries for long overdue items. Currently, libraries can bill other libraries if one of their items is checked out at another library, then not returned for another year. A number of libraries have received bills from other libraries, but feel the time and expense of creating those bills and paying them is not worth the small gain.

- Updated information was presented showing that the net amount owed by or due to libraries probably didn't justify the amount of work involved in sending bills.
  - **The vote passed. OWLSnet libraries will no longer bill other libraries for items checked out at those libraries, but not returned.** Over 83% of member libraries and over 75% of fee shares voted in favor of discontinuing the practice of billing for long overdue items.
  - All libraries agreed that we will attempt to recover materials or payment from the patrons who do not return items, rather than seeking to bill the libraries that checked the items out.
7. Discussion – discussion of issues that may be up for decision at future meetings
- OWLSnet patron registration policy
    - There have been a number of requests to resume working on a patron registration policy. Perhaps one way to work on this would be to work a on a minimum accepted standard and a recommended best practice. The libraries agreed this would be a good idea to work on.
    - A number of people volunteered to work on a Patron Registration Committee that would then report back to AAC. These people are: Carolyn Habeck, Micki Moesch, Kathy Mitchell, Barb Wentzel and Brian Kopetsky.
  - Interest in Acquisitions Camp this summer?
    - A few libraries (Marion and Scandinavia) are interested in attending Acquisitions camp this summer. If no more libraries indicate interest, we may simply visit those libraries to discuss Acquisitions. If your library is interested, please let Gerri know! (Previous attendance does not preclude attendance at a future Acquisitions Camp – or, if you've already attended, but didn't implement, feel free to attend again.)
  - Registering for AAC|
    - We had a suggestion that individuals register for AAC so we know how many people will be coming for lunch. The group agreed. We will implement a procedure so attendees can register.
8. Other Business
- Rick called for other business. There was none.
9. Meeting was adjourned at 12:30 p.m.