

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
November 11, 2011

Present: Rita Schiesser, Algoma; Michael Nitz, Tasha Saecker, Diana Sandberg, Paula Wright, Appleton; Melanie Waldron, Black Creek; Jamie Hein, Kathy Mitchell, Clintonville; Stephanie Weber, Florence; Kay Rinkel, Gillett; Carolyn Habeck, Hortonville; Lisa Bauer, Cody Bunk, Robyn Grove, Iola; Maggie Waggoner, Kaukauna; Sue Grosshuesch, Kewaunee; Beth Carpenter, Kimberly/Little Chute; Pam Ellingson, Lakewood; Becky DeCloux, Lena; Ellen Connor, Manawa; Jennifer Thiele, Marinette; Trinitie Wilke, Marion; Ann Hunt, New London; Joan Denis, Oconto Falls; Evan Bend, Patty Hankey, Laura Jandacek, Rick Krumwiede, Gerri Moeller, Anne Paterson, Missy Sawicki, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmons, Seymour; Kristie Wilson, Shawano; Becca Berger, Tracy Vreeke, Sturgeon Bay; Peg Burington, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to order

The meeting came to order at 9:35am at the Appleton Public Library.

2. [Minutes of the September 16, 2011](#)

The minutes of the meeting were accepted as distributed.

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 to speak
- If you've spoken to the issue already, please let others speak

4. Announcements

- OWLS proposed changing two AAC meeting dates for next year due to meeting space conflicts. The proposed date changes are May 18 to May 25 and November 16 to November 9. The November 9 date was approved. The group decided against the proposed May date because it is the Friday before Memorial Day and travel to and from the meeting may be affected. It was agreed to keep the May 18 date and find an alternative meeting space. OWLS will work on securing a place to meet on May 18. [Note: the May 18 AAC meeting will be held at the Kimberly Library.]
- Other announcements
 - APL will provide a tour of their new automated materials handling system at break.
 - APL is offering withdrawn big books from their collection free for libraries to take.
 - Melanie Waldron has been hired as the new director at Shiocton and will begin her directorship after Thanksgiving. Congratulations, Melanie!
 - OWLS and NFLS have been working on developing a new automation services agreement that addresses board member concerns. The draft is now completed and will be presented at upcoming OWLS and NFLS board meetings for approval.

- With a new NFLS-OWLS agreement nearly completed individual library OWLSnet membership agreements can be renewed. The present OWLSnet member library agreements expire on December 31, 2011. It is highly unlikely new membership agreements will be completed and approved before the end of the year; therefore, OWLSnet libraries would not be covered under any agreement for a few weeks. Would the OWLSnet libraries like to extend the current agreement out another year or would member libraries be OK with not being covered under an agreement for a short period of time? **The group agreed to wait for new membership agreements and not extend current agreements out another year.**
- BadgerNet Converged Network (BCN) has a new contract with AT&T. Bandwidth costs are reduced so that TEACH Wisconsin will be able to subsidize more bandwidth at the same price. TEACH will continue to entirely subsidize sites using up to 3 Mbps. Sites using over 3 Mbps will cost more. As member libraries increase their bandwidth, our system will also have to increase its bandwidth. OWLS cannot receive any more subsidies but the system can get an e-rate discount. OWLS will request bandwidth increases to 3 Mbps for most libraries and will request additional increases (e.g., 5 Mbps) for the libraries with the most traffic. It's likely that OWLS will have to increase from 100 to 200 Mbps to accommodate increased bandwidth at member libraries. These changes will have a significant impact on the 2012 OWLSnet budget. It's likely that the telecommunications budget will increase from about \$64,000 this year to about \$92,000 next year. Money will be shifted to pay for more bandwidth because this is a priority for member libraries. Any questions? Please ask Rick.
- Streaming video downloads are becoming more popular. How does the group feel this will impact the services libraries provide? Nobody knows for sure. The state rural initiative, which is focusing on bringing internet into rural areas, may also have an impact on patron visits. As a result, fewer patrons may be coming into the libraries for internet use. On the other hand, as libraries purchase more media through subscription services, more patrons may be using the libraries to access subscribed materials that they don't get at home.
- Just a reminder, submissions for IUG enhancements are due Dec 16. If there is something you would like to see changed in Millennium, send your enhancement suggestion to Gerri.
- Sierra may be delayed slightly as there haven't been any recent updates or activity on the list serve. Fall 2012 may no longer be our go-live date.
- OWLS delivery staff have noticed puppets coming through van delivery without delivery bags. Just a reminder, please send puppets in plastic bags and attach the transit slip to the bag. Puppets can still be set to Library Use Only if you do not want them to circulate.
- Does anyone have an example of a concealed carry policy they could share with Joan from Oconto Falls?
- Bradley has been sending out weekly weeding hints. If you have signed up to receive these emails but have not received them, check your WiscNet email message center. It may have gotten stuck there. The emails will be coming from Bradley's OWLS' email address.
- Kathy from Clintonville asked the group if anyone is working with their municipality for help in collecting revenue for the library. Please talk to Kathy if you would like to share your process.
- Door County would like to purchase an e-book written by a UW-Green Bay professor and load it into a Kindle for circulating. The book is only available through Macmillan Publishers and Macmillan e-books aren't available through our vendor, OverDrive. Gerri reminded the group that it was agreed upon at a previous AAC meeting that Kindles and other devices are for Local Use Only and cannot circulate in the van delivery. Door County should let OWLS know when this item is ready to be added to InfoSoup and OWLS will create a record.

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

- Circulation update
 - New video recordings are now coming out in 3D Blu-ray and Ultraviolet formats. We have several 3D Blu-ray DVDs in the system. They are usually bundled with other formats. OWLS recommends you buy them bundled with non-3D Blu-ray DVDs. 3D Blu-ray DVDs require special equipment, including 3D Blu-ray players and TVs and many patrons may not own the special equipment required to view these DVDs. The Ultraviolet format is similar to a digital locker where media is accessed using a code and then downloaded to a device. While it can be used on several different devices, it is tied to one account and is not intended for library circulation. If you purchase a bundled package with Ultraviolet, remove the Ultraviolet access code and let OWLS/APL technical services know so they can modify the bib record.
 - Warner Home Video will no longer distribute theatrical releases to libraries until 28 days after the release date. As a result, library media distributors, such as Baker & Taylor and Midwest Tapes will not sell retail copies to libraries before this time. This affects a small number of titles that Warner Home Video offer – perhaps 10 a year. Libraries will be able to purchase rental copies from these distributors. The rental copies cost \$4 to \$8 less than the retail copies, but will not include bonus features or extras. Libraries will still have the option to purchase the retail version from local vendors, such as Target, Best Buy or Amazon, immediately after the release date. There is no policy that says libraries cannot purchase from retailers and circulate retail copies. There are currently both rental and retail editions in InfoSoup. When polled, most of the member libraries in attendance said they buy retail copies. To keep the types of records to a minimum (and simplify the holds queue) libraries are encouraged to purchase retail copies. However, if you purchase a rental copy, or a special edition, please contact OWLS/APL technical services to make a new record.
 - Blu-ray items have been problematic to find in InfoSoup. Because there were only DVD or Blu-Ray material types, items that contained both were classified as DVDs. We've now added new material type (and matching InfoSoup icon) to identify materials that contain both Blu-rays and DVDs. Now, material that contains both DVDs and Blu-Rays will show up in both the DVD and Blu-Ray scopes. OWLS has updated all of the bib records, but please let us know if you find any bib records that aren't coded correctly.
 - Ecommerce payments have been holding steady for the last few months. However, we don't currently mention ecommerce on the bills. Should OWLS modify the bill notice text and include wording to pay online? We can add text to the patron bills informing them that they can pay their bill online and provide a link to the login page of InfoSoup. **The group agreed to add text to the bill notice about paying online.** Gerri will add the text. [Note: the text has been added and bill notices now read: Bills can be paid at your local library, or they can be paid online with a credit card at www.infosoup.org/patroninfo.]
 - If your library is looking to promote ecommerce, please contact Evan for more ecommerce bookmarks.
 - All of the NetLibrary items have been removed from InfoSoup.
 - OWLS' staff handed out Problem Discard lists to everyone in attendance. There are approximately 5000+ items that are partially coded as discard in our system. Gerri tried to write up directions to discard these items; however, because there are so many scenarios involved with these items, it was too complicated to effectively document. Please review your library's report, let OWLS staff know which items should be discarded, and OWLS staff will fix the items so they will delete properly. If possible, please send these reports back before December 1st. Pay particular attention to any items that display a check out date. Next month's Problem Discard report should be smaller.

- Millennium R2011 was made available last week. For now, we recommend delaying implementation because there are no really important updates for us and it requires upgrading the client. The upgrade may also break our spine labels templates. Some of the fonts we have in the template set-up may conflict with Millennium R2011. OWLS staff will keep an eye on this new release and may want to reconsider installation at a later date.
- InfoSoup Development update
 - We will be purchasing a subscription to Recorded Books audiobooks collection. The new interface is not yet available. It should work with all devices and should be 100% compatible with iPods. The new interface may be available in spring of 2012. Recorded Books offers titles that are unique and not available in OverDrive. Each book is always available, so it should be a great supplement to your audio collection. Brown County currently has the beta version, if you would like to explore, you can log in and try it.
 - Evan passed out the new movie licensing agreements to OWLS libraries. Libraries can reimburse OWLS from their 2011 or 2012 budgets.

- Overdrive Advantage Program

Some systems have already subscribed to OverDrive Advantage, and there has been some interest within our system for this program. OWLS investigated and found we can get a two-system contract, which will allow Brown County and InfoSoup patrons to use all of the titles NFLS and OWLS purchase for OverDrive Advantage program. Appleton and Brown County have both decided to move forward with Overdrive Advantage. The majority of funds for this program will come from Brown County and Appleton, our resource libraries. OWLSnet will pay one third of the total cost. (These funds will come from a surplus in the OWLSnet budget because the router project ended up costing less than anticipated.) The contract with Overdrive should be finalized soon, after which we will start purchasing titles.

Currently, Diana Sandberg from Appleton and Anne Paterson from OWLS are the OWLS selectors for the statewide collection. Anne and Diana will remain as selectors for the OverDrive Advantage subscription. They are familiar with titles and with navigating through the ordering process. If anyone else would really like to be a part of collection development, let OWLS know. NFLS selectors have yet to be assigned. (The two systems are each responsible for spending their contribution money towards the subscription.) While author and/or title suggestions are strongly encouraged, some titles may not be available on OverDrive. Titles often contain many formats in a package; if Kindle is available for a specific title, we will get the Kindle format also. Ebooks vary in price from \$6 - \$30 a book. Individual libraries can also contribute to the Overdrive Advantage program – this will make extra copies available for NFLS and OWLS patrons.

We're currently basing material decisions on circulation and hold numbers. As statewide holds increase, more copies may be needed at a local level. When OWLS and NFLS patrons login, they'll see both the statewide and local collections, and when they place a hold, they will get the next available copy regardless of the collection. Ongoing participation in Overdrive Advantage will be evaluated in the coming years. As e-book content increases in the statewide collection, we may decide we don't need or want to invest in the Advantage program any longer.

- Wireless report update
 - The April wireless report was incorrect and all subsequent reports were also incorrect. OWLS has corrected the figures and new reports have been posted. OWLS will pay careful attention to this report to ensure it doesn't happen again.
- Project Updates
 - We are ready to implement Shoutbomb. The group received a draft documentation handout which is also posted online at Shoutbomb draft documentation. The handout is an instructional document that covers sign up, FAQs and troubleshooting. If you have suggestions regarding the draft document, please contact Gerri by December 2. Gerri is specifically looking for feedback on the following:
 - When should the messages be sent? Text messages are currently being sent to testers around 9am. Emailed notices are currently sent out around 7am. Some testers feel the texts should come before the emails. We could send a notice at 5pm, so patrons could pick up their holds after work.
 - Do we want to embrace the Shoutbomb name? The text messages sent to our patrons will come from Shoutbomb; so, we can't get away from the name. Some felt that because we can't get away from the name, we might as well embrace it and familiarize patrons with its connection to library business.
 - The group was also asked if we should implement Shoutbomb once feedback was received, or wait until after the January AAC meeting. **The group agreed to send their feedback to Gerri by December 2. Once feedback is received and changes implemented, Shoutbomb will go live in December.**
 - Please keep in mind that patrons sign up for text messages directly with Shoutbomb. Nothing in the patron record will reflect that they are receiving text messages. If patrons wish to stop receiving phone calls from libraries regarding holds, we recommend that they sign up for email notification.
 - OWLS encourages a slow rollout with Shoutbomb. Some patrons may find it irritating and some patrons may love it.
 - The online patron registration product has been just been installed, but the installation is so new that there isn't anything to see. OWLS purchased one of the digital signature units; it was available to view at the meeting. LSTA funds will subsidize \$100 of the cost on one digital signature unit for each location. We need to order by the end of the year in order to use the LSTA grant money. Libraries that do not retain signatures may not need or want one. A signup sheet was passed around – please let us know if your library would like one of the discounted units and if you're interested in ordering more. If this is in your budget for 2011, let Gerri know, and she can get you a bill.

Are digital signatures legally binding? Libraries should talk with their municipality's attorney.

6. Decision – consensus decision or vote
 - No consensus decisions or votes to be made at this time.
7. Ideas submitted for discussion
 - Can libraries forgive bills in our system that were billed in GEAC? It isn't easy to see who owns these items. However, every month, some of these old bills are paid. There isn't a good way of seeing how many bills are out there. Gerri will investigate further, and provide more information for a discussion at the next AAC meeting.

8. Discussion – discussion of issues that may be up for decision at future meetings
 - The patron registration procedures state that there is a \$3.00 replacement charge for a lost or damaged OWLSnet card. This has been an OWLSnet procedure since OWLS started providing cards for member libraries. Should we change this to leave the fee up to the individual library? The fee was originally instituted to make sure new cards weren't being added unless the card was actually lost. Some libraries believe charging a replacement fee may get in the way of serving patrons. Other libraries have a concern about it being too easy to replace cards. Many libraries waive the 1st replacement fee, which is allowed in the current procedure. Should we let libraries choose if they wish to charge a fee or not? The group had differing thoughts about this topic. Member libraries should think about the implications of changing the procedure, and we will put it on the next meeting's agenda for a decision.

9. Adjournment
 - Meeting adjourned at 12:30pm.