

**OWLSnet  
Administrative Advisory Committee Meeting  
Outagamie Waupaca Library System  
September 15th, 2017**

**Present:** Tasha Saecker, Beth Carpenter, Appleton; Eva Kozerski, Black Creek; Jamie Hein, Clintonville; Linda Streyle, Tracy Vreeke, Door County; Stephanie Weber, Florence; Susan O’Leary-Frick, Fremont; Rachel Honzik, Hortonville; Tony Wiczorek, Kaukauna; Carol Petrina, Kewaunee; Steve Thiry, Kim/Lit; Nicole Lowery, Lakewood; Amy Peterson, Lena; Lyn Hokenstad, Manawa; Jennifer Thiele, Marinette; Le Ann Hopp, Marion; Ann Hunt, New London; John Kronenburg, NFLS; Kristin Laufenberg, Oconto; Joan Denis, Oconto Falls; Dave Bacon, Evan Bend, Molly Lawlor, Bradley Shipps, Amanda Lee, John Luke, OWLS; Sue Vater Olsen, Scandinavia; Elizabeth Timmins, Seymour; Kristie Hauer, Shawano; Angie Jandourek, Shiocton; Peg Burington, Emily Heideman, Waupaca; Kristi Pennebecker, Weyauwega

1. Call to Order and Introductions

The meeting came to order at 9:31am at the Appleton Public Library.

2. Minutes of the July 21st, 2017 meeting were approved [as amended](#).

3. AAC ground rules were reviewed.

4. Announcements

- Bradley announced upcoming CE events at OWLS and NFLS
- Sue from Kewaunee is retiring and Carol will be stepping into the position as director

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

Sierra/Circulation

- Sierra 3.2  
OWLS is looking to upgrade to 3.2 early to mid-October during closed hours. Evan will send out potential days via Network News. One new feature will be an add-in that allows patrons to sort by author in Encore and sort by hold status.
- Municipalities data audit and best practices training  
There are only 7 more libraries that need to have their data spot-checked. OWLS hopes to be done before the end of the year. A staff training session is under development.
- Offline circ drills  
Molly informed the group that she is currently developing an offline circ drill and will be contacting libraries to schedule time to run through this with staff. This will not only help Molly but will ensure that multiple staff at libraries will be more comfortable using offline circ when needed. If libraries would like, Molly can schedule two drills, so that morning staff and closing staff can have the opportunity to practice.

- Linking patron records policy review  
Bradley reviewed the [OWLSnet Linking Patron Records Policy](#). Linking is not required. But if used, please only link your patrons – libraries cannot link other library’s patrons – and remember to unlink when patrons turn 16. Staff should only be linking children to a custodial parent or guardian. Peg asked when other libraries use linking. Beth uses linking at APL if they see an issue arising. Linda doesn’t use it at registration but as needed. Staff should not be using linking for patrons to be allowed to pick up other patron’s items, such as boyfriends and girlfriends, husbands and wives, etc. Patrons should not be picking up other patron’s items unless they have their card in hand. Notes in records will not suffice.

#### Encore/InfoSoup Update

- Alternatives to Encore  
Evan sent out a summary of what he has learned about available discovery layers. Ann mentioned that in Encore, some multiple faceted searches do not work. Others appear to have had the same issue. Evan informed the group that this is a known issue and he will post workarounds for it. [ See [Encore – Searching Multiple Facets](#) on the OWLSnet home page under “InfoSoup Things.”]

Evan asked about PLSR and the possibility of moving toward a state-wide or regional ILS. Tasha explained that they are looking at a state-wide discovery layer and that the development of regional ILS systems might emerge organically from the process. Beth hopes that the Steering committee will have a final proposal around this time next year, which would then go to DPI. None of the workgroup models are final yet. Because our Encore contract ends next summer, shortly after the PLSR workgroup models will be released next spring, we plan to remain with Encore for now.

- Review of subscription services  
Evan went over the system’s current subscriptions to Ancestry, TumbleBooks, RecordedBooks, and RBdigital Magazines. Ancestry usually goes up in price about 3% each year while TumbleBooks has remained the same price over time. Ancestry usage can now be broken down by library. Evan posted a sample on the OWLSnet home page (Under “InfoSoup Things”) showing August statistics broken out by library. Joan was asked whether there has been reduction in use of TumbleBooks since the schools have been blocked. Evan informed the group that yes, use has gone down drastically. Anyone can view TumbleBooks stats by going to the TumbleBook and scrolling to the bottom of the page and clicking on green Tumble Admin button. Evan hopes that we may soon be able to get individual library statistics for RecordedBooks, which also had a slight drop in use. Sue added that as a patron using RecordedBooks through the app, she has had difficulty since they have merged products. Tasha has sent complaints to OnePlay on behalf of Appleton regarding how the patron interface is difficult to use.

It was brought up that there could be more marketing for services. RecordedBooks has a great marketing webpage that libraries can use. Libraries agree that patrons respond well to taking physical things with them, such as bookmarks. Joan asked if files used for marketing purposes could be placed on the OWLSnet home page. Evan will work on an InfoSoup marketing tools page. Steve is concerned about marketing underused products to patrons when the group could decide to eliminate said products the following year. Evan thinks we should give the magazines another year and monitor how they do. We will not bring any changes to subscription services up for vote this year, and Bradley suggests that libraries market at their own discretion.

#### Cataloging Update

- Pilot project  
Amanda informed the group that the project is going very well and that they are looking for more libraries to get involved. Currently, there are 12 libraries participating and if your library is interested, contact Amanda.
- Holds placed in Sierra on electronic resources  
Amanda reminded the group that holds should not be placed on e-resources in Sierra because these holds will never be fulfilled. Such holds can only be placed in Sierra, not Encore, so staff training may be needed. We see this mistake more often on Hoopla items. Please remind your staff not to place holds on electronic materials in Sierra.

#### WPLC/Overdrive

- The WPLC Collections work group is trying to analyze OverDrive circulation data in hopes to improve purchasing and better coordinate buying between the State collection and Advantage collections. Some of the holds issues are related to problems with OverDrive's automated purchasing that does not evenly distribute purchasing among titles with high holds ratios. Some publishers will soon be offering a "pay per use" model similar to Hoopla. While probably a good thing, this will add complexity to the purchasing of OverDrive titles.

#### Shoutbomb

- Evan mentioned that Shoutbomb would like libraries to use the phone number provided instead of the email to sign up. They have agreed to keep the email address functional since the email address is on our Shoutbomb marketing materials. The InfoSoup Shoutbomb page will be updated to replace the email signup address with the our Shoutbomb phone number.

#### Technology Update

- Investigating new antivirus software solution  
Dave is looking into using the Faronics antivirus solution for public computers due to its compatibility with Deep Freeze.

- **Email Project Update**  
Eight (8) libraries have been converted to Office 365 email. Everyone in OWLSnet should have an account now, and Evan and John L. will schedule remaining libraries to begin migrating next week. Evan pointed out that forwarded emails may have a spam warning message attached to the incoming emails. Although annoying, this should eventually go away over time as everyone begins sending messages to your new email address and you get fewer messages automatically forwarded from your old email address. Users should also check their junk folder regularly, particularly at the beginning, and mark wanted items as “not junk” to improve accuracy. Evan advised libraries to use the “contact list” option rather than creating a “group” for email lists. Evan and John L. have created an [Office 365 user page](#) that can be found on the OWLSnet homepage. Linda asked if attachments on bounced notices will be able to be opened in the Outlook Client without having to go to the web. Evan was unsure and will open a ticket with Microsoft to find out if there is a solution. Until then, libraries should use the web version of Outlook with their library accounts when monitoring notices. If anyone has issues with their email, please contact Evan or John.

#### PSLR Update

- Kristie informed the group of the upcoming regional meetings to be held at various locations throughout the state. There will also be presentations at WLA in October. In November and December, the Steering committee will be conducting informational meetings again. Final workgroup models will be presented next spring. Someone asked if any of the upcoming meetings will be recorded. WLA sessions will be recorded but the regional meetings will not. The virtual regional meeting on the 19<sup>th</sup>, however, will be recorded.

#### 6. Decisions – consensus decision or vote

#### 7. Ideas submitted for discussion

- **Locally controlled collections “Lucky Day” – KIM-LIT**  
Steve informed the group of his idea of what a “Lucky Day” collection would entail. His hope is that these collections will help with hold lists. Bradley mentioned that OWLSnet does not allow local-use-only collections except for specific material types and would need a policy change if the group wanted to move forward with this. OWLS would convene a committee if enough interest is shown. A final proposal would need to pass AAC and the OWLS board. Sue doesn’t feel that it would make sense for Scandinavia to have these collections. The question was raised if library patrons would have priority over their library’s items? Steve answered that yes, the item would show available in the catalog but patrons would not be able to place a hold on the item; patrons would have to physically go to the library to get it. Tracy is interested in looking at the options. Peg feels that if only large libraries would benefit then this option may not be for everyone. Bradley asked for a show of hands for the committee; Ann from New London, Amy

from Lena, Tasha from Appleton, Steve from Kim-Lit, Kristin from Oconto, and Tracy from Door County raised hands. Bradley will schedule a meeting for the committee.

- AAC meeting format – NFLS

On behalf of a member library director, Jamie from NFLS asked via email whether members could attend AAC meetings remotely. OWLS staff have found that hybrid in-person/remote meetings really haven't worked well in the past for AAC and for other meetings we have experienced. But, recognizing that attendance is a challenge for many, we discussed whether it would be possible or desirable to hold some AAC meetings entirely online, particularly if the agenda is on the lighter side.

Directors coming from smaller or farther libraries are concerned about staffing the library in order to come to AAC meetings. If staff schedules change on short notice, they may not be able to get away. And when they are unable to make it to meetings, they feel as though they don't get all the necessary background information from the meetings.

Tracy said if they had to vote, she would choose in-person due to it being hard to participate remotely when there are in-depth discussions. She suggested recording the meetings. That way, staff can go online to watch meetings they miss. Bradley was concerned that recording might stifle discussion.

Kristie mentioned rotating the location of AAC meetings, but she also made the point that she is more interested in solving the remote access problem so that smaller libraries can have more options. Ann thinks travel meetings are a good idea but not all libraries are big enough to hold everyone. Shawano, Marinette, and Sturgeon Bay indicated that they have meeting rooms big enough to accommodate AAC. Bradley mentioned that we have been invited to have a meeting at Gillet. John mentioned that many public places and schools have meeting rooms that can be rented.

Sue is open to online options or fewer meetings a year. Joan appreciates the in-person meetings but feels that online meetings would be nice for the branch librarians who otherwise don't come to meetings. Steve says don't let prior bad experience with hybrid meetings completely rule it out as an option; look into other/better tools to use for it. Bradley raised the concern that the online option may lead to a decline in attendance. Kristin said that she takes AAC meetings seriously, as others do too, and would still attend in person when possible. Kristie, and others, feels meetings are important but would like more options into accessing the information shared at meetings. OWLS will attempt to get minutes out faster. That would be helpful, but minutes do not capture the entire discussion. Could the information portion of the meeting be distributed in writing or recorded ahead of time? Eva thinks four (4) meetings a year would be good, and it would be easier to justify the travel time.

Beth recalled that there were logistical and technical reasons why we stopped rotating the meeting location. Bradley added that Wi-Fi and building accessibility were issues in the past. Evan thinks recording 3-hour meeting would not be helpful because it's too long and would be difficult to find important information in the recording. Tasha said that in her experience, online meeting longer than an hour are not effective. Angie feels that if meetings were online, they would lose their authenticity and the ability to share ideas. Some might be less likely to speak up if the meeting was online or being recorded. If a call-in option is the preferred solution, we may need to invest in technology to solve the audio challenge.

There are a number of meeting models and improvements to explore, but most importantly, directors are looking for a solution for when they can't make it to meetings, and we will aim to have a trial solution at the November meeting. Steve suggested making a committee for meeting format suggestions or a new plan. Steve from Kim-Lit, Rachel from Hortonville, Evan from OWLS, Joan from Oconto Falls, Sue from Scandinavia, and Steph from Florence volunteered to be a part of the committee to explore meeting options. OWLS will facilitate scheduling a committee meeting.

#### 8. Discussion

- Dates for 2018 AAC meetings: Jan 19, Mar 16, May 18, Jul 20, Sep 21, Nov ?  
Bradley tabled this discussion for now, until the committee for meeting format decides on how they would like to proceed.

#### 9. Adjournment

- Meeting adjourned at 12:08 pm