

OWLSnet
Administrative Advisory Committee Meeting
Outagamie Waupaca Library System
September 10, 2004

Present: Ann Schmitz, Algoma; Barb Kelly, Vicki Lenz, Michael Nitz, Meg Shriver, Appleton; Carol Luepke, Bonduel; Kathy Mitchell, Clintonville; Susan O'Leary, Fremont; Carolyn Habeck, Hortonville; Susan Grosshuesch, Kewaunee; Barbara Wetzel, Kimberly/Little Chute; Pam Ellingson, Lakewood; Lyn Hokenstad, Manawa; Tim Dirks, Marinette; Lisa Hein, Marion; Ann Hunt, New London; Terrie Howe, Mark Merrifield, NFLS; Peg Murphy, Oconto; Kathy Kamke, Oconto Falls; Patty Hankey, Judy Hocking, Rick Krumwiede, Gerri Moeller, OWLS; Elizabeth Timmins, Seymour; Mike Hille, Shawano; Becca Berger, Joe Clabots, Judy Ellenbecker, Sturgeon Bay; Maggie Waggoner, Suring; Sue Abrahamson, Ruth Hoppe, Waupaca; Krisann Dailey, Lucie Erickson, Weyauwega; Alene Newcomb, Wittenburg.

1. Call to Order

The meeting came to order at 9:35 a.m.

Introductions

All attendees introduced themselves.

2. Minutes of the May 7, 2004 Meeting

The minutes were accepted as distributed.

3. Announcements

There were no new announcements

4. Old Items

- Street dates
 - At the May 7th AAC meeting, all members agreed to honor the street dates set by publishers for the release of new items. Due to some confusion with processing, some libraries have not been honoring the street dates. Attendees were asked to speak with their staff to make sure street dates are being honored as agreed.
- Long overdues
 - Gerri has been in contact with Geac to try to find an efficient way to delete the long overdue items as discussed at the last AAC meeting. None of Geac's proposed solutions made the process any easier so OWLS will delete these items at the request of the libraries. Lists of items long overdue for six months or more were distributed. Libraries can indicate if they would like OWLS to delete those items and at what point (i.e. status of Long Overdue for six months, a year, etc.) to begin the deletions.
- C-fly holds
 - Gerri updated everyone on the C-fly holds problem. She has a script that shows her the holds that have turned into C-flies and she deletes them periodically. Everyone was reminded not to trap a C-fly hold, but simply delete the hold (we do

know that the item being trapped is not what the patron requested but rather a random C-fly item) and send it back to the owning library. Gerri's investigation of this problem has revealed that patrons usually get an error message when placing the hold so, most likely, don't expect the item.

5. New Items

- Web stats vs. mailed stats
 - Gerri proposed posting the spreadsheets for the *ILL Lender/Borrower Statistics*, *Number of Titles and Items by Library*, and *Cards held by Residents of Municipalities* on the OWLSnet website instead of sending out print copies. Requests were made that an email notice to the AAC mailing list be sent out when the reports are posted, a printable version be posted and that, in respect to maintaining a history, the ILL Lender/Borrower report for each December be kept. **It was agreed that the spreadsheets for the *Lender/Borrower Statistics*, *Number of Titles and Items by Library* and the *Cards held by Residents* will be posted on the OWLSnet website instead of sent out in print.**
- Loan categories 7 & e
 - Loan categories 7 & e are little used categories that often contain only mistaken entries. In the continuing effort to clean up the database before migration, Gerri proposed getting rid of category 7 (films) and having libraries check the items in category e (alt CD Rom) to see if the items truly belong there. Category e will be maintained because it is being used by some libraries for a specific purpose. **It was agreed that category 7 should be discarded.** Judy will send out a list of items in the 7 and e categories for libraries to check and change if necessary.
- Processing holds list
 - The original Circulation Handbook instructions for Holds Messaging called for items to be trapped through the Holds Messaging system. A previous AAC discussion had warned of problems in resource sharing if items were trapped outside of the Holds Messaging system. Discussions in the MOVE Circulation committee concerning the difficulty with Holds Messaging revealed that several libraries were trapping items through Checkin as a workaround for the problems they had encountered with the Holds Messaging module. Gerri did three days of testing on APL's holds list and found no problems caused by APL trapping items through Checkin rather than through Holds Messaging. She also checked with Geac and they also saw no reason not to trap items through Checkin. **It was agreed that libraries could either trap items for holds through Holds Messaging or through Checkin.** Rick suggested a special Network News notice to announce the decision.
- Patron Registration periods
 - Waupaca's policy of registering patrons for a one year period as opposed to the 3 year period specified in OWLSnet policy was discussed. Waupaca, Suring and other libraries have instituted shorter registration periods for some patrons to maintain current records for patrons who change address frequently. Patrons who move within the 3 year registration period are often lost because the Post Office has a one year expiration on the forwarding mail notice. **It was agreed that OWLSnet Borrower's Card policy #9 be amended to "OWLSnet borrowers' cards shall be issued for not longer than three (3) year periods and shall be**

renewed according to the procedures established by OWLSnet.” Local libraries may choose a shorter expiration period. Cards will be renewed according to the policies of the renewal location. Rick may need to discuss the change with the board.

- Conformity of lending periods
 - Gerri gave out handouts that summarized lending periods of all the libraries for each loan category. The benefits of standardizing the loan period were discussed. Mark Merrifield recommended making the changes to the loan periods a part of the migration process. Standardization of loan periods would also help make comparing circulation statistics a valid study. Rick suggested a committee be formed to make recommendations in regard to standardizing loan periods. Ellen Connor, Judy Ellenbecker, Lisa Hein, Ruth Hoppe, Ann Hunt, Vicki Lenz, Kathy Mitchell, Elizabeth Timmins, Barbara Wentzel and an as-yet-unidentified person from SHA volunteered for the committee.
- CD exchange
 - The problem of the surplus CD's from the government settlement was discussed. There had been interest in a CD exchange between libraries but further discussion revealed that most of the libraries have the same extras so there is no real opportunity for exchange.
- Patron display
 - During a MOVE circulation committee meeting, one of the features requested was a customizable display at checkout. Research revealed that we can customize that display now to include phone number, address, expiration date, email address, birth date, home agency, Scat and PatCat. If you would like to change what patron information is displayed on the screen at checkout, contact Judy at OWLS. Vicki of APL added that the information that displays on the checkout screen is also the same information that shows up on the reserve screen. Note: There is a limit of five lines to this display.
- 2005 AAC meeting schedule
 - Due to the complex migration process, it was agreed at the last AAC meeting to increase the frequency of the AAC meetings to every other month starting in 2005. Gerri proposed the dates of Jan. 21, March 18, May 20, July 22, Sept. 23 and Nov. 11. She proposed continuing alternating between OWLS and Nicolet locations beginning with OWLS in January. **The dates were accepted as proposed.**
- Migration process
 - Since the last AAC meeting, the migration committees have been formed, met several times and all but the Steering Committee have produced finished documents detailing functions required and features desired in the new ILS. Various members of each committee briefly summarized the process their committees went through in the discussions that lead to the creation of their lists. On September 2nd and 3rd, the Steering Committee and the committee chairs saw 14 hours of vendor displays. Those who saw the vendor displays then met the following Wednesday to discuss what they had seen. It was agreed in that meeting that all the vendor products would provide a good option that would be a great improvement over the current system, that all the vendors seemed eager to work

with OWLSnet, that report options will help both OWLS and the libraries, and that visits to sites where the vendors products are being used will be necessary and should include some of the committee members as well as others who had not been on the committees. Gerri will be preparing an abbreviated RFP focusing on licensing and costs to be discussed at the Steering Committee meeting in October. Site visits to locations where vendors' products are implemented should be done by December. More vendor demos, open to anyone in OWLSnet, will be in January. These will be day long demonstrations that will be divided into segments (i.e. circulation, cataloging, acquisitions) so those interested can focus on specific modules. Gerri is working on identifying sites for visits and will be gathering names of volunteers for those site visits. A discussion of the vendors and their products followed.

- Patron registration
 - **It was agreed that patrons changing agencies can keep the same barcode if they desire.** The patron's new home agency can request the patron's written application from the former home agency (if they keep written records) or write the barcode number on the new application form.

7. Adjournment

- The business meeting was adjourned at 12:00 noon.

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- A request was made that some care be taken when rubber banding items for the van and that the tubs are packed more efficiently.
- It was also requested that unmarked paperback books with only a barcode have some sort of spine label so it is easier to recognize them.
- Items with the note "Do not use this collection" belong to a previous C-fly solution.
- Multiple holds and the known issue of the difficulty of trapping these holds were discussed. Gerri will make sure that Geac knows about the problem.

The Users group adjourned at 12:10 p.m.